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SAP C_BCSCX_2502
Certification Exam Syllabus
and Exam Questions

SAP C_BCSCX_2502 Exam Guide
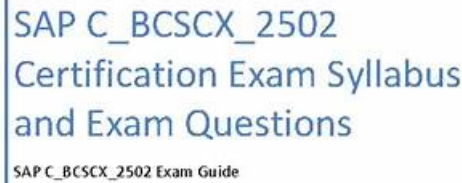
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The SAP C_BCSCX_2502 Certification Guide provides a comprehensive
overview of the Positioning SAP Business Suite via SAP Customer Experience
Solutions exam. This document covers key exam details, including structure,
syllabus, passing criteria, and 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	• 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 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	• 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.

SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q21-Q26):

NEW QUESTION # 21
Which of the following KPIs are success metrics for the Chief Revenue Officer (CRO) persona?
Note: There are 3 correct answers to this question.

- A. Increased profitability
- B. Lower customer acquisition costs
- C. Improved customer satisfaction and retention
- D. Optimize buying lifecycle
- E. Innovate and stay ahead

Answer: A,B,D

NEW QUESTION # 22
Which of the following actions can you perform in SAP Customer Data Cloud?

- A. You can record all master data (customer, products, organization) in a central database.
- B. You can analyze customer preferences for communication.
- C. You can manage customer segments.
- D. You can migrate data using the Data Workbench.

Answer: B

NEW QUESTION # 23
Which application would you recommend to manage the customer consent and preference lifecycle?

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

Answer: C

NEW QUESTION # 24

Which SAP CX solution would you position to process customer issues?

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

Answer: C

NEW QUESTION # 25

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

Answer: A

NEW QUESTION # 26

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