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## SAP C\_BCSCX\_2502

SAP Certified Associate - Positioning SAP Business Suite via  
SAP Customer Experience Solutions

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## SAP C\_BCSCX\_2502 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>

## SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q20-Q25):

### NEW QUESTION # 20

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

Note: There are 2 correct answers to this question.

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

**Answer: C,D**

### NEW QUESTION # 21

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 Analytics Cloud
- C. SAP Cloud ALM
- D. SAP Customer Data Cloud

**Answer: B,C,D**

### NEW QUESTION # 22

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

**Answer: A,B,D**

#### NEW QUESTION # 23

Your customer wants to sell their products and services through the internet.  
Which application would you recommend?

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

**Answer: D**

#### NEW QUESTION # 24

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

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

**Answer: D**

#### NEW QUESTION # 25

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