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SAP Customer Experience Solutions**

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Question: 1

How does SAP Customer Data Cloud improve data management for businesses?

There are 2 correct answers to this question.

Response:

- A. Secure customer identity management
- B. Consent tracking and privacy compliance
- C. Automated workforce scheduling
- D. Cloud-based payroll management

Answer: A,B

Question: 2

How does SAP Service Cloud improve customer service operations?

Please choose the correct answer.

Response:

- A. By enabling ticket automation and AI-powered case management
- B. By forecasting financial risks
- C. By improving supply chain logistics
- D. By managing employee training programs

Answer: A

Question: 3

What are the two primary SAP Customer Data solutions?

There are 2 correct answers to this question.

Response:

- A. SAP Customer Data Cloud
- B. SAP Customer Activity Repository
- C. SAP Business Data Cloud
- D. SAP Customer Data Platform

Answer: A,D

Question: 4

How does SAP Marketing Cloud enhance customer relationships?

Please choose the correct answer.

Response:

- A. By automating employee recruitment
- B. By analyzing customer data for personalized marketing campaigns
- C. By managing financial assets
- D. By overseeing production line efficiency

Answer: B

Question: 5

Which SAP Customer Experience solution can help companies manage forecasting and pipeline management?

Please choose the correct answer.

Response:

- A. SAP Service Cloud
- B. SAP Emarsys
- C. SAP Sales Cloud
- D. SAP Commerce Cloud

Answer: C



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