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1. Micro Skill Drill Exam
2. Unified Scenario Exam

Topic: 1
Micro Skill Drill Exam

Question: 1

A financial services firm is preparing SAP Customer Data Platform for customer segmentation across sales and engagement activities. Marketing wants broad profile enrichment to improve campaign relevance, while the data governance lead requires that consent status and permitted-use rules control which attributes can be activated. The architect must guide the first release scope.

The measurable constraint is that campaign activation must use governed customer data only, but the release must still deliver a useful segmentation outcome. The solution must avoid designing a data model that later conflicts with consent enforcement.

Which recommendation should the architect make?

Response:

- A. Model customer profiles with consent and permitted-use controls first, then activate a limited segmentation scope using approved attributes.
- B. Load all available customer attributes into the segmentation model and filter restricted data during campaign execution.
- C. Restrict the first release to anonymous engagement metrics so no customer profile governance decisions are needed.
- D. Let marketing define segmentation attributes independently and align consent rules after campaign performance is validated.

Answer: A

Explanation:

Feedback:

This resolves the requirement at the data governance layer before activation occurs. It allows a useful first segmentation release while ensuring that consent and permitted-use rules shape which customer attributes can be used.

Question: 2

A regional airport services provider wants a customer disruption-credit request workflow connected to SAP Service Cloud Version 2. Service agents need to submit requests, account managers must review commercial impact, and finance reviewers need approval traceability. The business wants the workflow in the first release, while enterprise architecture wants the same pattern reused for future service-recovery approvals.

The measurable constraint is that the workflow must be delivered without embedding upgrade-sensitive approval behavior in the CX core. The design must remain maintainable under continuous cloud updates and support governed reuse.

Which recommendation best supports the extensibility objective?

Response:

- A. Add disruption-credit approval steps directly into the Service Cloud process and manage update risk with regression testing.
- B. Manage disruption-credit requests through shared spreadsheets until all service-recovery approval variants are fully designed.
- C. Use SAP Build with SAP BTP-based extensibility to implement the approval workflow outside the CX core with governed reuse.
- D. Create separate approval workflows for service, account, and finance teams so each group can optimize its own review path.

Answer: C

Explanation:

Feedback:

This acts at the appropriate extensibility layer by separating approval behavior from core CX processes. It supports first-release delivery, clean core discipline, maintainability under cloud updates, and governed reuse for related workflows.

Question: 3

A regional chemical-products distributor is integrating SAP Service Cloud Version 2 with an external safety-document repository. Service agents need document availability status during customer calls, but the repository returns different availability indicators for regulated, non-regulated, and export-controlled products. Later, SAP Emarsys may use approved document availability changes for customer notifications.

The measurable constraint is that service users need consistent document-status context without embedding product-category interpretation inside Service Cloud. The integration design must support monitoring and reuse when notification scenarios are introduced.

Which integration design best satisfies the constraint?

Response:

- A. Configure product-category interpretation directly in Service Cloud so agents receive document status in the first release.
- B. Send raw repository indicators to Service Cloud and train agents to interpret product-category differences during customer calls.
- C. Use SAP Integration Suite to normalize document availability indicators and expose reusable status events to CX consumers.
- D. Delay document-status integration until notification scenarios are ready so service and engagement consumers are implemented together.

Answer: C

Explanation:

Feedback:

This acts at the integration architecture layer by normalizing product-category indicators before distribution. It supports consistent service visibility, centralized monitoring, and reusable status events for future CX notification scenarios.

Question: 4

A telecommunications provider wants to include an SAP Business AI use case in its SAP Customer Experience roadmap. The service team proposes AI-assisted case prioritization, while customer operations warns that priority recommendations could be unreliable unless customer value and recent interaction context are consistently available. The sponsor wants a visible first-phase AI outcome. The measurable constraint is that the AI use case must improve service triage without creating recommendations based on incomplete or uncontrolled customer context. The team must decide how to scope the first release.

Which recommendation best fits the constraint?

Response:

- A. Launch AI-assisted prioritization for all service cases immediately and tune recommendation quality during hypercare.
- B. Defer AI-assisted prioritization until every sales, service, and engagement process in the CX roadmap is implemented.
- C. Start with a controlled service-prioritization use case that uses validated customer context and defined monitoring criteria.
- D. Let each service region pilot its own prioritization logic so AI value can be demonstrated without central data dependencies.

Answer: C

Explanation:

Feedback:

This balances innovation with reliable architecture by limiting the use case to validated customer context. Defined monitoring criteria also support ongoing assessment of recommendation quality after rollout.

Question: 5

An industrial services company wants a guided renewal-review process for account teams working in SAP Sales Cloud Version 2. The process must collect inputs from sales managers and service leads before renewal offers are finalized. Business users want rapid delivery, while enterprise architecture wants the design to remain reusable for future service-contract reviews.

The measurable constraint is that the process must be delivered without embedding custom renewal logic into the CX core. The architecture must also support future workflow reuse across related customer lifecycle processes.

