

C-BCSCX-2502 - SAP Certified - 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">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	<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">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.

C-BCSCX-2502 Certification Test Questions - Reliable C-BCSCX-2502 Exam Test

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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q18-Q23):

NEW QUESTION # 18

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

Note: There are 3 correct answers to this question.

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

Answer: B,C,D

NEW QUESTION # 19

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

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

Answer: A

NEW QUESTION # 20

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. Route sales orders
- C. Generate product recommendations
- D. Deliver personalized content

Answer: C,D

NEW QUESTION # 21

Which of the following is a feature of SAP Customer Data Platform?

- A. Unique customer database
- B. Payload customer error messages
- C. Product Workbench
- D. AI customer overview

Answer: A

NEW QUESTION # 22

Note: There are 3 correct answers to this question

- Answer: A,B,E**

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