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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	• 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 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 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.

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SAP Certified Associate - Solution Architect - Customer Experience Sample Questions (Q54-Q59):

NEW QUESTION # 54

Which automation program types are available in SAP Emarsys Customer Engagement? Note: There are 3 correct answers to this question.

- A. Interactions
- B. Tactics
- C. Automation Center
- D. Channel Updates
- E. Contact

Answer: A,C,E

Explanation:

Automation Program Types in SAP Emarsys Customer Engagement: SAP Emarsys offers multiple automation programs to cater to various customer engagement needs.

Program Types:

- * Interactions (A): Automates responses based on customer behavior.
- * Contact (B): Focuses on managing customer data and profiles in automation flows.
- * Automation Center (C): Provides a central hub for designing and managing complex automation workflows.

Why Other Options Are Incorrect:

- * Channel Updates (D): Not a specific program type but part of channel management.
- * Tactics (E): Refers to pre-built automation, not program types.

References:

- * SAP Emarsys Documentation: Automation Programs.

NEW QUESTION # 55

Which types of statement can be configured in Consent Management? Note: There are 3 correct answers to this question.

- A. Terms of service
- B. Communication consent
- C. Privacy policy
- D. Other consent management
- E. Push notification

Answer: A,C,D

Explanation:

Step 1: Overview of Consent Management SAP Consent Management enables organizations to define, collect, and manage customer consents for data usage in compliance with regulations like GDPR.

* Privacy Policy:

- * Describes how customer data is handled and stored, fulfilling transparency requirements.

* Terms of Service:

- * Outlines the rules and guidelines for using the organization's products or services.

* Other Consent Management:

- * Customizable statements tailored to specific organizational or regulatory needs, such as special disclaimers.

Step 2: Types of Configurable Statements These statements are critical for ensuring compliance and building customer trust.

- * SAP Help Portal: Refer to Consent Management Documentation.

- * SAP Training: Available courses on open.sap.com

References

NEW QUESTION # 56

What are some of the machine learning capabilities in SAP Service Cloud? Note: There are 2 correct Answers to this question.

- A. Machine translation
- **B. Customer identification**
- C. Warranty determination
- **D. Ticket categorization**

Answer: B,D

NEW QUESTION # 57

You are executing the recruit to retire end-to-end process. Which activities do you need to perform in SAP SuccessFactors? Note: There are 3 correct Answers to this question.

- **A. Monitor payroll process**
- **B. Search for existing resources with required skills**
- C. Submit final time and expenses and close the project
- D. Monitor costs and margins
- **E. Submit and approve timesheets**

Answer: A,B,E

NEW QUESTION # 58

You need to perform technical services on equipment located at customer sites.

How can you update the structure of equipment installed at a customer location in SAP Service Cloud?

- A. Using knowledge base management
- **B. Using installed base management**
- C. Using work ticket management
- D. Using workflow rule management

Answer: B

Explanation:

Step 1: Equipment Management in SAP Service Cloud
Installed base management allows tracking and updating of equipment structures at customer sites.

* Installed Base Management:

* Provides tools for updating equipment structure, such as adding, removing, or reassigning products.

* Tracks changes to ensure accurate service history and operational efficiency.

Step 2: Correct Approach

* SAP Help Portal: Installed base management features in SAP Service Cloud.

References

NEW QUESTION # 59

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