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SAP C_BCSCX_2502 Certification Exam Syllabus and Exam Questions

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">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	<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.

Topic 3	<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.
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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q20-Q25):

NEW QUESTION # 20

Which feature is available in SAP Commerce Cloud?

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

Answer: D

NEW QUESTION # 21

Which of the following are associated with SAP Sales Cloud Version 2?

Note: There are 2 correct answers to this question.

- A. Opportunities
- B. Coupon campaigns
- **C. Service orders**
- **D. Pricing conditions**

Answer: C,D

NEW QUESTION # 22

Which of the following are steps in the a typical Lead to Cash journey?

Note: There are 3 correct answers to this question.

- A. Source to Pay
- **B. Opportunity to Quote**
- **C. Lead to Opportunity**
- **D. Quote to Order**
- E. Hire to Retire

Answer: B,C,D

NEW QUESTION # 23

Which of the following are solution capabilities of SAP Emarsys?

Note: There are 3 correct answers to this question.

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

Answer: A,B,E

NEW QUESTION # 24

Your customer wants to sell their products and services through the internet.

Which application would you recommend?

- A. SAP Sales Cloud Version 2
- B. SAP Business Technology Platform
- **C. SAP Commerce Cloud**
- D. SAP Service Cloud Version 2

Answer: C

NEW QUESTION # 25

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