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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">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	<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.
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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q25-Q30):

NEW QUESTION # 25

Which part of SAP BTP can be positioned with SAP Customer Experience when customers want to combine data from many sources and build models?

- A. SAP Customer Data Cloud
- B. SAP Business AI
- **C. SAP Datasphere**
- D. SAP Workzone

Answer: C

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

Answer: B,C,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 Customer Data Platform
- D. SAP Commerce Cloud

Answer: B

NEW QUESTION # 28

In what ways can SAP CX AI toolkit optimize businesses?

Note: There are 3 correct answers to this question.

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

Answer: A,D,E

NEW QUESTION # 29

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. Route sales orders
- C. Create quotation versions
- D. Deliver personalized content

Answer: A,D

NEW QUESTION # 30

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