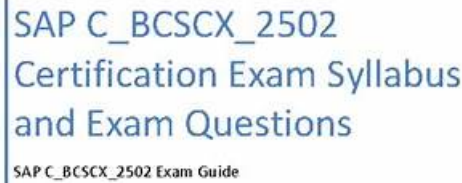


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The SAP C\_BCSCX\_2502 Certification Guide provides a comprehensive overview of the Positioning SAP Business Suite via SAP Customer Experience Solutions exam. This document covers key exam details, including structure, syllabus, passing criteria, and recommended preparation resources. Additionally, it includes a set of sample questions with answers to help candidates familiarize themselves with the exam format. By using this guide, SAP professionals can effectively prepare for the certification, enhance their expertise in SAP Customer Experience solutions, and achieve a high score in the final exam.

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## SAP C-BCSCX-2502 Exam Syllabus Topics:

Topic	Details
Topic 1	<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>
Topic 2	<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>
Topic 3	<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>

## SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q28-Q33):

### NEW QUESTION # 28

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

- A. Enterprise Consent and Preference Management
- **B. SAP Customer Data Platform**
- C. Customer Identity Access Management (CIAM) for Business-to-Business (B2B)
- D. Customer Identity Access Management (CIAM) for Business-to-Consumer (B2C)

**Answer: B**

### NEW QUESTION # 29

Which of the following are some of the benefits of using SAP Business Technology Platform with SAP Customer Experience?

Note: There are 3 correct answers to this question.

- A. SAP Cloud ALM tools and accelerators can be used to help jumpstart a customer implementation.
- **B. SAP Build can be used to create custom apps.**
- **C. AI capabilities empower sales & marketing analysts to accelerate decisions.**
- D. Business process analysis is available out-of-the-box.
- **E. SAP Integration Suite is available to integrate applications.**

**Answer: B,C,E**

### NEW QUESTION # 30

What are some of the actions you can perform using SAP Emarsys?

Note: There are 2 correct answers to this question.

- **A. Deliver personalized content**
- **B. Generate product recommendations**
- C. Route sales orders

- D. Create quotation versions

**Answer: A,B**

### NEW QUESTION # 31

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

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

**Answer: C**

### NEW QUESTION # 32

What does Clean Core mean in relation to SAP Customer Experience?

- A. It is a strategy to aid in cleaning legacy data for the purposes of data migration.
- B. It is a strategy to retain an existing installed base of solutions.
- C. It is a strategy to minimize modifications, and to run with cloud-compliant extensions and customizations.
- D. It is a strategy to keep existing solutions in the target system environment by prioritizing.

**Answer: C**

### NEW QUESTION # 33

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