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SAP C_C4HCX_2405 Exam Syllabus Topics:

Topic	Details
Topic 1	• The Intelligent Enterprise: This section of the exam measures the skills of SAP Consultants and their vision for the Intelligent Enterprise. It focuses on understanding how various SAP solutions work together to create an integrated, intelligent business ecosystem. One skill to be measured is aligning technology solutions with business strategies effectively.
Topic 2	• 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 3	• SAP Sales and Service Cloud: This section of the exam measures the skills of SAP Consultants and covers SAP's cloud-based solutions for sales and customer service. It focuses on understanding how these tools enhance customer relationships and sales processes. One skill to be measured is configuring sales and service processes effectively.
Topic 4	• 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 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.

SAP Certified Associate - Solution Architect - Customer Experience Sample Questions (Q72-Q77):

NEW QUESTION # 72

What do opportunity revenue splits allow you to do when using SAP Sales Cloud?

Note: There are 2 correct answers to this question.

- A. They allow you to see how much each employee in the sales unit contributes to an opportunity.
- B. They allow you to split the revenue from a sales opportunity between sales employees and external partners.
- C. They allow you to see how much each revenue partner contributes to an opportunity.
- D. They allow you to split the revenue from a sales opportunity between sales employees.

Answer: A,D

NEW QUESTION # 73

Which of the following objects are typically exchanged with the SAP back end in an SAP Sales Cloud integrated scenario?

Note: There are 3 correct answers to this question.

- A. Marketing campaigns
- B. Product (material) master data
- C. Customer master data
- D. Sales/services transactions
- E. Stock movements

Answer: B,C,D

Explanation:

Integration Objects in SAP Sales Cloud: The integration of SAP Sales Cloud with backend systems facilitates seamless data exchange for core business operations.

Typical Integration Objects:

* Product Master Data (A): Enables sales teams to access up-to-date product information.

- * Sales/Services Transactions (C):Synchronizes transactional data like sales orders or service requests.
 - * Customer Master Data (D):Maintains consistency of customer information across systems.
- Why Other Options Are Incorrect:
- * Marketing Campaigns (B):Part of SAP Marketing Cloud, not Sales Cloud.
 - * Stock Movements (E):Managed within supply chain systems, not typically part of Sales Cloud integration.
- References:
- * SAP Integration Guide: SAP Sales Cloud.

NEW QUESTION # 74

What is CTI integration used for?

- A. Integration with government systems
- B. Integration with Microsoft Outlook
- **C. Integration with a communication management system**
- D. Integration with social networks

Answer: C

NEW QUESTION # 75

What are some of the machine learning capabilities in SAP Service Cloud Version 2?

Note: There are 2 correct answers to this question.

- **A. Case categorization**
- **B. Machine translation**
- C. Warranty determination
- D. Account categorization

Answer: A,B

NEW QUESTION # 76

In which process are trading partner collaboration and risk management executed?

- A. Lead to cash
- B. Design to operate
- **C. Source to pay**
- D. Recruit to retire

Answer: C

NEW QUESTION # 77

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