Which design recommendation best supports the requirement?

Response:

- A. Add renewal-review fields directly into the core sales process and use release testing to manage future update risk.
- B. Use SAP Build with SAP BTP-based workflow extensibility so the review process remains outside the CX core and reusable.
- C. Manage renewal reviews through shared documents until service-contract review requirements are finalized.
- D. Build separate renewal-review workflows for sales and service teams so each process can evolve without shared governance.

Answer: C

Explanation:

Feedback:

This acts at the correct extensibility layer by keeping the renewal-review workflow outside the CX core. It supports fast delivery, clean core discipline, and reuse for related customer lifecycle processes.

Question: 6

A regional property-management company wants to introduce an SAP Business AI use case in its SAP Customer Experience roadmap. Leasing teams want AI-assisted renewal prompts for commercial tenants, while customer operations warns that unresolved service-issue history is incomplete for some buildings. The sponsor wants a visible innovation outcome in the first phase.

The measurable constraint is that renewal prompts must not rely on incomplete service-issue context for tenants with active disputes. The first release must demonstrate measurable value while remaining suitable for controlled expansion after service data quality improves.

Which recommendation best fits the first-release AI scope?

Response:

- A. Start with a controlled tenant segment where renewal data and service-issue context are validated, then monitor prompt quality before expansion.
- B. Enable renewal prompts for all commercial tenants and adjust recommendation logic after leasing teams review early outcomes.
- C. Let each leasing region define its own renewal indicators so AI adoption reflects local relationship-management practices.
- D. Defer all renewal-prompt use cases until every service issue and tenant interaction process in the CX roadmap is fully integrated.

Answer: A

Explanation:

Feedback:

This scopes the AI use case at the correct readiness layer by limiting recommendations to validated tenant and service context. It provides a measurable innovation outcome while controlling recommendation quality and expansion risk.

Question: 7

A B2B manufacturer is expanding its customer portal using SAP Customer Data Cloud capabilities. The business wants partner organizations to manage their own users, but the legal team requires approval control for organization onboarding and policy-based access for sensitive account functions. The project sponsor also wants a quick rollout to avoid delaying a new service launch.

The measurable constraint is that delegated administration may be allowed only after organization approval workflows and member access policies are enforceable. The solution architect must balance speed, governance, and long-term partner scalability.

Which approach should the architect recommend?

Response:

- A. Enable delegated administration immediately and manually review partner activity after launch to reduce onboarding delay.
- B. Keep all partner user administration centralized in the internal service team until the portal has stable production usage.
- C. Implement B2B organization management with approval workflows and policy-based access before enabling delegated partner administration.
- D. Allow each partner to define local access roles independently and reconcile access policies during the next governance review cycle.

Answer: C

Explanation:

Feedback:

This resolves the decision at the correct governance layer by making approval workflows and policy-based access prerequisites for delegation. It supports partner scalability while ensuring that delegated administration operates within enforceable controls.

Question: 8

A regional consumer-lending company wants to include an SAP Business AI use case in its SAP Customer Experience roadmap. The sales team proposes AI-assisted outreach prioritization for renewal offers, while customer operations warns that recent hardship requests and consented communication preferences are not consistently validated for all accounts. The sponsor still wants a first-phase innovation result.

The measurable constraint is that outreach prioritization must not use incomplete hardship context or unvalidated consent signals for sensitive accounts. The first release must remain measurable and suitable for controlled expansion.

Which recommendation best fits the AI scope decision?

Response:

- A. Enable outreach prioritization for all renewal accounts and adjust the recommendation logic after campaign results are reviewed.

- B. Allow each sales team to choose its own prioritization inputs so the AI outcome reflects local customer knowledge.
- C. Defer all AI-supported outreach until every customer interaction and consent process in the CX roadmap is fully implemented.
- D. Start with a focused renewal segment using validated hardship context and consented communication preferences, then monitor recommendation quality.

Answer: D

Explanation:

Feedback:

This scopes the AI use case at the correct readiness layer. It delivers a controlled first-phase outcome while ensuring recommendations rely on validated sensitive-account context, consented communication data, and measurable monitoring.

Question: 9

A regional waste-management provider is defining a SAP Customer Experience roadmap for commercial account sales, service complaints, and proactive customer communications. Sales leaders want account teams to manage contract renewals quickly, while service leaders need complaint history to influence renewal discussions. The engagement team also wants consistent messages when service issues affect contract risk.

The measurable constraint is that the first architecture decision must define how renewal context, complaint context, and customer communications relate across CX capabilities. The roadmap must allow phased delivery without creating duplicate ownership of customer risk context.

Which architecture recommendation best supports the stated objective?

Response:

- A. Let sales own all renewal and complaint context because contract renewal is the first business priority in the roadmap.
- B. Define shared CX capability boundaries for customer risk context, then allow sales, service, and engagement delivery to proceed in phases.
- C. Allow each workstream to define its own customer risk model and align ownership after the first production release.
- D. Require all sales, service, and engagement processes to be standardized before any roadmap workstream begins detailed design.

