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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 考試大綱：

主題	簡介
主題 1	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.
主題 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.
主題 3	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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問題 #27

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

答案: A,D,E

問題 #28

Which of the following are solution capabilities of SAP Emarsys?

Note: There are 3 correct answers to this question.

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

答案: A,C,E

問題 #29

How does SAP Service Cloud version 2 help organizations achieve their customer experience targets?

- A. By focusing on back-end service operations
- B. By providing a dedicated self-service experience as a forecast
- C. By connecting and delivering data from the value chain and process flow
- D. By executing marketing campaigns for product service

答案: C

問題 #30

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

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

答案: B

問題 #31

What are some of the features of SAP Commerce Cloud?

Note: There are 3 correct answers to this question.

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

答案: A,C,E

問題 #32

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