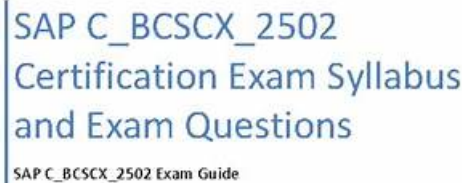


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The SAP C-BCSCX-2502 Certification Guide provides a comprehensive overview of the Positioning SAP Business Suite via SAP Customer Experience Solutions exam. This document covers key exam details, including structure, syllabus, passing criteria, and 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	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	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 3	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.

SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q16-Q21):

NEW QUESTION # 16

Which application would you recommend to manage the customer consent and preference lifecycle?

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

Answer: C

NEW QUESTION # 17

What are some of the actions you can perform using SAP Emarsys?

Note: There are 2 correct answers to this question.

- A. Route sales orders
- B. Deliver personalized content
- C. Create quotation versions
- D. Generate product recommendations

Answer: B,D

NEW QUESTION # 18

How does SAP Customer Experience support end-to-end processes?

Note: There are 3 correct answers to this question.

- A. It enables processing of accounting data.
- B. It provides seamless connectivity to teams with the correct information at the right time.
- C. It provides permanent transparent and personalized data related to maintenance plants.
- D. It provides permanent awareness of customer expectations.
- E. It enables organizations to deliver personalized customer engagement data.

Answer: B,D,E

NEW QUESTION # 19

What does Clean Core mean in relation to SAP Customer Experience?

- A. It is a strategy to minimize modifications, and to run with cloud-compliant extensions and customizations.
- B. It is a strategy to keep existing solutions in the target system environment by prioritizing.
- C. It is a strategy to retain an existing installed base of solutions.
- D. It is a strategy to aid in cleaning legacy data for the purposes of data migration.

Answer: A

NEW QUESTION # 20

Which SAP solutions help to drive profitable growth by pairing SAP Customer Experience and SAP Business Technology Platform?
Note: There are 3 correct answers to this question.

- A. SAP Successfactors
- B. SAP Cloud ALM
- C. SAP Analytics Cloud
- D. SAP Customer Data Cloud

Answer: B,C,D

NEW QUESTION # 21

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