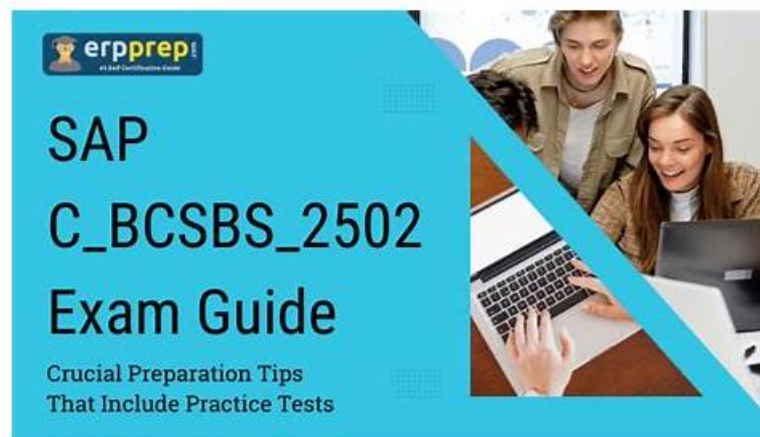


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## SAP C\_BCSBS\_2502 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Positioning SAP Business Suite: This section of the exam measures the skills of Solution Consultants and covers how to effectively position the SAP Business Suite within various business scenarios. It includes understanding the core value, capabilities, and strategic advantages of SAP's integrated business applications. The focus is on enabling consultants to align SAP Business Suite offerings with customer needs to support end-to-end processes.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Positioning SAP Business Data Cloud: This section of the exam measures the skills of Enterprise Architects and covers the positioning and strategic use of SAP Business Data Cloud. It involves understanding how data from various sources is managed, governed, and accessed to support intelligent business operations. The section aims to equip professionals with the ability to explain data unification and connectivity through SAP's cloud-based data platform.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Discovering SAP Business AI: This section of the exam measures the skills of Digital Transformation Specialists and focuses on exploring how SAP Business AI enables smarter decision-making. It includes identifying AI-driven features embedded within SAP solutions and how they contribute to automation, predictions, and enhanced business outcomes. Professionals are expected to understand how to promote AI adoption in business processes using SAP's intelligent technologies.</li></ul>

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because they think that studying on the computer too much does harm to their eyes. C\_BCSBS\_2502 Test Questions have the function of supporting printing in order to meet the need of customers.

## SAP Certified Associate - Positioning SAP Business Suite Sample Questions (Q16-Q21):

### NEW QUESTION # 16

Match the outcomes in the dropdown lists to the capabilities of Joule

Get the insights you need, when you need them.

Enable every employee to achieve more in a faster way.

Make every customer touchpoint count.

Increased workforce productivity, fewer operational errors, and quicker task completion  
Higher NPS, better conversion rates, and stronger customer retention  
Reduced time-to-insight, empowerment of non-technical personnel, and quicker decision making.

**Answer:**

**Explanation:**

Get the insights you need, when you need them.

Increased workforce productivity, fewer operational errors, and quicker task completion  
Higher NPS, better conversion rates, and stronger customer retention  
Reduced time-to-insight, empowerment of non-technical personnel, and quicker decision making.

Enable every employee to achieve more in a faster way.

Increased workforce productivity, fewer operational errors, and quicker task completion  
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Reduced time-to-insight, empowerment of non-technical personnel, and quicker decision making.

Make every customer touchpoint count.

Increased workforce productivity, fewer operational errors, and quicker task completion  
Higher NPS, better conversion rates, and stronger customer retention  
Reduced time-to-insight, empowerment of non-technical personnel, and quicker decision making.

**Explanation:**

**Step-by-Step Solution**

1. Get the insights you need, when you need them.

**Correct Outcome:**

\* Reduced time-to-insight, empowerment of non-technical personnel, and quicker decision making.

This outcome is about having real-time access to insights and analytics. Joule helps by making complex data simple and accessible, empowering all users (not just technical staff) to make decisions quickly, without waiting for IT or reports.

2. Enable every employee to achieve more in a faster way.

**Correct Outcome:**

\* Increased workforce productivity, fewer operational errors, and quicker task completion.

Here, the focus is on how Joule streamlines processes for all employees. With AI automation and proactive recommendations, Joule helps everyone work faster, make fewer mistakes, and complete tasks efficiently.

