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## C\_BCBTM\_2509 Valid Test Forum - Question C\_BCBTM\_2509 Explanations

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## SAP Certified Associate - Positioning SAP Business Transformation Management Solutions Sample Questions (Q13-Q18):

### NEW QUESTION # 13

What is one of WalkMe's differentiators when compared to other Digital Adoption Platforms (DAP)?

- A. Ability to operate without integrating into other software
- B. Exclusive focus on customer experience workflows

- C. Limited scalability for smaller businesses
- **D. Offering a combination of guidance tools and actionable analytics**

**Answer: D**

Explanation:

WalkMe's Digital Adoption Platform (DAP) stands out in the market for its unique combination of real-time user guidance, workflow automation, and actionable analytics. This blend allows organizations to measure and improve digital adoption and employee productivity.

"WalkMe differentiates itself by combining in-app guidance, automation, and actionable analytics that empower organizations to monitor and improve digital adoption at scale." Reference:

Through its AI-driven DeepUI technology, WalkMe provides contextual insights and user behavior analytics to continuously optimize business processes and adoption success.

"The WalkMe platform unifies guidance, engagement, and analytics capabilities - enabling enterprises to measure user experience and optimize adoption journeys." Incorrect Options:

A: WalkMe does not integrate with enterprise applications; it overlays them for contextual guidance.

B: Its focus is not exclusive to customer experience workflows; it supports all enterprise systems, including SAP S/4HANA, SuccessFactors, and Ariba.

C: WalkMe is highly scalable and used by global enterprises; it's not limited to small businesses.

Therefore, the correct answer based on SAP BTM and WalkMe documentation is:

D: Offering a combination of guidance tools and actionable analytics.

#### NEW QUESTION # 14

What is the primary purpose of WalkMe's Digital Adoption Platform (DAP)?

- A. To manage payroll systems efficiently
- B. To implement advanced hardware solutions
- C. To automate recruitment processes
- **D. To reduce digital friction and guide users through complex software**

**Answer: D**

Explanation:

The WalkMe Digital Adoption Platform (DAP) is designed to improve the user experience by reducing friction when interacting with digital systems. It provides on-screen guidance, automation, and analytics that help users complete tasks accurately and efficiently.

"The primary purpose of WalkMe's Digital Adoption Platform is to reduce digital friction and guide users through complex software environments using AI-powered, context-aware assistance." Reference:

The platform enhances employee productivity, adoption success, and process efficiency across SAP and third-party applications by simplifying navigation and ensuring process compliance.

"WalkMe DAP provides contextual guidance directly within applications, enabling users to execute digital workflows with minimal errors or training." Incorrect Options:

A: WalkMe is software-based, not a hardware solution.

B: Recruitment automation is part of SAP SuccessFactors, not WalkMe.

D: Payroll management is unrelated to WalkMe's purpose.

Verified Correct answer: C: To reduce digital friction and guide users through complex software.

#### NEW QUESTION # 15

What roles do SAP Business Transformation Management solutions play in transformation scenarios?

(Note: There are 2 correct answers to this question.)

- A. They analyze as-is processes and IT landscapes only.
- B. They are limited to the operate phase of transformations.
- **C. They support change management.**
- **D. They provide a data-driven approach for Enterprise Observability.**

**Answer: C,D**

Explanation:

SAP Business Transformation Management (BTM) Solutions are designed to guide organizations through the complete

transformation lifecycle, from strategy and planning to implementation and adoption. They combine process analysis, enterprise architecture management, and user adoption capabilities through solutions such as SAP Signavio, SAP LeanIX, and WalkMe. "SAP's Business Transformation Management Solutions deliver an integrated, data-driven foundation that provides visibility, transparency, and governance across all phases of business transformation while supporting organizational change management." Reference:

Supporting Change Management (Answer B):

A core objective of SAP BTM solutions is to enable and sustain change across people, processes, and technology. Through SAP Signavio's collaborative design tools and WalkMe's adoption capabilities, organizations can manage stakeholder engagement, communication, and behavior alignment effectively.

"BTM Solutions provide tools to manage the human side of transformation, ensuring that employees adapt successfully to new processes and technologies." Providing a Data-Driven Approach for Enterprise Observability (Answer C):

BTM Solutions deliver data-based visibility into business and IT landscapes through SAP LeanIX and SAP Signavio integration. This allows organizations to observe and measure transformation progress, dependencies, and business value using live data.

"SAP BTM Solutions integrate business process intelligence with enterprise architecture management, providing a data-driven approach to enterprise observability for informed transformation decisions." Why Other Options Are Incorrect:

A: Incorrect - BTM Solutions are not limited to the operate phase; they span discover, design, deliver, and run phases of transformation.

D: Incorrect - They analyze both as-is and to-be states to enable continuous improvement and future-state optimization.

Therefore, the verified and correct answers according to SAP BTM documentation are:

B: They support change management.

C: They provide a data-driven approach for Enterprise Observability.

## NEW QUESTION # 16

What is the role of generative AI in SAP Signavio solutions?

- A. It provides instant answers, identifies bottlenecks, and offers recommendations.
- B. It is limited to performing routine tasks like data entry.
- C. It translates process models from one modeling language to another.
- D. It is primarily focused on creating new AI systems unrelated to SAP solutions.

**Answer: A**

Explanation:

Generative AI in SAP Signavio enhances process intelligence by analyzing complex business process data, identifying inefficiencies, and automatically generating insights and recommendations for optimization.

"Generative AI in SAP Signavio supports business transformation by instantly identifying process bottlenecks, providing intelligent recommendations, and generating process improvement insights based on operational data." Reference:

This AI functionality, embedded in SAP Signavio Process Intelligence and Process Insights, empowers users to accelerate process discovery and analysis using natural language queries and auto-generated improvement suggestions.

"SAP Signavio leverages Generative AI to enable users to query process data conversationally and receive AI-driven insights for faster decision-making." Incorrect Options:

B: Translating process models is done via modeling standards (BPMN), not AI.

C: The AI is purpose-built for SAP's transformation ecosystem, not standalone.

D: It performs high-level analytical and generative tasks, not simple automation.

Verified Correct answer: A: It provides instant answers, identifies bottlenecks, and offers

## NEW QUESTION # 17

What are the main use cases for SAP Signavio and SAP LeanIX solutions?

- A. Expanding product offerings and portfolio management.
- B. Enhancing customer service and managing digital supply chain.
- C. Improving financial management and material management.
- D. Enabling business transformation and continuous excellence.

**Answer: D**

Explanation:

The SAP Signavio and SAP LeanIX solutions are foundational components of SAP Business Transformation Management (BTM). Their main purpose is to enable enterprise-wide transformation, continuous optimization, and operational excellence by connecting

business processes and IT architecture.

"The combined use of SAP Signavio and SAP LeanIX empowers organizations to enable business transformation through a comprehensive view of processes, applications, and technology, driving continuous excellence and improvement." Reference: SAP Signavio provides business process intelligence, while SAP LeanIX delivers enterprise architecture transparency. Together, they support organizations in transforming operations, modernizing IT landscapes, and achieving long-term performance improvement.

"SAP Signavio and SAP LeanIX support use cases centered around continuous business transformation, providing insights that align business goals with IT strategies." Incorrect Options:

B: Product portfolio management is managed under SAP PLM, not BTM solutions.

C: Supply chain management is covered by SAP Digital Supply Chain applications, not LeanIX or Signavio.

D: Financial and material management belong to SAP S/4HANA core ERP modules.

Verified Correct answer: A: Enabling business transformation and continuous excellence.

## NEW QUESTION # 18

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