Answer: B

Explanation:

Feedback:

This acts at the correct architecture layer by defining shared ownership of customer risk context before product designs become fixed. It supports phased delivery while preventing duplicated or conflicting customer-context responsibilities across workstreams.

Question: 10

A regional marine-equipment supplier is launching SAP Commerce Cloud for dealer parts ordering while SAP Service Cloud Version 2 supports technical support inquiries. Dealers need to order replacement parts quickly, but service agents need enough vessel-fitment and order context to answer installation questions. SAP Emarsys may later support proactive maintenance reminders.

The measurable constraint is that the first release must keep parts ordering focused while preventing disconnected support for dealer inquiries. Maintenance reminder automation is out of scope until ordering and support handoff are stable.

Which product alignment recommendation is most appropriate?

Response:

- A. Launch dealer parts ordering first and train service agents to request vessel-fitment details during support calls.
- B. Align the commerce launch with minimum vessel-fitment and order context available to service, then phase maintenance reminders later.
- C. Delay parts ordering until technical support automation and maintenance reminder journeys are fully implemented.
- D. Maintain separate ordering and support data structures so commerce and service teams can optimize their releases independently.

Answer: B

Explanation:

Feedback:

This sets the correct first-release product boundary. It supports focused dealer ordering while ensuring Service Cloud receives enough order and fitment context for support before maintenance reminders are added.

Topic: 2

Unified Scenario Exam

Question: 11

CHALLENGE 1 — Customer Identity Governance for B2B Partner Onboarding

Alpine Outfitters wants partner storefront users to be active before the pilot begins. Regional sales teams prefer local approval steps, while the data governance lead wants consistent organization membership and delegated administration across markets.

Which recommendation best supports the pilot without weakening the reusable identity model?

Response:

- A. Create separate partner identity models for each market so every region can define its own approval and delegated administration behavior.
- B. Define a common B2B organization model with scoped delegated administration, then configure regional approval workflow variation within that model.
- C. Allow partner administrators to create all users directly in the storefront, then reconcile organization membership after the pilot stabilizes.
- D. Use a single shared approval step for all markets and postpone regional approval needs until the second rollout wave.

Answer: B

Explanation:

Feedback:

A common B2B organization model preserves reusable identity governance while allowing regional approval variation inside a controlled structure. It supports partner onboarding without creating fragmented identity behavior across markets.

Question: 12

CHALLENGE 1 — Customer Identity Governance for B2B Partner Onboarding

During validation, the architect notices that delegated partner administrators can maintain users, but their responsibilities have not been linked to member attributes or approval status. The storefront access design appears ready from a login perspective.

What should the architect verify next?

Response:

- A. Whether partner administrators can reset passwords without involving the central support team.
- B. Whether delegated administration scope is bound to organization membership, member attributes, and approval status.
- C. Whether the Commerce Cloud theme displays different branding for each partner organization.
- D. Whether all partner accounts can use the same campaign segmentation rules in SAP Emarsys.

Answer: B

Explanation:

Feedback:

Login readiness alone does not confirm governed partner access. The second-order dependency is the link between delegated administration scope, organization membership, member attributes, and approval status.

Question: 13

CHALLENGE 2 — Integration Flow Readiness for Order Visibility

The first pilot could meet its order visibility requirement through a direct Commerce Cloud connection to a service lookup. The integration team notes that later markets will need monitoring, transformation rules, and reusable exception handling.

Which integration decision best balances pilot performance and rollout governance?

Response:

- A. Use the direct connection for the pilot and replace it with SAP Integration Suite only after all markets are live.
- B. Route the flow through SAP Integration Suite where reusable monitoring and exception handling are needed, while reviewing lookup behavior for performance.

- C. Avoid real-time order visibility in the pilot so the architecture team can defer integration decisions until later rollout waves.
- D. Build a separate integration flow for each country because local rollout teams may request different service processes.

Answer: B

Explanation:

Feedback:

SAP Integration Suite supports reusable integration governance, monitoring, transformation, and exception handling. Reviewing lookup behavior for performance avoids treating governance as automatically more important than storefront responsiveness.

Question: 14

CHALLENGE 2 — Integration Flow Readiness for Order Visibility

A seasonal campaign is expected to produce high storefront traffic while customers check order status and warranty coverage. The team wants real-time service entitlement lookup available from the storefront.

Which validation checkpoint is most important before approving the design?

Response:

- A. Confirm that the lookup uses the fewest possible middleware steps, regardless of monitoring and exception handling.
- B. Confirm that lookup behavior, exception handling, and monitoring are evaluated together against expected storefront traffic.
- C. Confirm that the service team can manually resolve failed lookups after customers submit support tickets.
- D. Confirm that marketing campaign timing is moved until after all integration flows are finalized.

Answer: B

Explanation:

Feedback:

The design needs a combined view of performance, exception handling, and monitoring because customer experience depends on both responsiveness and operational control. This reflects the performance-vs-governance weighting in the scenario.

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