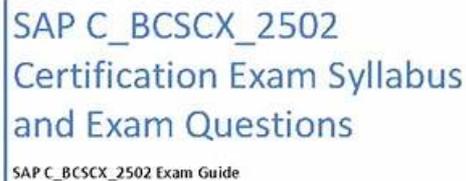


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The SAP C_BCSCX_2502 Certification Guide provides a comprehensive overview of the Positioning SAP Business Suite via SAP Customer Experience Solutions exam. This document covers key exam details, including structure, syllabus, passing criteria, and 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"> 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 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.

SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q16-Q21):

NEW QUESTION # 16

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

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

Answer: D

NEW QUESTION # 17

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

Answer: A,B,D

NEW QUESTION # 18

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

Answer: A,B,D

NEW QUESTION # 19

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

Note: There are 2 correct answers to this question.

- **A. Pricing conditions**
- B. Opportunities
- C. Coupon campaigns
- **D. Service orders**

Answer: A,D

NEW QUESTION # 20

Which of the following are solution capabilities of SAP Emarsys?

Note: There are 3 correct answers to this question.

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

Answer: A,B,C

NEW QUESTION # 21

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