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

NEW QUESTION # 31

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

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

Answer: C

NEW QUESTION # 32

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

Answer: A,B,D

NEW QUESTION # 33

How does SAP Customer Experience support end-to-end processes?
Note: There are 3 correct answers to this question.

- A. It provides permanent awareness of customer expectations.
- B. It enables organizations to deliver personalized customer engagement data.
- C. It provides seamless connectivity to teams with the correct information at the right time.
- D. It enables processing of accounting data.
- E. It provides permanent transparent and personalized data related to maintenance plants.

Answer: A,B,C

NEW QUESTION # 34

Which of the following are capabilities of SAP Sales Cloud Version 2?
Note: There are 3 correct answers to this question.

- A. Case Management
- B. Forecasting and Pipeline Management
- C. Agent Desktop

