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SAP C_BCSCX_2502
Certification Exam Syllabus
and Exam Questions
SAP C_BCSCX_2502 Exam Guide

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The SAP C_BCSCX_2502 Certification Guide provides a comprehensive overview of the Positioning SAP Business Suite via SAP Customer Experience Solutions exam. This document covers key exam details, including structure, syllabus, passing criteria, and recommended preparation resources. Additionally, it includes a set of sample questions with answers to help candidates familiarize themselves with the exam format. By using this guide, SAP professionals can effectively prepare for the certification, enhance their expertise in SAP Customer Experience solutions, and achieve a high score in the final exam.

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SAP C-BCSCX-2502 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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.

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

NEW QUESTION # 23

Which of the following actions can you perform in SAP Customer Data Cloud?

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

Answer: A

NEW QUESTION # 24

How does SAP Customer Experience support end-to-end processes?

Note: There are 3 correct answers to this question.

- A. It enables processing of accounting data.
- B. It provides permanent transparent and personalized data related to maintenance plants.
- C. It enables organizations to deliver personalized customer engagement data.
- D. It provides seamless connectivity to teams with the correct information at the right time.
- E. It provides permanent awareness of customer expectations.

Answer: C,D,E

NEW QUESTION # 25

What is SAP Customer Data Cloud designed to do?

- A. Manage customer identities, consent, and preferences.
- B. Connect information from a single source.
- C. Execute end-to-end loyalty campaigns.
- D. Provide multiple views of the customer.

Answer: A

NEW QUESTION # 26

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

Answer: A,B,E

NEW QUESTION # 27

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

Answer: A,B,C

NEW QUESTION # 28

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