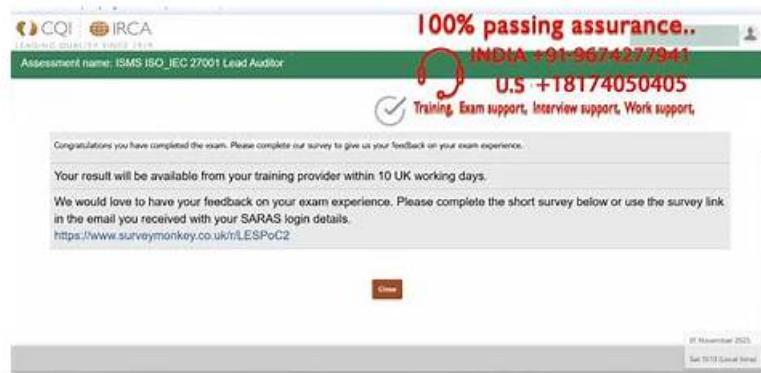


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## SAP C-BCBAI-2502 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Understanding SAP AI Value Proposition: Explains the core benefits and strategic impact of SAP's AI technologies on business efficiency and innovation.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Business AI Solutions Positioning: Covers how to effectively position SAP's Business AI offerings within the SAP Business Suite to support intelligent enterprise goals.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Integration with SAP Ecosystem: Highlights how SAP AI integrates with solutions like SAP S 4HANA, SAP Customer Experience, and SAP BTP for end-to-end process optimization.</li></ul>

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## SAP Certified Associate - Positioning SAP Business AI Solutions as part of

## SAP Business Suite Sample Questions (Q44-Q49):

### NEW QUESTION # 44

A retail business wants to use AI for automating customer support while ensuring personalized customer interactions. Which SAP AI solutions should they implement? Note: There are 3 correct answers to this question.

- A. SAP AI for Customer Experience
- B. SAP Predictive Analytics
- C. SAP Blockchain for Business
- D. SAP AI Business Services
- E. SAP Conversational AI

**Answer: A,D,E**

Explanation:

For a retail business seeking to automate customer support while maintaining personalized interactions, SAP provides targeted AI solutions that integrate seamlessly with customer experience workflows. The correct answers are SAP Conversational AI, SAP AI for Customer Experience, and SAP AI Business Services, as these solutions directly address automation and personalization in customer support.

SAP documentation explains: "Use Joule agents to automate case classification, proactively find answers to customer questions, and capture knowledge from resolved cases to improve sales and service quality." SAP Conversational AI, powered by Joule, leverages natural language processing to enable chatbots that handle customer inquiries efficiently, delivering personalized responses based on customer behavior and history.

SAP AI for Customer Experience, embedded in SAP Sales Cloud and SAP Commerce Cloud, supports "personalized experiences and omnichannel engagements" by analyzing customer data to tailor interactions.

SAP AI Business Services provide reusable AI capabilities, such as natural language processing and machine learning, to "enrich customer experience across the intelligent, sustainable enterprise." The incorrect options-SAP Predictive Analytics and SAP Blockchain for Business-are not directly relevant to customer support automation or personalization. SAP Predictive Analytics focuses on forecasting, not customer interaction automation. SAP Blockchain for Business is designed for secure transactions, not customer support. SAP's case study on Miele Professional illustrates how AI in SAP Commerce Cloud and SAP Sales Cloud enhances B2B sales, reinforcing the suitability of the selected solutions for retail customer support.

### NEW QUESTION # 45

Which SAP solution provides a centralized platform for tracking sustainability performance?

Please choose the correct answer.

Response:

- A. SAP Business One
- B. SAP Fieldglass
- C. SAP Sustainability Control Tower
- D. SAP Extended Warehouse Management

**Answer: C**

### NEW QUESTION # 46

What are the key use cases of SAP AI in manufacturing?

There are 3 correct answers to this question.

Response:

- A. AI-powered production scheduling
- B. Manual equipment failure analysis
- C. Handwritten production reports
- D. Automated quality control
- E. AI-driven predictive maintenance

**Answer: A,D,E**

## NEW QUESTION # 47

(What is Deep Learning?)

- A. A subset of AI that focuses on enabling computer systems to learn and improve from experience or data, incorporating elements from fields like computer science, statistics, and psychology.
- B. AI systems that use self-supervised learning on vast data to perform a variety of tasks, such as writing documents or creating images.
- C. A technology that equips machines with human-like capabilities such as problem-solving, visual perception, speech recognition, decision-making, and language translation.
- **D. A branch of Machine Learning that uses multi-layered neural networks to analyze complex data patterns that may employ different learning methods.**

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract: Deep Learning is a branch of Machine Learning that utilizes multi-layered neural networks to analyze and interpret complex data patterns, often employing various learning methods such as supervised, unsupervised, or reinforcement learning. This distinguishes it from broader AI definitions, general machine learning, or specific foundation model applications.

Exact extracts supporting this:

"Deep learning is the specialized subtype of machine learning that processes and interprets the complex inputs, including visual data from ... "sap.com

"Deep learning (DL) is a data-centric subset of machine learning that uses neural networks with multiple (deep) layers to learn and extract features from ... "sap.com

"Unlike machine learning algorithms that rely heavily on structured data inputs, deep learning models can effectively process unstructured data ..."community.sap.com Other options are incorrect because:

Option A: This describes artificial intelligence (AI) in general, which encompasses human-like capabilities across various domains.

Option B: This defines machine learning (ML), the broader field focused on learning from data without explicit programming.

Option D: This refers to foundation models or generative AI systems that use self-supervised learning for multi-modal tasks.

Reference from Positioning SAP Business AI Solutions as part of SAP Business Suite documents or Study Guide: Sourced from the official SAP resource "What is deep learning? | SAP" and SAP Learning course "Summarizing AI," which position deep learning as a subset of machine learning within SAP Business AI frameworks. Additional support from SAP Community blogs on understanding AI, ML, and DL, aligned with C\_BCBAl\_2502 certification materials for explaining AI concepts in business contexts.

## NEW QUESTION # 48

Which SAP AI solutions are used for fraud detection and risk assessment?

There are 2 correct answers to this question.

Response:

- **A. SAP Predictive Analytics**
- B. SAP SuccessFactors Learning
- **C. SAP AI Business Services**
- D. SAP Extended Warehouse Management

**Answer: A,C**

## NEW QUESTION # 49

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