

C_BCSCX_2502 questions and answers



SAP C_BCSCX_2502

SAP Certified Associate - Positioning SAP Business Suite via
SAP Customer Experience Solutions

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SAP C_BCSCX_2502 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	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 (Q12-Q17):

NEW QUESTION # 12

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

Answer: B,D

NEW QUESTION # 13

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

Answer: A,C,E

NEW QUESTION # 14

Which of the following KPIs are success metrics for the Chief Revenue Officer (CRO) persona?

Note: There are 3 correct answers to this question.

- A. Increased profitability
- B. Optimize buying lifecycle
- C. Lower customer acquisition costs
- D. Improved customer satisfaction and retention
- E. Innovate and stay ahead

Answer: A,B,C

NEW QUESTION # 15

Your customer is looking for a solution that can be used on a mobile device to execute a guided selling process. Which SAP Customer Experience solution would you recommend?

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

Answer: B

NEW QUESTION # 16

Which of the following are solution capabilities of SAP Emarsys?

Note: There are 3 correct answers to this question.

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

Answer: A,D,E

NEW QUESTION # 17

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