3. Make every customer touchpoint count.

**Correct Outcome:**

\* Higher NPS, better conversion rates, and stronger customer retention.

This is about customer experience. Joule uses AI to ensure every interaction with the customer is valuable, increasing satisfaction (NPS = Net Promoter Score), conversion, and retention rates.

### NEW QUESTION # 17

A retail company is struggling to manage customer relationships effectively, resulting in decreased customer satisfaction and declining sales. They need an SAP solution that helps streamline sales processes, personalize customer interactions, and improve service management. Which SAP solutions should they implement? There are 3 correct answers to this question.

- A. SAP BusinessObjects Analytics
- B. SAP Customer Relationship Management (CRM)
- C. SAP Extended Warehouse Management (EWM)
- D. SAP Predictive Analytics
- E. SAP SuccessFactors

**Answer: A,B,D**

### NEW QUESTION # 18

What are the key marketing messages of SAP Business Data Cloud? Note: There are 3 correct answers to this question.

- A. Connect SAP data
- B. Unleash AI-powered insights
- C. Connect all data
- D. Unleash transformative insights
- E. Foster reliable AI

**Answer: C,D,E**

Explanation:

SAP Business Data Cloud (BDC) is a Software-as-a-Service (SaaS) solution designed to unify and harmonize data from SAP and non-SAP sources, enabling organizations to achieve advanced analytics, actionable insights, and reliable AI-driven outcomes. The question asks for the key marketing messages of SAP BDC, with three correct answers. Below, each option is evaluated based on official SAP documentation and marketing materials, including SAP.com, SAP Learning, and web sources from the provided search results, which align with the "Positioning SAP Business Data Cloud" narrative.

\* Option A: Connect SAP data While SAP BDC does connect SAP data as part of its functionality, this is not a primary marketing message. The platform's broader value proposition emphasizes connecting all data (SAP and non-SAP) to create a unified semantic layer, rather than focusing solely on SAP data.

Marketing messages highlight the ability to harmonize mission-critical data across diverse sources, not just SAP-specific data. The documentation and promotional materials consistently stress the integration of both SAP and third-party data to drive insights and AI, making this option too narrow to be a key marketing message. Extract: "SAP Business Data Cloud is a fully managed SaaS solution that unifies and governs all SAP data and seamlessly connects with third-party data-giving line-of-business leaders context to make even more impactful decisions." This option is incorrect.

\* Option B: Unleash transformative insights A central marketing message of SAP BDC is its ability to "unleash transformative insights" by delivering prebuilt analytical applications and harmonized data that empower decision-making across finance, HR, operations, and other business functions. This message is prominently featured in SAP's promotional materials, including e-books and web pages, which emphasize how the platform enables organizations to gain actionable, real-time insights to transform business processes and outcomes. The phrase "unleash transformative insights" is explicitly used in marketing content, aligning with the platform's value proposition. Extract: "In this SAP e-book, discover the benefits of SAP Business Data Cloud, a fully managed cloud solution that unifies data and analytics with semantically rich data from your key business processes. Explore key use cases for HR, finance, and operations and learn how you can unleash transformative business insights, connect all your data, and foster reliable AI in your organisation." Extract: "Learn how SAP Business Data Cloud unifies data and business analytics with semantically rich data. ... Deliver transformational insights for advanced analytics and planning with prebuilt applications across all lines of business." This option is correct.

\* Option C: Unleash AI-powered insights While SAP BDC leverages AI to deliver insights, the specific phrase "unleash AI-powered insights" is not a primary marketing message in the official SAP documentation or promotional materials. The platform's AI capabilities are framed under broader messages like "foster reliable AI" or delivering "transformative insights" through AI-powered applications. The marketing focus is on the reliability and integration of AI within business processes, rather than solely emphasizing AI-powered insights as a standalone message. The documentation highlights AI as a tool to enhance insights, but the exact phrasing of this option does not match the key marketing messages. Extract: "Automate, adapt, and learn in real time with AI-powered applications that understand your business. ... Choose from a breadth of AI and machine learning capabilities that are fueled by trusted business data." This option is incorrect.

