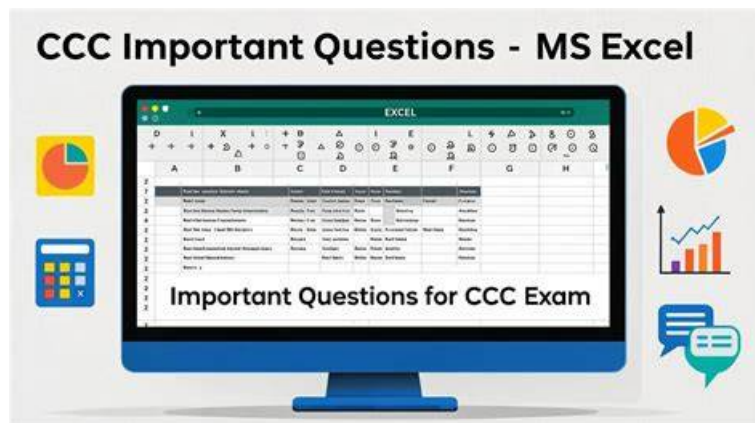


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SAP C_BCSCX_2502 Exam Syllabus Topics:

Section	Objectives
Topic 1: Understanding the SAP Customer Experience Portfolio	- SAP CX portfolio components (Sales, Service, Marketing, Commerce, Customer Data) • 1. Solution capabilities and value propositions • 2. Use cases across customer journey
Topic 2: Customer Data, Analytics, and Experience Management	- Customer identity and consent management • 1. Data-driven customer engagement • 2. Personalization and analytics use cases
Topic 3: Positioning SAP Customer Experience Solutions	- Business value positioning of SAP CX • 1. Customer experience transformation scenarios • 2. Omnichannel customer engagement
Topic 4: Integration Across SAP CX and SAP Business Suite	- Integration with SAP S/4HANA and SAP Business Technology Platform • 1. End-to-end process integration • 2. Data flow between CX and ERP systems

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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q27-Q32):

NEW QUESTION # 27

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

Answer: A,B,C

NEW QUESTION # 28

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

Note: There are 2 correct answers to this question.

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

Answer: A,C

NEW QUESTION # 29

How does SAP Customer Experience support end-to-end processes?

Note: There are 3 correct answers to this question.

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

Answer: A,D,E

NEW QUESTION # 30

In what ways can SAP CX AI toolkit optimize businesses?

Note: There are 3 correct answers to this question.

- A. By providing visual search options to transform the shopping experience for customers
- B. By integrating with non-SAP systems
- C. By supporting edge computing scenarios
- D. By automatically generating and managing product attributes from existing descriptions
- E. By generating engaging content for banners, social media posts, and blog posts

Answer: A,D,E

NEW QUESTION # 31

Which solution can be used to analyze a real-time 360 view of the customer?

- A. Enterprise Consent and Preference Management
- B. Customer Identity Access Management (CIAM) for Business-to-Business (B2B)

- Answer: D**

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