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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	• 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 3	• 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.

SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q10-Q15):

NEW QUESTION # 10
Which of the following are some of the benefits of using SAP Business Technology Platform with SAP Customer Experience?
Note: There are 3 correct answers to this question.

- A. SAP Integration Suite is available to integrate applications.
- B. Al capabilities empower sales & marketing analysts to accelerate decisions.
- C. SAP Cloud ALM tools and accelerators can be used to help jumpstart a customer implementation.
- D. SAP Build can be used to create custom apps.
- E. Business process analysis is available out-of-the-box.

Answer: A,B,D

NEW QUESTION # 11
What are some of the actions you can perform using SAP Emarsys?
Note: There are 2 correct answers to this question.

- A. Generate product recommendations
- B. Create quotation versions
- C. Deliver personalized content
- D. Route sales orders

Answer: A,C

NEW QUESTION # 12
What are the challenges faced by a Chief Revenue Officer (CRO) persona?
Note: There are 3 correct answers to this question.

- A. Organization design
- B. Data privacy and management
- C. Absence of agile technology development
- D. Cross-functional alignment
- E. Talent development

Answer: A,D,E

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

Answer: B,C,D

NEW QUESTION # 14

What is SAP Customer Data Cloud designed to do?

- A. Connect information from a single source.
- B. Provide multiple views of the customer.
- C. Execute end-to-end loyalty campaigns.
- D. Manage customer identities, consent, and preferences.

Answer: D

NEW QUESTION # 15

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The policy of "small profits "adopted by our company has enabled us to win the trust of all of our C_BCSCX_2502 customers, because we aim to achieve win-win situation between all of our customers and our company. And that is why even though our company has become the industry leader in this field for so many years and our C_BCSCX_2502 Exam Materials have enjoyed such a quick sale all around the world we still keep an affordable price for all of our customers and never want to take advantage of our famous brand.

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