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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">• 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 3	<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.

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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q17-Q22):

NEW QUESTION # 17

What are some of the features of SAP Commerce Cloud?

Note: There are 3 correct answers to this question.

- A. Management of opportunities
- B. Checkout and payment modules
- C. Delivery of an e-commerce platform
- D. Support end-to-end e-commerce processes
- E. Customer credit scoring

Answer: B,C,D

NEW QUESTION # 18

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

Note: There are 2 correct answers to this question.

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

Answer: B,D

NEW QUESTION # 19

Which of the following are solution capabilities of SAP Emarsys?

Note: There are 3 correct answers to this question.

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

Answer: A,B,E

NEW QUESTION # 20

What are the challenges faced by a Chief Revenue Officer (CRO) persona?

Note: There are 3 correct answers to this question.

- A. Cross-functional alignment
- B. Absence of agile technology development
- C. Organization design
- D. Data privacy and management
- E. Talent development

Answer: A,C,E

NEW QUESTION # 21

What is SAP Customer Data Cloud designed to do?

- A. Execute end-to-end loyalty campaigns.
- B. Connect information from a single source.
- C. Provide multiple views of the customer.
- D. Manage customer identities, consent, and preferences.

Answer: D

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