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SAP C_BCSCX_2502 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
Topic 3	<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.

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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q21-Q26):

NEW QUESTION # 21

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 Cloud
- D. SAP Customer Data Platform

Answer: B

NEW QUESTION # 22

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

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

Answer: B

NEW QUESTION # 23

Which application would you use to execute an email campaign for a target group?

- A. SAP Commerce Cloud
- B. SAP Customer Data Cloud
- **C. SAP Emarsys**
- D. SAP Service Cloud Version 2

Answer: C

NEW QUESTION # 24

In what ways can SAP CX AI toolkit optimize businesses?

Note: There are 3 correct answers to this question.

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

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