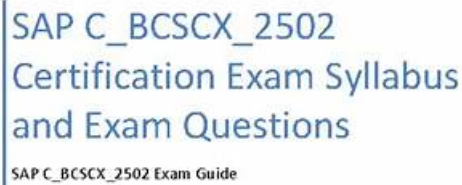


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 The SAP C_BCSCX_2502 Certification Guide provides a comprehensive overview of the Positioning SAP Business Suite via SAP Customer Experience Solutions exam. This document covers key exam details, including structure, syllabus, passing criteria, and 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"> 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"> 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"> • 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.
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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q25-Q30):

NEW QUESTION # 25

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

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

Answer: C

NEW QUESTION # 26

Which of the following are some of the benefits of using SAP Business Technology Platform with SAP Customer Experience?

Note: There are 3 correct answers to this question.

- A. Business process analysis is available out-of-the-box.
- **B. SAP Build can be used to create custom apps.**
- **C. SAP Integration Suite is available to integrate applications.**
- **D. AI capabilities empower sales & marketing analysts to accelerate decisions.**
- E. SAP Cloud ALM tools and accelerators can be used to help jumpstart a customer implementation.

Answer: B,C,D

NEW QUESTION # 27

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

Note: There are 2 correct answers to this question.

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

Answer: B,C

NEW QUESTION # 28

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

Note: There are 3 correct answers to this question.

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

Answer: A,B,C

NEW QUESTION # 29

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. Billing
- C. Omnichannel experience
- D. Guided selling

Answer: A,C

NEW QUESTION # 30

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