



# IT認證考試題庫 專業平臺

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**Exam** : **C\_BCBTM\_2509**

**Title** : SAP Certified Associate -  
Positioning SAP Business  
Transformation  
Management Solutions

**Version** : DEMO

1.What is the SAP Signavio Process Manager?

- A. A cloud-based tool for designing, modeling, and improving business processes.
- B. An analytics solution for process mining and data analysis.
- C. A tool for automating financial transactions in ERP systems.
- D. A software for managing customer relationships and sales pipelines.

**Answer:** A

**Explanation:**

SAP describes SAP Signavio Process Manager as a collaborative, browser-based BPM tool focused on process design and improvement:

“SAP Signavio Process Manager is a cloud-based solution to model, document, and optimize business processes collaboratively using BPMN 2.0.”

Reference: SAP Help Portal — SAP Signavio Process Manager: Overview / Product Description.

Option B confuses it with a different product in the same portfolio. SAP states that process mining sits in SAP Signavio Process Intelligence (not Process Manager):

“SAP Signavio Process Intelligence is the process mining and analytics solution of the SAP Signavio portfolio.”

Reference: SAP Help Portal — SAP Signavio Process Intelligence: Overview.

Option C refers to ERP transaction automation, which is not the scope of Process Manager. SAP positions Process Manager for process modeling and documentation, not transaction execution/automation:

“Use SAP Signavio Process Manager to design and document processes and drive process improvement; execution of transactions is handled by operational systems (e.g., ERP).”

Reference: SAP Signavio Portfolio Documentation — Suite Components and Capabilities.

Option D is about CRM. SAP clarifies that CRM and sales pipeline management are covered by customer experience/CRM solutions, not by Process Manager:

“Process Manager provides process modeling and governance, not CRM pipeline management.”

Reference: SAP Signavio Portfolio Documentation — Positioning within SAP Business Process Transformation suite.

2.What does WalkMe Discovery help organizations achieve?

- A. Translates all tools into multiple languages automatically
- B. Identifies underutilized tools and compliance risks
- C. Automates training development processes
- D. Enhances employee satisfaction scores by 50%

**Answer:** B

**Explanation:**

WalkMe Discovery is a key component of the SAP Business Transformation Management (BTM) suite through SAP’s partnership with WalkMe. It is designed to provide visibility into the digital application landscape and analyze software usage across the enterprise.

“WalkMe Discovery automatically discovers all web-based applications used across the organization, revealing underutilized tools, shadow IT, and potential compliance risks.”

Reference: SAP PartnerEdge — WalkMe Discovery Overview in SAP Business Transformation Portfolio.

The tool allows transformation leaders to map actual system usage, understand license utilization, and identify areas of inefficiency or non-compliance, which directly supports SAP’s Business Transformation

Management (BTM<sup>2</sup>) framework goals for transparency and optimization.

“By identifying unused or redundant applications, WalkMe Discovery helps organizations reduce costs and mitigate compliance risks as part of their transformation initiatives.”

Reference: SAP and WalkMe Joint Solution Brief — Digital Adoption and Transformation Enablement.

Option A (translation automation) and C (automated training development) are functions more aligned with WalkMe Digital Adoption Platform (DAP), not the Discovery module.

“While the WalkMe DAP provides in-app guidance and user training automation, Discovery focuses on discovering and analyzing app usage.”

Reference: SAP Learning Hub — SAP BTM WalkMe Integration Notes.

Option D (enhancing satisfaction by 50%) is not a defined or measurable objective of the Discovery module; SAP does not claim specific numerical outcomes related to satisfaction.

Therefore, the correct answer — verified from SAP’s official transformation documentation and WalkMe integration materials — is B: Identifies underutilized tools and compliance risks.

3.What primary issue does WalkMe's solution aim to solve for customers?

