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SAP C_BCSCX_2502
Certification Exam Syllabus
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SAP C_BCSCX_2502 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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 (Q11-Q16):

NEW QUESTION # 11
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. Providing expertise in purchase processes
- B. Offering scalability and flexibility
- C. Including integration capabilities
- D. Providing industry expertise

Answer: B,C,D

NEW QUESTION # 12
Which SAP Customer Experience solution helps accelerate sales cycles and boost conversion rates by leveraging a powerful deal prediction engine?

- A. SAP Emarsys
- B. SAP Sales Cloud Version 2
- C. SAP Customer Data Platform
- D. SAP Customer Data Cloud

Answer: B

NEW QUESTION # 13
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. Guided Selling
- C. Case Management
- D. Forecasting and Pipeline Management
- E. Intelligent Lead Score

Answer: B,D,E

NEW QUESTION # 14

Which feature is available in SAP Commerce Cloud?

- A. Bounce management for new prospects
- B. Product catalog
- C. Management for intercompany sales processes
- D. Case processing with registered products

Answer: B

NEW QUESTION # 15

How does SAP Customer Experience support end-to-end processes?
Note: There are 3 correct answers to this question.

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

Answer: B,D,E

NEW QUESTION # 16

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