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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
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">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	<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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Interesting Facts that Help you Crack the Tough SAP C-BCSCX-2502 Exam

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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q24-Q29):

NEW QUESTION # 24

Which feature is available in SAP Commerce Cloud?

- A. Bounce management for new prospects
- **B. Product catalog**
- C. Management for intercompany sales processes
- D. Case processing with registered products

Answer: B

NEW QUESTION # 25

Which SAP CX solution would you position to process customer issues?

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

Answer: C

NEW QUESTION # 26

Which solution can be used to analyze a real-time 360 view of the customer?

- A. Customer Identity Access Management (CIAM) for Business-to-Business (B2B)
- B. Customer Identity Access Management (CIAM) for Business-to-Consumer (B2C)
- **C. SAP Customer Data Platform**
- D. Enterprise Consent and Preference Management

Answer: C

NEW QUESTION # 27

Which of the following are associated with SAP Sales Cloud Version 2?

Note: There are 2 correct answers to this question.

- **A. Pricing conditions**

