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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">• 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	<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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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q31-Q36):

NEW QUESTION # 31

What are some of the aspects that help differentiate SAP Customer Experience solutions in the market?

Note: There are 3 correct answers to this question.

- A. Providing expertise in purchase processes
- B. Providing industry expertise
- C. Offering scalability and flexibility
- D. Including integration capabilities

Answer: B,C,D

NEW QUESTION # 32

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 focusing on back-end service operations
- D. By providing a dedicated self-service experience as a forecast

Answer: B

NEW QUESTION # 33

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

Answer: A,B,D

NEW QUESTION # 34

Which SAP solutions help to drive profitable growth by pairing SAP Customer Experience and SAP Business Technology Platform?

Note: There are 3 correct answers to this question.

- A. SAP Analytics Cloud
- B. SAP Cloud ALM
- C. SAP Customer Data Cloud
- D. SAP Successfactors

Answer: A,B,C

NEW QUESTION # 35

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

Answer: B,D,E

NEW QUESTION # 36

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