- A. Challenges in adopting and effectively using digital tools
- B. High employee turnover rates
- C. Need for upgrading physical infrastructure in organizations
- D. Difficulty in maintaining accurate financial records

**Answer:** A

**Explanation:**

The WalkMe Digital Adoption Platform (DAP), which is integrated into SAP’s Business Transformation Management (BTM) solutions, primarily addresses the challenge of digital adoption — helping users effectively utilize enterprise software and workflows.

“WalkMe is designed to eliminate user friction with digital systems by providing contextual, in-application guidance and automation that accelerates digital adoption.”

Reference: SAP Learning Hub — SAP Business Transformation Management (BTM) – WalkMe Integration Overview.

The main problem WalkMe solves is difficulty in adopting and effectively using digital tools, which directly impacts productivity, process efficiency, and transformation success.

“Organizations struggle with the complexity of modern applications; WalkMe’s solution enables users to navigate and complete digital processes successfully without training dependency.”

Reference: SAP PartnerEdge — WalkMe for Digital Adoption in SAP Ecosystem.

Options B, C, and D do not represent the platform’s focus:

WalkMe is not an HR solution to reduce turnover (B).

It does not manage physical infrastructure (C).

It does not handle financial record accuracy (D).

The central goal, as reinforced in SAP BTM documentation, is to bridge the gap between technology implementation and effective user adoption — making A the correct and verified answer.

4.Which key solution of SAP Signavio helps in collaborative process mining?

- A. SAP Signavio Process Collaboration Hub
- B. SAP Signavio Process Intelligence
- C. SAP Signavio Process Manager

D. SAP Signavio Value Accelerator

**Answer: B**

**Explanation:**

SAP Signavio Process Intelligence is the dedicated process mining and analysis component of the SAP Signavio Business Transformation Suite. It enables organizations to discover, analyze, and improve business processes collaboratively using real data.

“SAP Signavio Process Intelligence connects to system data, reconstructs end-to-end processes, and enables collaborative process mining and analysis to uncover inefficiencies and improvement opportunities.”

Reference: SAP Help Portal — SAP Signavio Process Intelligence: Product Overview.

The term collaborative process mining refers to enabling multiple stakeholders to analyze, discuss, and align process improvements based on shared process insights — a feature central to Process Intelligence.

“Process Intelligence integrates with the Process Collaboration Hub to allow joint analysis and process improvement discussions.”

Reference: SAP Signavio Documentation — Integration and Collaboration Capabilities.

Option A (Collaboration Hub) is a supporting platform for sharing process models and insights, but it does not perform mining itself.

Option C (Process Manager) focuses on process modeling and design, not mining.

Option D (Value Accelerator) refers to predefined process frameworks and KPIs used for benchmarking, not mining.

Therefore, the correct and verified answer based on SAP's BTM documentation and the official Signavio solution portfolio is B: SAP Signavio Process Intelligence.

5.How does the SAP Signavio Process Collaboration Hub help organizations?

A. By automatically generating legal compliance reports and enabling collaboration.

B. By providing transparency into processes and enabling collaboration.

C. By creating marketing strategies based on customer feedback.

D. By replacing existing process modeling tools with AI-driven automation.

**Answer: B**

**Explanation:**

The SAP Signavio Process Collaboration Hub is designed to make business processes transparent and accessible across the organization while fostering collaboration among stakeholders.

“The SAP Signavio Process Collaboration Hub provides a central entry point for all users to access, share, and collaborate on process-related information, offering transparency across business processes.”

Reference: SAP Help Portal — SAP Signavio Process Collaboration Hub Overview.

It allows employees, analysts, and management to view, discuss, and contribute to process improvement initiatives, supporting collaborative transformation and process governance. “It enables everyone in the organization to access process information, provide feedback, and collaborate for continuous improvement.”

Reference: SAP Signavio Documentation — Collaboration and Transparency in the Signavio Suite.

Options A, C, and D are incorrect:

A: Compliance reporting is not a function of Collaboration Hub.

C: Marketing strategy and customer feedback analysis are outside its purpose.

D: It does not replace modeling tools; it integrates with Process Manager and Process Intelligence. Thus, the correct and SAP-verified answer is B: By providing transparency into processes and enabling collaboration.