

Quiz C_BCSCX_2502 - Valid SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Printable PDF



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SAP C_BCSCX_2502 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Integration Across CX Solutions: This part focuses on how the various SAP CX solutions work together as an integrated system. It examines the Presales Consultant's understanding of how integration among commerce, customer data, marketing, sales, and service solutions enhances consistency, efficiency, and personalization across customer interactions.
Topic 2	<ul style="list-style-type: none">Understanding the SAP Customer Experience Portfolio: This subtopic assesses the Presales Consultant's ability to grasp the structure and components of the SAP Customer Experience (CX) portfolio. It involves recognizing the key solution areas—commerce, customer data, marketing, sales, and service and understanding how they form a unified offering aimed at enhancing customer relationships.
Topic 3	<ul style="list-style-type: none">Articulating Value and Business Outcomes: This subtopic evaluates the Consultant's skill in communicating the overall value of the SAP Customer Experience portfolio. It includes the ability to demonstrate how the integrated solutions lead to stronger customer engagement and ultimately support the achievement of key business outcomes.

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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q30-Q35):

NEW QUESTION # 30

What can companies who unlock the SAP Customer Experience value potential with Clean Core expect?

Note: There are 3 correct answers to this question.

- A. Better process execution through improved data quality
- B. Data quality and consistency challenges
- C. Efficient operations of IT security and efficiency
- D. Complex and costly upgrades from custom extensions
- E. Rapid, continuous innovation by running the latest software version

Answer: A,C,E

NEW QUESTION # 31

How does SAP Service Cloud version 2 help organizations achieve their customer experience targets?

- A. By providing a dedicated self-service experience as a forecast
- B. By connecting and delivering data from the value chain and process flow
- C. By focusing on back-end service operations
- D. By executing marketing campaigns for product service

Answer: B

NEW QUESTION # 32

What does Clean Core mean in relation to SAP Customer Experience?

- A. It is a strategy to keep existing solutions in the target system environment by prioritizing.
- B. It is a strategy to retain an existing installed base of solutions.
- C. It is a strategy to aid in cleaning legacy data for the purposes of data migration.
- D. It is a strategy to minimize modifications, and to run with cloud-compliant extensions and customizations.

Answer: D

NEW QUESTION # 33

Which SAP solutions help to drive profitable growth by pairing SAP Customer Experience and SAP Business Technology Platform?
Note: There are 3 correct answers to this question.

- A. SAP Analytics Cloud
- B. SAP Customer Data Cloud
- C. SAP Cloud ALM
- D. SAP Successfactors

Answer: A,B,C

NEW QUESTION # 34

Which of the following features are available in SAP Service Cloud Version 2?

Note: There are 2 correct answers to this question.

- A. Guided selling
- B. Agent Desktop
- C. Billing
- D. Omnichannel experience

Answer: B,D

NEW QUESTION # 35

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