\* Option D: Foster reliable AI Fostering reliable AI is a key marketing message for SAP BDC, emphasizing the platform's ability to

provide a trusted data foundation for generative AI that is relevant, responsible, and reliable. This message is critical in addressing customer challenges with AI adoption, such as poor data quality and integration issues, which SAP BDC resolves through its unified data layer and integration with tools like SAP Databricks. The phrase "foster reliable AI" is explicitly used in SAP's marketing materials, highlighting how the platform ensures AI outputs are trustworthy and business-ready. Extract: "In this SAP e-book, discover the benefits of SAP Business Data Cloud, a fully managed cloud solution that unifies data and analytics with semantically rich data from your key business processes. Explore key use cases for HR, finance, and operations and learn how you can unleash transformative business insights, connect all your data, and foster reliable AI in your organisation." Extract: "Foster reliable AI: Ensure data across applications and operations has a foundation for generative AI that is reliable, responsible, and relevant." This option is correct.

\* Option E: Connect all data Connecting all data, including SAP and non-SAP sources, is a cornerstone marketing message for SAP BDC. The platform is promoted as a solution that harmonizes mission-critical data across an open data ecosystem, leveraging a powerful semantic layer to provide comprehensive business insights. This message underscores the platform's ability to break down data silos and integrate diverse data sources, enabling advanced analytics and AI. The phrase "connect all your data" is explicitly used in SAP's marketing content, making it a key message. Extract: "In this SAP e-book, discover the benefits of SAP Business Data Cloud, a fully managed cloud solution that unifies data and analytics with semantically rich data from your key business processes. Explore key use cases for HR, finance, and operations and learn how you can unleash transformative business insights, connect all your data, and foster reliable AI in your organisation." Extract: "Connect all your data:

Harmonize all your mission-critical data with an open data ecosystem, leveraging a powerful semantic layer to give you an unmatched knowledge of your business." This option is correct.

Summary of Correct Answers:

\* B: "Unleash transformative insights" highlights SAP BDC's ability to deliver actionable, real-time insights through prebuilt applications, transforming business decision-making.

\* D: "Foster reliable AI" emphasizes the platform's trusted data foundation for reliable, responsible, and relevant AI outcomes.

\* E: "Connect all data" underscores the platform's capability to harmonize SAP and non-SAP data, enabling a unified data ecosystem for analytics and AI.

References:

SAP.com: SAP Business Data Cloud

SAP Learning: Positioning SAP Business Data Cloud

Delaware UK & Ireland: Unleash transformative insights with SAP Business Data Cloud Forgestik: Unleash Transformative Insights with SAP Business Data Cloud SAP and Databricks Power New Era of Business Data and AI | Procurement Magazine SAP

Launches Business Data Cloud to Transform Enterprise AI | Technology Magazine

## NEW QUESTION # 19

Which key features are included in SAP Business Suite for human capital management? There are 2 correct answers to this question.

- A. Employee performance tracking
- B. Customer engagement analytics
- C. Freight and logistics tracking
- D. Payroll and benefits administration

Answer: A,D

## NEW QUESTION # 20

Which of the following trends are shaping the adoption of AI in modern enterprises? Note: There are 3 correct answers to this question.

- A. To use generative AI to enhance innovation and generate insights
- B. To fully automate customer services
- C. To limit AI usage to IT departments only
- D. To integrate AI into business applications for seamless workflow enhancement
- E. To prioritize responsible, transparent AI practices to minimize bias

Answer: A,D,E

Explanation:

The adoption of AI in modern enterprises is driven by trends that align with business innovation, operational efficiency, and ethical considerations. SAP, as a leader in enterprise software, emphasizes AI integration within its Business AI portfolio, including SAP Business Data Cloud and SAP S/4HANA, to address these trends. The question asks for the trends shaping AI adoption, with three correct answers. Below, each option is evaluated based on official SAP documentation, SAP Learning materials, and relevant web

sources from the provided search results, ensuring alignment with the "Positioning SAP Business Suite" narrative and broader industry insights on AI adoption.

\* Option A: To use generative AI to enhance innovation and generate insights  
Generative AI is a transformative trend in modern enterprises, enabling innovation by generating insights, automating content creation, and enhancing decision-making. SAP emphasizes generative AI within its Business AI offerings, such as Joule and SAP Business Data Cloud, to drive innovation across business processes like finance, HR, and supply chain management. The documentation highlights how generative AI helps enterprises uncover new opportunities and generate actionable insights, making it a key trend shaping AI adoption. Extract: "Generative AI is poised to unlock innovation across your enterprise, automating processes, generating content, and delivering insights that drive smarter decisions. With SAP Business AI, you can embed generative AI into your SAP applications to transform how your business operates." Extract: "SAP Business Data Cloud is a fully managed SaaS solution that unifies and governs all SAP data and seamlessly connects with third-party data-giving line-of-business leaders context to make even more impactful decisions. ... Foster reliable AI: Ensure data across applications and operations has a foundation for generative AI that is reliable, responsible, and relevant." This option is correct.

