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## SAP C\_BCSCX\_2502

SAP Certified Associate - Positioning SAP Business Suite via  
SAP Customer Experience Solutions

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## SAP C-BCSCX-2502 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Articulating Value and Business Outcomes:</b> 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• <b>Integration Across CX Solutions:</b> 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• <b>Understanding the SAP Customer Experience Portfolio:</b> 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.</li></ul>

## SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q21-Q26):

### NEW QUESTION # 21

In what ways can SAP CX AI toolkit optimize businesses?

Note: There are 3 correct answers to this question.

- A. By supporting edge computing scenarios
- **B. By providing visual search options to transform the shopping experience for customers**
- C. By integrating with non-SAP systems
- **D. By automatically generating and managing product attributes from existing descriptions**
- **E. By generating engaging content for banners, social media posts, and blog posts**

**Answer: B,D,E**

### NEW QUESTION # 22

Which application would you recommend to manage the customer consent and preference lifecycle?

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

**Answer: D**

### NEW QUESTION # 23

What are some of the actions you can perform using SAP Emarsys?

Note: There are 2 correct answers to this question.

- **A. Generate product recommendations**
- **B. Deliver personalized content**
- C. Create quotation versions
- D. Route sales orders

**Answer: A,B**

#### NEW QUESTION # 24

What are some of the features of SAP Commerce Cloud?

Note: There are 3 correct answers to this question.

- A. Management of opportunities
- **B. Delivery of an e-commerce platform**
- **C. Checkout and payment modules**
- **D. Support end-to-end e-commerce processes**
- E. Customer credit scoring

**Answer: B,C,D**

#### NEW QUESTION # 25

Your customer wants to sell their products and services through the internet.

Which application would you recommend?

- A. SAP Sales Cloud Version 2
- B. SAP Service Cloud Version 2
- C. SAP Business Technology Platform
- **D. SAP Commerce Cloud**

**Answer: D**

#### NEW QUESTION # 26

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