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SAP C\_TS470\_2412 Exam Guide

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## SAP C\_TS470\_2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Managing Clean Core: This section of the exam measures the skills of SAP Solution Architects and covers the principles of maintaining a clean core within SAP systems. It focuses on strategies for minimizing customizations, leveraging standard SAP functionalities, and ensuring system integrity while allowing for necessary extensions. The goal is to enhance system performance, ease upgrades, and maintain long-term sustainability.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Service Master Data:</b> This section of the exam measures the skills of SAP Master Data Specialists and covers the management and configuration of service-related master data within SAP environments. It includes defining service objects, managing attributes, and ensuring accurate data flow across modules. Effective service master data management helps improve service delivery, optimize resource utilization, and maintain consistency across business processes.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Service Order Management:</b> This section of the exam measures the skills of SAP Service Operations Consultants and covers the end-to-end management of service orders within SAP. It includes the creation, processing, tracking, and fulfillment of service requests, ensuring seamless coordination between departments. Proper service order management enables organizations to enhance customer satisfaction, streamline operations, and improve response times through integrated workflows.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Organizational Data:</b> This section of the exam measures the skills of Enterprise Data Managers and covers the structuring and management of organizational data within SAP systems. It focuses on defining key organizational elements, configuring data hierarchies, and ensuring proper integration across business units. Mastery of this domain is essential for maintaining accurate reporting structures, workflow efficiency, and compliance with enterprise-wide data governance policies.</li> </ul>

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## TOP FEATURES OF SAP C\_TS470\_2412 PDF QUESTIONS FILE AND PRACTICE TEST SOFTWARE

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### SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q32-Q37):

#### NEW QUESTION # 32

What can you display in the app Find Technical Object? Note: There are 3 correct answers to this question.

- A. Planned and call dates for recurring service activities
- **B. Installation information of the technical objects**
- C. Service costs of the technical objects
- **D. System and user statuses of the technical objects**
- **E. Measurement documents and measuring points of the technical objects**

**Answer: B,D,E**

Explanation:

The Find Technical Object app in SAP S/4HANA Cloud Private Edition, Service provides details about technical objects (e.g., equipment, functional locations). The correct answers are A, B, C. Let's explore.

App Functionality:

This Fiori app allows users to search and view technical object data.

\* Installation information (A): Shows where the object is installed (e.g., functional location hierarchy).

\* Measurement documents and measuring points (B): Displays recorded measurements (e.g., temperature) and their points.

\* System and user statuses (C): Lists statuses (e.g., "INST" for installed, user status "In Repair").

Why Not the Others?

\* D: Service costs are in financial apps (e.g., Service Actuals), not this app.

\* E: Planned/call dates are in maintenance plan apps, not here.

Example:

Search equipment "E001" # See installation (FL-001), measuring point (Temp), status (INST).

"The Find Technical Object app displays installation information, measurement documents and points, and system/user statuses."

### NEW QUESTION # 33

What are the prerequisites when creating a configurable product? Note: There are 2 correct answers to this question.

- A. Assigning a characteristic to a serial number
- B. Assigning a variant class to a product
- C. Defining configurable characteristics
- D. Creating a configuration profile

**Answer: B,D**

Explanation:

A configurable product in SAP S/4HANA Cloud Private Edition, Service allows customization via variant configuration. The prerequisites are:

\* Assigning a variant class to a product (A): A variant class defines the configurable characteristics (e.g., size, color) and is assigned to the product master.

\* Creating a configuration profile (D): The configuration profile links the product to its variant class and defines the configuration logic (e.g., dependencies).

\* B: Characteristics are defined separately and linked via the variant class, not directly as a prerequisite.

\* C: Characteristics are not assigned to serial numbers; serial numbers track instances, not configurations.

"Creating a configurable product requires assigning a variant class to the product and creating a configuration profile to enable variant configuration."

### NEW QUESTION # 34

How do you ensure that product-specific prices are applied in a service order based on its assigned service contract?

- A. Maintain price lists
- B. Maintain billing plan
- C. Maintain price agreements
- D. Maintain contract price

**Answer: C**

Explanation:

To apply product-specific prices from a service contract to a service order:

\* Maintain price agreements: Price agreements in the contract (e.g., condition type PR00) define product-specific prices, which are copied to linked service orders during creation or item entry.

\* Maintain billing plan: Controls billing timing, not pricing.

\* Maintain contract price: A general term, not a specific mechanism.

\* Maintain price lists: Used in sales, not contract-specific pricing in service. This is part of pricing condition configuration in scope item 3MO. "Price agreements in the service contract ensure product-specific prices are applied to service orders." (SAP Help Portal, Service Pricing).

### NEW QUESTION # 35

Which type of objects can you maintain in the object list assigned to a contract item? Note: There are 3 correct answers to this question.

- A. Equipment
- B. Equipment bill of material
- C. Document
- D. Functional location
- E. Product

**Answer: A,D,E**

### NEW QUESTION # 36

In which customizing activity do you define service contract determination for service orders?

- A. Define Transaction Types
- B. Define Item Categories
- **C. Define Settings for Transaction Types**
- D. Define Settings for Item Categories

**Answer: C**

Explanation:

Service contract determination links a service order to an applicable contract for pricing or SLA. The correct answer is Define Settings for Transaction Types (C), found in SPRO # Service # Transactions. Let's explore.

Why This Activity?

In "Define Settings for Transaction Types," you configure the service order type (e.g., "ZSER") to automatically determine a service contract. This includes settings like "Contract Determination" (e.g., by sold-to party, object) and the determination procedure. For example, a rule might check the equipment in the order against active contracts.

Why Not the Others?

\* A & D: Item category settings focus on item-level behavior, not contract determination.

\* B: Defines the transaction type structure, not its determination logic.

Example:

Service order type "ZSER" set to determine contract "C001" based on equipment "E001."

"Service contract determination for service orders is defined in the 'Define Settings for Transaction Types' activity."

## NEW QUESTION # 37

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