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SAP C-C4HCX-2405 Exam Syllabus Topics:

Topic	Details
Topic 1	SAP Customer Data Cloud: This section of the exam measures the skills of SAP Consultants and covers SAP's solution for managing customer data and consent. It emphasizes understanding data protection regulations and customer identity management. A skill to be measured is implementing secure customer data management practices.
Topic 2	SAP Integration Suite: This section of the exam measures the skills of SAP Integration Specialists and covers the SAP Integration Suite, which facilitates seamless integration between various systems and applications. It emphasizes understanding integration patterns and tools within the SAP ecosystem. A skill to be measured is implementing efficient integration solutions across platforms.
Topic 3	SAP Sales and Service Cloud: This section of the exam measures the skills of SAP Consultants and covers SAP's cloud-based solutions for sales and customer service. It focuses on understanding how these tools enhance customer relationships and sales processes. One skill to be measured is configuring sales and service processes effectively.

Topic 4	• SAP Marketing Cloud and Emarsys: This section of the exam covers SAP's marketing automation and customer engagement solutions. It emphasizes understanding how to create personalized marketing campaigns and analyze customer behavior. A skill to be measured is developing targeted marketing strategies using SAP tools.
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SAP Certified Associate - Solution Architect - Customer Experience Sample Questions (Q62-Q67):

NEW QUESTION # 62

What is the SAP Customer Identity from SAP Customer Data Cloud used for?

Note: There are 3 correct answers to this question.

- A. To store information securely and leverage it
- B. To perform delegated admin actions
- C. To help gather critical information about your users
- D. To implement consent flows for GDPR compliance
- E. To offer tools for building a trust-based relationship with your users

Answer: C,D,E

NEW QUESTION # 63

Which of the following suite qualities is supported by SAP Master Data Integration?

- A. Embedded and cross-product analytics
- B. End-to-end business blueprints
- C. Coordinated lifecycle management
- D. Aligned domain models

Answer: D

NEW QUESTION # 64

What are some of the machine learning capabilities in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Case categorization
- B. Warranty determination
- C. Account categorization
- D. Machine translation

Answer: A,D

Explanation:

* Machine Learning Capabilities in SAP Service Cloud Version 2: SAP Service Cloud uses AI and machine learning to automate and enhance service operations.

* Key Capabilities:

* Case Categorization (B): Automatically classifies cases based on historical data, improving response times and accuracy.

* Machine Translation (C): Provides real-time language translation for cases, enabling support across global customers.

* Why Other Options Are Incorrect:

* Warranty Determination (A): Not an AI-driven feature in SAP Service Cloud.

* Account Categorization (D): Not applicable to service-specific capabilities.

* References:

* SAP Service Cloud Documentation: Machine Learning Features.

NEW QUESTION # 65

Which of the following are guiding principles of SAP Master Data Integration? Note: There are 2 correct answers to this question.

- A. Central integration point for master data
- B. Out of the box integrations provided to cloud solutions from SAP
- C. Ensure high quality of master data across all applications
- D. Improve trust level of master data

Answer: A,C

Explanation:

Step 1: Principles of SAP Master Data Integration
SAP Master Data Integration ensures consistent and reliable master data across systems and applications, supporting clean data-driven decision-making.

* Central Integration Point:

* Provides a unified platform for managing master data, simplifying integration between systems.

* High Data Quality:

* Ensures data consistency and accuracy across all connected applications to improve decision-making and reduce redundancies.

Step 2: Correct Guiding Principles

* SAP Help Portal: Master Data Integration Documentation.

* SAP Learning Hub: Training on SAP Master Data Integration.

References

NEW QUESTION # 66

Which of the following are valid in-app extensibility options for SAP Customer Experience solutions? Note: There are 2 correct Answers to this question.

- A. Custom business logic
- B. Business rules
- C. Events
- D. Mashups

Answer: A,C

NEW QUESTION # 67

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