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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">• 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 3	<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.
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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q19-Q24):

NEW QUESTION # 19

Which of the following features are available in SAP Service Cloud Version 2?

Note: There are 2 correct answers to this question.

- A. Agent Desktop
- B. Guided selling
- C. Omnichannel experience
- D. Billing

Answer: A,C

NEW QUESTION # 20

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

Answer: A,B,E

NEW QUESTION # 21

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

Answer: A,B,D

NEW QUESTION # 22

Which part of SAP BTP can be positioned with SAP Customer Experience when customers want to combine data from many sources and build models?

- A. SAP Datasphere
- B. SAP Workzone
- C. SAP Customer Data Cloud
- D. SAP Business AI

Answer: A

NEW QUESTION # 23

What are the challenges faced by a Chief Revenue Officer (CRO) persona?

Note: There are 3 correct answers to this question.

- A. Organization design
- B. Cross-functional alignment
- C. Absence of agile technology development
- D. Talent development
- E. Data privacy and management

Answer: A,B,D

NEW QUESTION # 24

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