

Topic 2	<ul style="list-style-type: none"> • Integration with SAP Ecosystem: Highlights how SAP AI integrates with solutions like SAP S • 4HANA, SAP Customer Experience, and SAP BTP for end-to-end process optimization.
Topic 3	<ul style="list-style-type: none"> • Business AI Solutions Positioning: Covers how to effectively position SAP's Business AI offerings within the SAP Business Suite to support intelligent enterprise goals.

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SAP Certified Associate - Positioning SAP Business AI Solutions as part of SAP Business Suite Sample Questions (Q60-Q65):

NEW QUESTION # 60

Which component of SAP AI is responsible for automating routine business tasks?

Please choose the correct answer.

Response:

- A. SAP Conversational AI
- B. SAP S/4HANA Cloud
- C. SAP Intelligent RPA
- D. SAP AI Core

Answer: C

NEW QUESTION # 61

A retail business wants to use AI for automating customer support while ensuring personalized customer interactions. Which SAP AI solutions should they implement? Note: There are 3 correct answers to this question.

- A. SAP Predictive Analytics
- B. SAP AI for Customer Experience
- C. SAP AI Business Services
- D. SAP Conversational AI
- E. SAP Blockchain for Business

Answer: B,C,D

Explanation:

For a retail business seeking to automate customer support while maintaining personalized interactions, SAP provides targeted AI solutions that integrate seamlessly with customer experience workflows. The correct answers are SAP Conversational AI, SAP AI for Customer Experience, and SAP AI Business Services, as these solutions directly address automation and personalization in customer support.

SAP documentation explains: "Use Joule agents to automate case classification, proactively find answers to customer questions, and capture knowledge from resolved cases to improve sales and service quality." SAP Conversational AI, powered by Joule, leverages natural language processing to enable chatbots that handle customer inquiries efficiently, delivering personalized responses based on customer behavior and history.

SAP AI for Customer Experience, embedded in SAP Sales Cloud and SAP Commerce Cloud, supports "personalized experiences and omnichannel engagements" by analyzing customer data to tailor interactions.

SAP AI Business Services provide reusable AI capabilities, such as natural language processing and machine learning, to "enrich customer experience across the intelligent, sustainable enterprise." The incorrect options-SAP Predictive Analytics and SAP Blockchain for Business-are not directly relevant to customer support automation or personalization. SAP Predictive Analytics

focuses on forecasting, not customer interaction automation. SAP Blockchain for Business is designed for secure transactions, not customer support. SAP's case study on Miele Professional illustrates how AI in SAP Commerce Cloud and SAP Sales Cloud enhances B2B sales, reinforcing the suitability of the selected solutions for retail customer support.

NEW QUESTION # 62

What is the primary objective of SAP Responsible Design and Production?

Please choose the correct answer.

Response:

- A. Automate payroll processing
- **B. Support circular economy strategies**
- C. Enhance customer relationship management
- D. Manage employee benefits

Answer: B

NEW QUESTION # 63

What are the key use cases of SAP AI in manufacturing?

There are 3 correct answers to this question.

Response:

- **A. AI-powered production scheduling**
- B. Manual equipment failure analysis
- C. Handwritten production reports
- **D. Automated quality control**
- **E. AI-driven predictive maintenance**

Answer: A,D,E

NEW QUESTION # 64

How does SAP AI support sales and marketing automation?

Please choose the correct answer.

Response:

- **A. By providing AI-driven lead scoring and customer insights**
- B. By generating payroll reports
- C. By managing cloud infrastructure
- D. By automating workforce planning

Answer: A

NEW QUESTION # 65

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