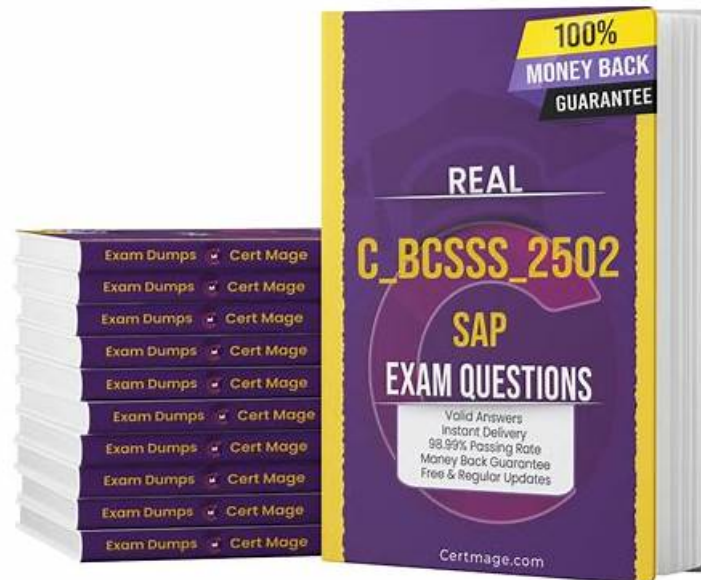


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SAP C-BCSCX-2502 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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	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.

SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q17-Q22):

NEW QUESTION # 17

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

Note: There are 3 correct answers to this question.

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

Answer: C,D,E

NEW QUESTION # 18

What are some of the features of SAP Commerce Cloud?

Note: There are 3 correct answers to this question.

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

Answer: C,D,E

NEW QUESTION # 19

Which of the following are capabilities of SAP Sales Cloud Version 2?

Note: There are 3 correct answers to this question.

- A. Intelligent Lead Score
- B. Forecasting and Pipeline Management
- C. Guided Selling
- D. Case Management
- E. Agent Desktop

Answer: A,B,C

NEW QUESTION # 20

Which application would you use to execute an email campaign for a target group?

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

Answer: D

NEW QUESTION # 21

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

Note: There are 3 correct answers to this question.

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

Answer: C,D,E

NEW QUESTION # 22

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