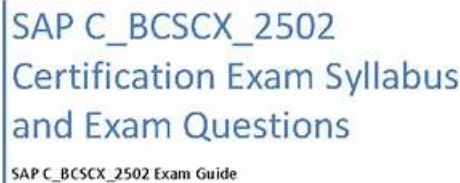


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The SAP C_BCSCX_2502 Certification Guide provides a comprehensive overview of the Positioning SAP Business Suite via SAP Customer Experience Solutions exam. This document covers key exam details, including structure, syllabus, passing criteria, and 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">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	<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 3	<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.

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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q23-Q28):

NEW QUESTION # 23

What can companies who unlock the SAP Customer Experience value potential with Clean Core expect?

Note: There are 3 correct answers to this question.

- A. Data quality and consistency challenges
- B. Efficient operations of IT security and efficiency
- C. Better process execution through improved data quality
- D. Complex and costly upgrades from custom extensions
- E. Rapid, continuous innovation by running the latest software version

Answer: B,C,E

NEW QUESTION # 24

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

Answer: C

NEW QUESTION # 25

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

Note: There are 2 correct answers to this question.

- A. Generate product recommendations
- B. Deliver personalized content
- C. Route sales orders
- D. Create quotation versions

Answer: A,B

NEW QUESTION # 26

Which of the following KPIs are success metrics for the Chief Revenue Officer (CRO) persona?

Note: There are 3 correct answers to this question.

- A. Improved customer satisfaction and retention
- **B. Lower customer acquisition costs**
- C. Innovate and stay ahead
- **D. Optimize buying lifecycle**
- **E. Increased profitability**

Answer: B,D,E

NEW QUESTION # 27

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

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

Answer: A

NEW QUESTION # 28

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