

C_BCSCX_2502 Exam Topic & Exam C_BCSCX_2502 Voucher

SAP C_BCSCX_2502
Certification Exam Syllabus
and Exam Questions
SAP C_BCSCX_2502 Exam Guide

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The SAP C_BCSCX_2502 Certification Guide provides a comprehensive overview of the Positioning SAP Business Suite via SAP Customer Experience Solutions exam. This document covers key exam details, including structure, syllabus, passing criteria, and recommended preparation resources. Additionally, it includes a set of sample questions with answers to help candidates familiarize themselves with the exam format. By using this guide, SAP professionals can effectively prepare for the certification, enhance their expertise in SAP Customer Experience solutions, and achieve a high score in the final exam.

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SAP C_BCSCX_2502 Exam Syllabus Topics:

| Topic | Details |
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| 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">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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| Topic 3 | <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. |
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>> C_BCSCX_2502 Exam Topic <<

Exam SAP C_BCSCX_2502 Voucher & C_BCSCX_2502 Exam Duration

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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q14-Q19):

NEW QUESTION # 14

What can companies who unlock the SAP Customer Experience value potential with Clean Core expect?

Note: There are 3 correct answers to this question.

- A. Complex and costly upgrades from custom extensions
- B. Rapid, continuous innovation by running the latest software version
- C. Efficient operations of IT security and efficiency
- D. Better process execution through improved data quality
- E. Data quality and consistency challenges

Answer: B,C,D

NEW QUESTION # 15

Which of the following features are available in SAP Service Cloud Version 2?

Note: There are 2 correct answers to this question.

- A. Guided selling
- B. Billing
- C. Omnichannel experience
- D. Agent Desktop

Answer: C,D

NEW QUESTION # 16

What are some of the benefits of an integration between SAP Customer Experience and SAP ERP?

Note: There are 3 correct answers to this question

- A. Integration is GDPR compliant
- B. Integration value mapping needs to be maintained
- C. Integration between SAP CX and SAP ERP is out-of-the-box
- D. Integration caters for error handling and monitoring
- E. Integration monitoring needs to be centralized

Answer: B,C,D

NEW QUESTION # 17

How does SAP Service Cloud version 2 help organizations achieve their customer experience targets?

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