\* Option B: To limit AI usage to IT departments only  
Limiting AI usage to IT departments is not a trend shaping AI adoption in modern enterprises. On the contrary, enterprises are democratizing AI across business functions, embedding it into applications used by various departments (e.g., finance, HR, operations) to enhance productivity and decision-making. SAP's approach, through tools like Joule and SAP Business Data Cloud, focuses on making AI accessible to business users, not restricting it to IT. The documentation and industry sources emphasize broad AI adoption across organizations, making this option incorrect. Extract: "With SAP Business AI, you can empower every employee with AI capabilities embedded in the applications they use every day, from finance to supply chain to human resources." This option is incorrect.

\* Option C: To integrate AI into business applications for seamless workflow enhancement  
Integrating AI into business applications is a significant trend shaping enterprise AI adoption. SAP's Business AI strategy focuses on embedding AI into core business processes within SAP applications (e.g., SAP S/4HANA, SAP SuccessFactors) to enhance workflows, automate tasks, and improve efficiency. This seamless integration ensures that AI enhances existing processes without disrupting user workflows, a trend widely recognized in SAP's documentation and industry analyses. Extract: "SAP Business AI embeds intelligent capabilities directly into your business processes, so you can work faster, smarter, and more efficiently. From automating routine tasks to providing predictive insights, AI is seamlessly integrated into SAP applications to drive better outcomes." Extract: "Enterprises are increasingly integrating AI into their core business applications to streamline workflows, enhance decision-making, and improve operational efficiency. This trend is evident in SAP's approach to embedding AI across its portfolio, ensuring seamless adoption." This option is correct.

\* Option D: To fully automate customer services  
While AI is used to enhance customer service (e.g., through chatbots and personalized interactions), fully automating customer services is not a primary trend shaping enterprise AI adoption. Enterprises aim to augment customer service with AI to improve efficiency and personalization, but human interaction remains critical in many scenarios. SAP's AI solutions focus on broader applications, such as process automation and insights generation, rather than complete automation of customer service. The documentation does not highlight this as a key trend. Extract: "SAP Business AI enhances customer experiences by providing personalized recommendations and predictive insights, but it is designed to augment, not replace, human interactions in customer service processes." This option is incorrect.

\* Option E: To prioritize responsible, transparent AI practices to minimize bias  
Prioritizing responsible and transparent AI practices is a critical trend shaping enterprise AI adoption. Enterprises, including those using SAP solutions, focus on ethical AI to ensure fairness, transparency, and compliance with regulations. SAP's Business AI emphasizes responsible AI practices, such as minimizing bias and ensuring data governance, to build trust in AI outcomes. This trend is explicitly supported in SAP's documentation and aligns with industry priorities for ethical AI deployment. Extract: "SAP Business AI is built on a foundation of responsible AI, ensuring transparency, fairness, and compliance. Our solutions prioritize ethical AI practices to minimize bias and deliver trusted outcomes for your business." Extract: "Foster reliable AI: Ensure data across applications and operations has a foundation for generative AI that is reliable, responsible, and relevant." This option is correct.

Summary of Correct Answers:

\* A: Using generative AI to enhance innovation and generate insights is a key trend, enabling enterprises to leverage AI for creative solutions and decision-making.

\* C: Integrating AI into business applications for seamless workflow enhancement drives efficiency and adoption across business functions.

\* E: Prioritizing responsible, transparent AI practices to minimize bias ensures ethical AI deployment and builds trust in enterprise AI solutions.

References:

SAP.com: SAP Business AI

SAP Learning: Positioning SAP Business Suite

SAP Learning: Positioning SAP Business Data Cloud

SAP.com: SAP Business Data Cloud

Delaware UK & Ireland: Unleash transformative insights with SAP Business Data Cloud  
SAP and Databricks Power New Era of Business Data and AI | Procurement Magazine  
SAP Launches Business Data Cloud to Transform Enterprise AI | Technology Magazine



## NEW QUESTION # 21

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