SAP
C_C4H32_2601
SAP Certified - Business User - SAP Commerce Cloud

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Topic: 1
Unified Scenario Simulation

Business context
Company background
Aventide Homeware, a household-goods retailer in Porto, Portugal, is moving from a simple brochure site to a real online store. The team is small and most staff have never run a digital storefront before.
The commerce project
Leadership has chosen SAP Commerce Cloud and wants the team to understand what the platform actually is, which components they will use, and which role owns which task before work begins.
Current situation
A sponsor keeps calling the project a website build, assuming one person can do everything. Nobody is yet clear on where staff maintain product data, shape the storefront, or help customers.
The brief
A consultant is asked to orient the team on the platform's purpose, its main components, the business-user roles, and how a business-to-consumer store is put together, so responsibilities are clear from day one.
Your assignment
You are orienting Aventide Homeware's new commerce team. For each task below, choose the response that reflects how SAP Commerce Cloud's purpose, components, roles, and store assembly actually work for a business user
1. CHALLENGE 1 — Framing the Platform's Purpose and Landscape Fit
• Explain the platform as an integrated commerce solution spanning catalog, content, search, promotions, orders, and support.
• Position it as the commerce component within the broader SAP Customer Experience portfolio.
• Correct the assumption that it is only a checkout page or a standalone website.
Checkpoints
• The team can state the platform's purpose in one sentence.
• The team knows the store can share context with other customer-experience solutions.
2. CHALLENGE 2 — Identifying the Core Components a Business User Touches
• Name the storefront as the customer-facing surface.
• Name the Backoffice cockpits as where catalog, content, search, and administration work happens.
• Show how daily business-user tasks map to these components.
Checkpoints
• The team can point to where product work is done.
• The team does not assume the storefront is the only component.
3. CHALLENGE 3 — Mapping the Business-User Roles
• Map product enrichment to the product manager.
• Map storefront content to the web content manager and findability to the search manager.
• Map promotions to the marketing manager, fulfilment to the order fulfilment manager, and assistance to the support agent.
Checkpoints
• Each core task has a clearly owning role.
• No single person is assumed to own everything.
4. CHALLENGE 4 — Outlining How a B2C Store Is Assembled

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• Explain that storefront pages are composed with web content tools such as SmartEdit.
• Show that business users shape the experience without hand-coding each page.
• Connect catalog, content, and search into the shopper experience.

Checkpoints

• The team knows business users can build pages visually.
• The team can describe a simple end-to-end store assembly.

Question: 1

CHALLENGE 1 — Framing the Platform's Purpose and Landscape Fit

Aventide's sponsor calls the project 'just a website build.' How should the consultant frame SAP Commerce Cloud's purpose?

A. As an integrated commerce platform covering catalog, content, search, promotions, orders, and support together.
B. As a standalone payment page whose only job is taking card details during a typical rollout as some teams first assume.
C. As a stock-counting spreadsheet for the warehouse for teams new to the platform in the majority of cases.
D. As an email newsletter tool for announcements in most everyday setups under normal circumstances.

Answer: A

Explanation:
The platform's value is the joined-up commerce experience across catalog, content, search, promotions, orders, and support, not a single checkout page.

Question: 2

CHALLENGE 1 — Framing the Platform's Purpose and Landscape Fit

Aventide already uses other customer-experience solutions. How should the new store be positioned relative to them?

A. As a walled-off system that must never exchange data with any other solution during a typical rollout.
B. As the commerce solution within a broader portfolio that can share product and customer context with the others.
C. As a replacement that makes all the other customer-experience solutions unnecessary under normal circumstances.
D. As a throwaway tool discarded after the first sale is recorded for teams new to the platform in the majority of cases.

Answer: B

Explanation:

SAP Commerce Cloud is the commerce component of the wider SAP Customer Experience portfolio and is designed to interoperate with the other solutions.

Question: 3

CHALLENGE 2 — Identifying the Core Components a Business User Touches

A team member thinks the storefront is the only part of the platform. Which pairing correctly names the components a business user touches?

A. Only the storefront, because no back-office tooling is needed to run a store in the majority of cases.
B. Only a raw database console with no visual tools for staff under normal circumstances on a quick reading of the task.
C. The shopper-facing storefront plus the Backoffice cockpits where staff manage catalog, content, and administration.
D. Only a mobile app with no browser-based administration during a typical rollout as some teams first assume.

Answer: C

Explanation:
Business users work across the storefront and the Backoffice cockpits, where product, content, search, and administration tasks are done.

Question: 4

CHALLENGE 2 — Identifying the Core Components a Business User Touches

Where would Aventide's staff go to maintain product data day to day?

A. On the live storefront, typing changes onto shopper-facing pages as some teams first assume.
B. In a personal spreadsheet kept off the platform in the majority of cases.
C. In the checkout page during each order under normal circumstances.
D. In the Backoffice Product Cockpit, the purpose-built environment for product content.

