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SAP C_BCSCX_2502 Exam Syllabus Topics:

Topic	Details
Topic 1	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.
Topic 2	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	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.

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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q27-Q32):

NEW QUESTION # 27

Your customer is looking for a solution that can be used on a mobile device to execute a guided selling process. Which SAP Customer Experience solution would you recommend?

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

Answer: C

NEW QUESTION # 28

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. Opportunity to Quote
- C. Lead to Opportunity
- D. Source to Pay
- E. Quote to Order

Answer: B,C,E

NEW QUESTION # 29

What are some of the aspects that help differentiate SAP Customer Experience solutions in the market?

Note: There are 3 correct answers to this question.

- A. Providing expertise in purchase processes
- B. Offering scalability and flexibility
- C. Providing industry expertise
- D. Including integration capabilities

Answer: B,C,D

NEW QUESTION # 30

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. Automation Programs
- C. Advanced Segmentation
- D. Smart Analytics
- E. Processing Leads and Opportunities

Answer: B,C,D

NEW QUESTION # 31

Which feature is available in SAP Commerce Cloud?

- A. Product catalog
- B. Bounce management for new prospects
- C. Case processing with registered products
- D. Management for intercompany sales processes

Answer: A

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