

Latest Version: 7.1

Subjects

1. SAP components that benefit SAP Customer Experience Solutions
2. SAP Customer Experience Solutions
3. Features of SAP Customer Experience Solutions

Topic: 1

SAP components that benefit SAP Customer Experience Solutions

Question: 1

What are the challenges faced by a Chief Revenue Officer (CRO) persona?

Note: There are 3 correct answers to this question.

- A. Talent development
- B. Organization design
- C. Data privacy and management
- D. Cross-functional alignment
- E. Absence of agile technology development

Answer: A, B, D

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Question: 2

What does Clean Core mean in relation to SAP Customer Experience?

- A. It is a strategy to retain an existing installed base of solutions.
- B. It is a strategy to aid in cleaning legacy data for the purposes of data migration.
- C. It is a strategy to minimize modifications, and to run with cloud-compliant extensions and customizations.
- D. It is a strategy to keep existing solutions in the target system environment by prioritizing.

Answer: C

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Question: 3

What are some of the benefits of an integration between SAP Customer Experience and SAP ERP?

Note: There are 3 correct answers to this question

- A. Integration value mapping needs to be maintained
- B. Integration monitoring needs to be centralized
- C. Integration is GDPR compliant
- D. Integration between SAP CX and SAP ERP is out-of-the-box
- E. Integration caters for error handling and monitoring

Answer: A, D, E

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Question: 4

Which SAP Customer Experience solution helps accelerate sales cycles and boost conversion rates by leveraging a powerful deal prediction engine?

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

Answer: C

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Question: 5

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

Answer: A, D, E