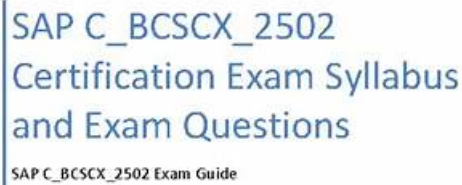


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The SAP C_BCSCX_2502 Certification Guide provides a comprehensive overview of the Positioning SAP Business Suite via SAP Customer Experience Solutions exam. This document covers key exam details, including structure, syllabus, passing criteria, and 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">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 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"> • 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.
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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q18-Q23):

NEW QUESTION # 18

Which of the following are solution capabilities of SAP Emarsys?

Note: There are 3 correct answers to this question.

- A. Processing Leads and Opportunities
- **B. Advanced Segmentation**
- C. Web Page Creation and Generation
- **D. Automation Programs**
- **E. Smart Analytics**

Answer: B,D,E

NEW QUESTION # 19

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

Answer: B,C,D

NEW QUESTION # 20

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

Answer: A,C,D

NEW QUESTION # 21

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

Answer: B,C,D

NEW QUESTION # 22

Which of the following are capabilities of SAP Sales Cloud Version 2?

Note: There are 3 correct answers to this question.

- A. Agent Desktop
- **B. Forecasting and Pipeline Management**
- **C. Intelligent Lead Score**
- D. Case Management
- **E. Guided Selling**

Answer: B,C,E

NEW QUESTION # 23

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