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SAP C\_BCSCX\_2502  
Certification Exam Syllabus  
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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"><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>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.</li></ul>

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

### NEW QUESTION # 19

Which solution can be used to analyze a real-time 360 view of the customer?

- A. Customer Identity Access Management (CIAM) for Business-to-Consumer (B2C)
- B. SAP Customer Data Platform**
- C. Customer Identity Access Management (CIAM) for Business-to-Business (B2B)
- D. Enterprise Consent and Preference Management

**Answer: B**

### NEW QUESTION # 20

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

Note: There are 2 correct answers to this question.

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

**Answer: A,C**

### NEW QUESTION # 21

Which of the following are solution capabilities of SAP Emarsys?

Note: There are 3 correct answers to this question.

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

**Answer: A,C,D**

#### NEW QUESTION # 22

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

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

**Answer: B**

#### NEW QUESTION # 23

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. Case Management
- **C. Guided Selling**
- **D. Forecasting and Pipeline Management**
- **E. Intelligent Lead Score**

**Answer: C,D,E**

#### NEW QUESTION # 24

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