Answer: D

Explanation:
The Backoffice Product Cockpit is where product managers maintain descriptions, attributes, and media for the catalog.

Question: 5

CHALLENGE 3 — Mapping the Business-User Roles

Aventide needs someone to enrich product descriptions and attributes. Which role owns this?

A. The product manager, who maintains and enriches product content in the cockpit.
B. The support agent, whose focus is helping customers after a sale.
C. The fulfilment manager, whose focus is shipping confirmed orders.
D. The administrator, whose focus is users and access rights in the majority of cases.

Answer: A

Explanation:
Enriching descriptions, attributes, and media so items are sellable is the product manager's core responsibility.
Topic: 2
Micro Skill Drill Exam

Question: 6

Velcrest Outfitters, an outdoor-gear retailer in Turku, Finland, is scoping its first digital commerce project. A sponsor keeps describing the goal as simply putting up a website to take card payments, and assumes catalog, pricing, promotions, and support can each be bolted on later from separate tools.
How should the team frame the purpose of SAP Commerce Cloud to the sponsor?

A. As a unified commerce platform that manages catalog, content, pricing, promotions, orders, and support together, not just a checkout page.
B. As a standalone payment gateway whose only job is to authorise card transactions at checkout during a typical rollout as some teams first assume.
C. As a spreadsheet replacement for tracking stock counts in the warehouse in most everyday setups under normal circumstances.
D. As an email marketing tool whose purpose is limited to sending newsletters for teams new to the platform in the majority of cases.

Answer: A

Explanation:
SAP Commerce Cloud is a single platform spanning product content, web content, search, promotions, order management, and customer support, so its value is the integrated commerce experience, not an isolated payment page.

Question: 7

Maruda Textiles in Ostrava, Czechia already runs several customer-experience solutions and wants to understand where its new online store fits. A manager assumes the store must be entirely separate from the rest of the customer-experience landscape and cannot share product or customer context with it.
How should the online store be positioned within the customer-experience landscape?

A. As a wholly isolated system that must never exchange data with any other customer-experience solution under normal circumstances on a quick reading of the task.
B. As the SAP Commerce Cloud component of a broader SAP Customer Experience portfolio that can share product and customer context with the other solutions.
C. As a replacement that makes every other customer-experience solution unnecessary during a typical rollout in the majority of cases.
D. As a temporary tool that should be discarded once the first sale is recorded for teams new to the platform as some teams first assume.

Answer: B

Explanation:
SAP Commerce Cloud is one solution within the wider SAP Customer Experience portfolio, designed to interoperate so product, content, and customer context flow across the landscape.

Question: 8

At Ondrel Ceramics in Braga, Portugal, a new hire is unsure who owns which task. Someone needs to enrich product descriptions and attributes so items are ready to sell, and the team keeps asking whether that belongs to a support agent or a fulfilment clerk.
Which role is primarily responsible for enriching product content so items are ready to sell?

A. The customer support agent, whose role is to answer buyer questions after a sale.
B. The order fulfilment clerk, whose role is to pick and ship confirmed orders.
C. The product manager, who maintains product data and enrichment in the Backoffice Product Cockpit.
D. The system administrator, whose role is to manage users and access rights during a typical rollout.

Answer: C

Explanation:
Enriching descriptions, attributes, and media so products are sellable is the product manager's core responsibility, carried out in the Backoffice Product Cockpit.

Question: 9

Kessian Footwear in Rijeka, Croatia is building its first business-to-consumer webstore. A stakeholder believes the storefront the shopper sees is created by writing raw code by hand for every page, and that business users cannot influence how pages look without a developer.
How are storefront pages primarily managed for a B2C webstore in SAP Commerce Cloud?

A. Only by developers editing source files, with no business-user tooling available at all on a quick reading of the task.
B. By emailing page requests to the hosting provider, who publishes them manually in the majority of cases before the details are examined.
C. By printing page layouts and scanning them into the catalog under normal circumstances as some teams first assume.

D. Through web content management tools such as SmartEdit, which let business users compose and edit storefront pages visually.

Answer: D

Explanation:
SAP Commerce Cloud gives web content managers visual tools like SmartEdit to build and edit storefront pages, so business users shape the experience without hand-coding each page.

Question: 10

Norvyn Hardware in Gdynia, Poland wants a mental model of the main pieces of its commerce solution. A manager lists only the shopper-facing storefront and asks whether anything else even exists, unaware of where staff actually do their daily catalog and administration work.
Which pairing best describes the main components a business user interacts with?

A. The customer-facing storefront plus the Backoffice cockpits where staff manage catalog, content, and administration.
B. Only the storefront, since no back-office tooling is involved in running a store on a quick reading of the task.
C. Only a database console, with no visual tools for business staff in the majority of cases before the details are examined.
D. Only a mobile app, with no browser-based administration environment as some teams first assume.

Answer: A

Explanation:
Business users work across the shopper-facing storefront and the Backoffice cockpits, where product, content, search, and administration tasks are performed.

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