

# SAP C-BCSCX-2502考試大綱 & C-BCSCX-2502套裝



## SAP

### C\_BCSCX\_2502

ExamName: SAP Certified Associate - Positioning SAP Business Suite via SAP  
Customer Experience Solutions

Exam Version: 7.0

Questions & Answers Sample PDF

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## SAP C-BCSCX-2502 考試大綱：

主題	簡介
主題 1	<ul style="list-style-type: none"><li>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.</li></ul>
主題 2	<ul style="list-style-type: none"><li>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.</li></ul>

主題 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
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>> SAP C-BCSCX-2502考試大綱 <<

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### 最新的 SAP Certified Associate C-BCSCX-2502 免費考試真題 (Q14-Q19):

#### 問題 #14

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 awareness of customer expectations.
- C. It enables organizations to deliver personalized customer engagement data.
- D. It enables processing of accounting data.
- E. It provides permanent transparent and personalized data related to maintenance plants.

答案： A,B,C

#### 問題 #15

What are some of the benefits of an integration between SAP Customer Experience and SAP ERP?

Note: There are 3 correct answers to this question

- A. Integration caters for error handling and monitoring
- B. Integration is GDPR compliant
- C. Integration monitoring needs to be centralized
- D. Integration value mapping needs to be maintained
- E. Integration between SAP CX and SAP ERP is out-of-the-box

答案： A,D,E

#### 問題 #16

Which of the following actions can you perform in SAP Customer Data Cloud?

- A. You can manage customer segments.
- B. You can record all master data (customer, products, organization) in a central database.
- C. You can migrate data using the Data Workbench.
- D. You can analyze customer preferences for communication.

答案： D

#### 問題 #17

Which part of SAP BTP can be positioned with SAP Customer Experience when customers want to combine data from many

sources and build models?

- A. SAP Customer Data Cloud
- B. SAP Business AI
- C. SAP Datasphere
- D. SAP Workzone

答案: C

#### 問題 #18

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

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

答案: A

#### 問題 #19

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