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SAP C-BCSCX-2502 Exam Syllabus Topics:

Topic	Details
Topic 1	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	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 3	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.
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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q12-Q17):

NEW QUESTION # 12

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. Lower customer acquisition costs
- C. Improved customer satisfaction and retention
- D. Optimize buying lifecycle
- E. Increased profitability

Answer: B,D,E

NEW QUESTION # 13

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

Answer: C,D,E

NEW QUESTION # 14

What are the challenges faced by a Chief Revenue Officer (CRO) persona?

Note: There are 3 correct answers to this question.

- A. Talent development
- B. Cross-functional alignment
- C. Data privacy and management
- D. Absence of agile technology development
- E. Organization design

Answer: A,B,E

NEW QUESTION # 15

Which SAP Customer Experience solution helps accelerate sales cycles and boost conversion rates by leveraging a powerful deal prediction engine?

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

Answer: B

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?

- Answer: B**

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