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SAP C_C4H47_2503 Exam Syllabus Topics:

Topic	Details
Topic 1	• Activities Management: This section of the exam measures the skills of a Sales Support Specialist and focuses on managing tasks and calls. It includes features such as call lists and task management to help users stay on top of daily sales activities and follow-ups.
Topic 2	• Mobile App: This section of the exam measures the skills of a Field Sales Representative and covers the use of the SAP Sales Cloud Version 2 Mobile App. It includes setup and a review of available capabilities, supporting productivity on the go.
Topic 3	• Machine Learning and Gen AI: This section of the exam measures the skills of an Innovation Consultant and explores how SAP Sales Cloud Version 2 utilizes machine learning and generative AI. These technologies are used to automate tasks, gain insights, and enhance the intelligence of sales processes.
Topic 4	• SAP Sales Cloud Version 2 in App and Side-by-Side Extensibility: This section of the exam measures the skills of a Technical Consultant and explores how to customize and extend SAP Sales Cloud Version 2. It includes both in-app extensibility and side-by-side development options for enhancing functionality while maintaining system stability.

Topic 5	• Leads and Opportunity Management: This section of the exam measures the skills of a Sales Executive and evaluates knowledge of working with leads and opportunities. It also includes using the pipeline and forecast tracker to monitor and manage sales performance throughout the sales cycle.
Topic 6	• Set-up of Sales-Specific Capabilities: This section of the exam measures the skills of a Sales Operations Specialist and covers configuring essential sales features such as leads, opportunities, pipeline management, forecasting, activities, and integration with tools like Microsoft Teams and email. It focuses on tailoring sales processes for productivity and visibility.
Topic 7	• Playbook, Digital Selling Workspace, and Guided Selling: This section of the exam measures the skills of a Digital Sales Manager and focuses on features that support structured selling. It includes working with the Playbook, using the Digital Selling Workspace, and applying Guided Selling techniques to drive better customer engagement and sales outcomes.
Topic 8	• Scenario: Best Run Bikes: This section of the exam measures the skills of a Solution Architect and includes scenario-based questions from several key topics such as digital selling, guided selling, extensibility, master data, and system settings. It simulates real-world challenges to test a deep understanding of how the solution is applied in practice.
Topic 9	• Master Data: This section of the exam measures the skills of a Data Steward and focuses on maintaining critical customer and product-related master data. It includes managing accounts, individual customers, contacts, products, registered products, and pricing elements within SAP Sales Cloud.
Topic 10	• Introduction to SAP Sales Cloud Version 2: This section of the exam measures the skills of a CRM Consultant and covers a high-level overview of SAP Sales Cloud Version 2. It includes an introduction to its main capabilities, supported business scenarios, and integration options. Understanding the platform's purpose and role in customer relationship management is key here.

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SAP Certified Associate - Implementation Consultant - SAP Sales Cloud Version 2 Sample Questions (Q16-Q21):

NEW QUESTION # 16
As an Administrator, where can you find documentation about available APIs that could be leveraged for integrating SAP Sales Cloud Version 2 with other SAP applications?

- A. SAP Discovery Center
- B. SAP Business Accelerator Hub
- C. SAP Platform Integration
- D. SAP API Business Transformation Hub

Answer: B

NEW QUESTION # 17
As a Sales Manager for Best Run Bikes, you want to standardize a set of activities performed for various sales phases of the Opportunity.
Which SAP Sales Cloud Version 2 feature will help you achieve this?

- A. Playbook
- B. Digital Selling Workspace
- C. Machine Learning
- D. Activity Manager

Answer: A

NEW QUESTION # 18

The customer you are currently supporting has recently bought the license for SAP Sales Cloud Version 2.
How can you help them start the procedure for the system provisioning?

- A. By following the Onboarding Guide on the SAP Help Portal
- B. By raising a Support Ticket
- C. By asking for support from product development
- D. By requesting admin access to their tenant

Answer: A

NEW QUESTION # 19

When configuring Appointments, which categories are provided as system defaults and cannot be deleted? Note: There are 2 correct answers to this question.

- A. Meeting
- B. Task
- C. Outbound Phone Call
- D. Inbound Phone Call

Answer: A,C

NEW QUESTION # 20

A User is no longer able to access SAP Sales Cloud Version 2, due to too many failed log-in attempts. As an Administrator, how can you fix the issue?

- A. Unlock the employee and the respective password
- B. Assign a new security policy and unlock the User
- C. Unlock the respective User and reset the password
- D. Reset the password for the affected User

Answer: D

NEW QUESTION # 21

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