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## SAP C\_BCSCX\_2502

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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>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.</li></ul>                                        |
| Topic 2 | <ul style="list-style-type: none"><li>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.</li></ul> |

|         |                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic 3 | <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> |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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## SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q19-Q24):

### NEW QUESTION # 19

What are some of the benefits of an integration between SAP Customer Experience and SAP ERP?

Note: There are 3 correct answers to this question

- A. Integration value mapping needs to be maintained
- B. Integration monitoring needs to be centralized
- C. Integration is GDPR compliant
- D. Integration between SAP CX and SAP ERP is out-of-the-box
- E. Integration caters for error handling and monitoring

**Answer: A,D,E**

### NEW QUESTION # 20

Which of the following are solution capabilities of SAP Emarsys?

Note: There are 3 correct answers to this question.

- A. Web Page Creation and Generation
- B. Processing Leads and Opportunities
- C. Smart Analytics
- D. Automation Programs
- E. Advanced Segmentation

**Answer: C,D,E**

### NEW QUESTION # 21

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

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

**Answer: C**

### NEW QUESTION # 22

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 # 23

What does Clean Core mean in relation to SAP Customer Experience?

- A. It is a strategy to keep existing solutions in the target system environment by prioritizing.
- B. It is a strategy to aid in cleaning legacy data for the purposes of data migration.
- C. It is a strategy to retain an existing installed base of solutions.
- D. It is a strategy to minimize modifications, and to run with cloud-compliant extensions and customizations.

Answer: D

### NEW QUESTION # 24

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