

# C\_BCSCX\_2502 Exam Outline & Exam C\_BCSCX\_2502 Topics

## 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"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
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### SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q12-Q17):

#### NEW QUESTION # 12

What is SAP Customer Data Cloud designed to do?

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

**Answer: C**

#### NEW QUESTION # 13

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

- A. By executing marketing campaigns for product service
- B. By connecting and delivering data from the value chain and process flow
- C. By providing a dedicated self-service experience as a forecast
- D. By focusing on back-end service operations

**Answer: B**

#### NEW QUESTION # 14

Your customer wants to sell their products and services through the internet. Which application would you recommend?

- A. SAP Business Technology Platform
- B. SAP Service Cloud Version 2
- C. SAP Sales Cloud Version 2
- D. SAP Commerce Cloud

**Answer: D**

#### NEW QUESTION # 15

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. Lower customer acquisition costs

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

Answer: A,C,E

### NEW QUESTION # 16

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

Answer: C,D

### NEW QUESTION # 17

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