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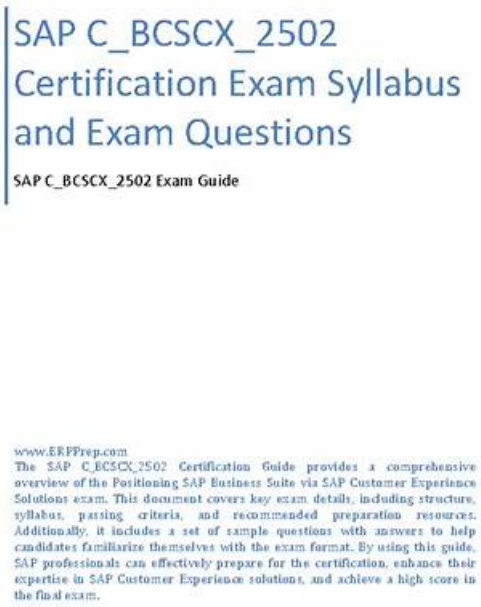

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SAP C-BCSCX-2502 Exam Syllabus Topics:

Topic	Details

Topic 1	• 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.
Topic 2	• 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	• 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.

SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q23-Q28):

NEW QUESTION # 23
Which of the following are some of the benefits of using SAP Business Technology Platform with SAP Customer Experience?
Note: There are 3 correct answers to this question.

- A. Business process analysis is available out-of-the-box.
- B. SAP Build can be used to create custom apps.
- C. SAP Integration Suite is available to integrate applications.
- D. AI capabilities empower sales & marketing analysts to accelerate decisions.
- E. SAP Cloud ALM tools and accelerators can be used to help jumpstart a customer implementation.

Answer: B,C,D

NEW QUESTION # 24
Which of the following KPIs are success metrics for the Chief Revenue Officer (CRO) persona?
Note: There are 3 correct answers to this question.

- A. Innovate and stay ahead
- B. Improved customer satisfaction and retention
- C. Increased profitability
- D. Optimize buying lifecycle
- E. Lower customer acquisition costs

Answer: C,D,E

NEW QUESTION # 25
Which of the following actions can you perform in SAP Customer Data Cloud?

- A. You can record all master data (customer, products, organization) in a central database.
- B. You can migrate data using the Data Workbench.
- C. You can analyze customer preferences for communication.
- D. You can manage customer segments.

Answer: C

NEW QUESTION # 26
Which of the following features are available in SAP Service Cloud Version 2?

Note: There are 2 correct answers to this question.

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

Answer: A,D

NEW QUESTION # 27
Your customer is looking for a solution that can be used on a mobile device to execute a guided selling process.
Which SAP Customer Experience solution would you recommend?

- A. SAP Emarsys
- B. SAP Sales Cloud Version 2
- C. SAP Commerce Cloud
- D. SAP Customer Data Platform

Answer: B

NEW QUESTION # 28
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