

New SAP Certified Associate - Solution Architect - Customer Experience Actual Test - C-C4HCX-2405 Updated Torrent & SAP Certified Associate - Solution Architect - Customer Experience Practice Pdf



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SAP C-C4HCX-2405 Exam Syllabus Topics:

Topic	Details
Topic 1	• SAP Marketing Cloud and Emarsys: This section of the exam covers SAP's marketing automation and customer engagement solutions. It emphasizes understanding how to create personalized marketing campaigns and analyze customer behavior. A skill to be measured is developing targeted marketing strategies using SAP tools.
Topic 2	• SAP Integration Suite: This section of the exam measures the skills of SAP Integration Specialists and covers the SAP Integration Suite, which facilitates seamless integration between various systems and applications. It emphasizes understanding integration patterns and tools within the SAP ecosystem. A skill to be measured is implementing efficient integration solutions across platforms.
Topic 3	• SAP Extension Suite: This section of the exam measures the skills of SAP Solution Architects and covers the SAP Extension Suite, which enables the creation of custom applications and extensions. It focuses on understanding how to extend SAP solutions to meet specific business needs. One skill to be measured is designing scalable extensions for SAP systems.

Topic 4	• SAP Commerce Cloud: This section of the exam measures the skills of E-commerce Specialists and covers SAP's cloud-based commerce platform. It focuses on understanding how to build and manage digital storefronts and omnichannel experiences. One skill to be measured is designing effective e-commerce solutions for businesses.
Topic 5	• SAP Customer Data Cloud: This section of the exam measures the skills of SAP Consultants and covers SAP's solution for managing customer data and consent. It emphasizes understanding data protection regulations and customer identity management. A skill to be measured is implementing secure customer data management practices.

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SAP Certified Associate - Solution Architect - Customer Experience Sample Questions (Q79-Q84):

NEW QUESTION # 79

How can Service Agents take action to improve the reaction times of a case in SAP Service Cloud? Note:

There are 2 correct answers to this question.

- A. They can assign a different team to the case.
- B. They can modify the Resolution Due On field.
- C. They can change the service level determination rules.
- D. They can escalate the case.

Answer: A,D

Explanation:

Improving Reaction Times in SAP Service Cloud:Service agents can take proactive steps to address cases efficiently and meet SLAs.

Key Actions:

- * Reassigning Cases (A):Transfers cases to teams better suited to resolve them quickly.
- * Escalating Cases (C):Marks the case as high-priority, triggering faster resolution workflows.

Why Other Options Are Incorrect:

- * Modifying Resolution Due On (B):This is an SLA-driven field and cannot be arbitrarily changed.
- * Changing Service Level Rules (D):Requires administrative permissions, not a typical agent activity.

References:

- * SAP Help Documentation: Service Cloud Case Management.

NEW QUESTION # 80

You want to create a solution that will provide a flexible mechanism for assessing fraud risk during order placement. The rules for the fraud check may change from time to time according to business needs.

Which of the following is a SAP BTP, Kyma runtime component you would use to implement this use case?

Note: There are 2 correct answers to this question.

- A. Event

- B. Replica Set
- **C. Pod**
- D. API Rule

Answer: A,C

NEW QUESTION # 81

In which level of the SAP BTP account do you manage your applications, services, and subscriptions?

- A. Org member
- B. Global account
- **C. Subaccount**
- D. Service account

Answer: C

NEW QUESTION # 82

What are organizational structures used for? Note: There are 3 correct Answers to this question.

- **A. For access control (access context and its restriction rules)**
- B. For assignment of page layouts
- C. For controlling access to system administration features
- **D. For clustering master data (accounts, prices, products, etc.)**
- **E. For reporting line functions**

Answer: A,D,E

NEW QUESTION # 83

When setting up profile views in SAP Customer Data Platform, why might an organization choose to maintain both the Unified Customer Profile and Contextual Profile views?

Note: There are 2 correct answers to this question.

- A. To reduce storage and operational costs by duplicating key customer data in both views.
- **B. To support both high-confidence and low-confidence data use cases within different business applications.**
- C. To enhance the profile's visual appeal for end users.
- **D. To maintain different views using weaker and stronger identifiers respectively.**

Answer: B,D

NEW QUESTION # 84

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