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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">• 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	<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 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.

SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q10-Q15):

NEW QUESTION # 10

Which of the following is a feature of SAP Customer Data Platform?

- A. Product Workbench
- B. Unique customer database
- C. Payload customer error messages
- D. AI customer overview

Answer: B

NEW QUESTION # 11

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

Note: There are 3 correct answers to this question.

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

Answer: B,D,E

NEW QUESTION # 12

Which of the following are steps in the a typical Lead to Cash journey?

Note: There are 3 correct answers to this question.

- A. Hire to Retire
- B. Source to Pay
- C. Opportunity to Quote
- D. Quote to Order
- E. Lead to Opportunity

Answer: C,D,E

NEW QUESTION # 13

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

Answer: B,C,E

NEW QUESTION # 14

What are some of the actions you can perform using SAP Emarsys?

Note: There are 2 correct answers to this question.

- A. Route sales orders
- B. Generate product recommendations
- C. Create quotation versions
- D. Deliver personalized content

Answer: B,D

NEW QUESTION # 15

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