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SAP C_C4H47_2503 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Introduction to SAP Sales Cloud Version 2: This section of the exam measures the skills of a CRM Consultant and covers a high-level overview of SAP Sales Cloud Version 2. It includes an introduction to its main capabilities, supported business scenarios, and integration options. Understanding the platform's purpose and role in customer relationship management is key here.
Topic 2	<ul style="list-style-type: none"> Set-up of Sales-Specific Capabilities: This section of the exam measures the skills of a Sales Operations Specialist and covers configuring essential sales features such as leads, opportunities, pipeline management, forecasting, activities, and integration with tools like Microsoft Teams and email. It focuses on tailoring sales processes for productivity and visibility.
Topic 3	<ul style="list-style-type: none"> Mobile App: This section of the exam measures the skills of a Field Sales Representative and covers the use of the SAP Sales Cloud Version 2 Mobile App. It includes setup and a review of available capabilities, supporting productivity on the go.
Topic 4	<ul style="list-style-type: none"> Machine Learning and Gen AI: This section of the exam measures the skills of an Innovation Consultant and explores how SAP Sales Cloud Version 2 utilizes machine learning and generative AI. These technologies are used to automate tasks, gain insights, and enhance the intelligence of sales processes.
Topic 5	<ul style="list-style-type: none"> Leads and Opportunity Management: This section of the exam measures the skills of a Sales Executive and evaluates knowledge of working with leads and opportunities. It also includes using the pipeline and forecast tracker to monitor and manage sales performance throughout the sales cycle.
Topic 6	<ul style="list-style-type: none"> Master Data: This section of the exam measures the skills of a Data Steward and focuses on maintaining critical customer and product-related master data. It includes managing accounts, individual customers, contacts, products, registered products, and pricing elements within SAP Sales Cloud.
Topic 7	<ul style="list-style-type: none"> Scenario: Best Run Bikes: This section of the exam measures the skills of a Solution Architect and includes scenario-based questions from several key topics such as digital selling, guided selling, extensibility, master data, and system settings. It simulates real-world challenges to test a deep understanding of how the solution is applied in practice.
Topic 8	<ul style="list-style-type: none"> Playbook, Digital Selling Workspace, and Guided Selling: This section of the exam measures the skills of a Digital Sales Manager and focuses on features that support structured selling. It includes working with the Playbook, using the Digital Selling Workspace, and applying Guided Selling techniques to drive better customer engagement and sales outcomes.

SAP Certified Associate - Implementation Consultant - SAP Sales Cloud Version 2 Sample Questions (Q73-Q78):

NEW QUESTION # 73

What is the difference between Pre Hook and Post Hook rules?

- A. Post Hook determines read and write access; Pre Hook determines read access only.
- **B. Pre Hook prevents users from making changes to the default value; Post Hook does not prevent it.**
- C. Pre Hook is valid only with Determination Rules; Post Hook is valid only with Validation Rules.
- D. Pre Hook allows users to make changes to the default value; Post Hook does not allow it.

Answer: B

NEW QUESTION # 74

The VP of Sales wants to display important KPIs in the Account Overview. This KPI has to be taken from an external solution via a dedicated API.

Which setting can you configure to display the required KPI?

- A. Integration
- **B. Custom Key Metrics**
- C. Customer 360
- D. Analytics

Answer: B

NEW QUESTION # 75

Which GenAI (Generative AI) capabilities are available in SAP Sales Cloud Version 2?

Note: There are 3 correct answers to this question.

- A. Lead Booster
- B. Product Recommendation
- **C. Account Synopsis**
- **D. Lead Intelligence**
- **E. Survey Trend Summary**

Answer: C,D,E

NEW QUESTION # 76

As an Administrator, you want to configure the card colors in the calendar for Appointments.

Based on which of the following parameters can this be achieved?

Note: There are 2 correct answers to this question.

- A. Status
- **B. Priority**
- C. Subject
- **D. Category**

Answer: B,D

NEW QUESTION # 77

As a Sales Manager, you have created multiple Playbooks for Opportunities based on existing Account IDs and Expected Revenue.

Where would you find the Playbooks applied for the newly created Opportunity?

- **A. Planned Activities**
- B. Timeline
- C. Progress bar
- D. Kanban view

Answer: A

NEW QUESTION # 78

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