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SAP C-TS470-2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Service Order Management: 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.
Topic 2	<ul style="list-style-type: none">Service Master Data: 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.

Topic 3	<ul style="list-style-type: none"> 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.
Topic 4	<ul style="list-style-type: none"> Organizational Data: 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.

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Certification C-TS470-2412 Questions, C-TS470-2412 Dump Check

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q57-Q62):

NEW QUESTION # 57

What are steps included in the planning and execution of a recurring inspection? Note: There are 2 correct answers to this question.

- A. When accepting a service order quotation, the system automatically creates a maintenance plan.
- B. A completion marks a service order and its corresponding planned date in the maintenance plan as finished.**
- C. A service order is automatically generated by scheduling the maintenance plan for the inspection.**
- D. A service order is automatically generated when activating the maintenance plan for the inspection.

Answer: B,C

Explanation:

A recurring inspection in SAP S/4HANA Cloud Private Edition, Service uses a maintenance plan to schedule periodic checks. The correct steps are A and B. Let's explore this in detail.

Recurring Inspection Overview:

This process involves scheduling inspections via a maintenance plan, generating service orders, and completing them to update the plan.

* A completion marks a service order and its corresponding planned date in the maintenance plan as finished (A): When a service order (the call object) is completed (e.g., status "Technically Completed"), the system updates the maintenance plan, marking the corresponding planned date as finished. This shifts the scheduling to the next cycle (e.g., via transaction IP10).

* A service order is automatically generated by scheduling the maintenance plan for the inspection (B): Scheduling the maintenance plan (e.g., via IP10 or a background job) generates a service order based on the plan's cycle and call horizon. This order contains the inspection tasks.

Why Not the Others?

* C: Accepting a quotation creates a contract or order, not a maintenance plan, which is a separate planning object.

* D: Activating a maintenance plan sets it up but doesn't generate orders; scheduling does that.

Detailed Flow:

* Maintenance plan created with inspection cycle (e.g., every 6 months).

* Scheduling (IP10) generates a service order when the call date is reached.

* Order completed # Plan updated, next call scheduled.

"Recurring inspections involve scheduling a maintenance plan to automatically generate service orders, with completion updating the plan's planned dates."

NEW QUESTION # 58

Which of the following can you assign to a service item category? Note: There are 2 correct answers to this question.

- A. Status object profile
- B. Text determination procedure
- C. Date profile
- D. Rejection profile

Answer: B,C

Explanation:

Service item categories in SAP S/4HANA Service (e.g., SRVI for service items) control the behavior of items in service documents. Assignable objects include:

- * Text determination procedure: Defines how texts (e.g., descriptions, notes) are automatically populated or managed for the item, configured in Customizing.
- * Date profile: Specifies date rules and milestones (e.g., start/end dates) for the service item, critical for scheduling and execution.
- * Rejection profile: Not a standard assignment; rejection is managed via status or reasoncodes, not profiles at the item category level.
- * Status object profile: Status profiles are typically assigned to transaction types or item categories for lifecycle management, but not as "status object profiles" in this context. These settings are part of service transaction Customizing. "Assign text determination procedures and date profiles to service item categories to control item behavior." (SAP Help Portal, Service Item Category Configuration).

NEW QUESTION # 59

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. Product
- D. Functional location
- E. Document

Answer: A,C,D

NEW QUESTION # 60

After confirming a repair object in an in-house repair, which status is displayed?

- A. Confirmed
- B. In Process
- C. Accepted
- D. Decision Pending

Answer: B

Explanation:

In the in-house repair process within SAP S/4HANA Cloud Private Edition, Service (scope item 3XK), the status of a repair object evolves through its lifecycle, managed via a status profile assigned to the repair item category (e.g., REPI). According to the SAP Learning Journey "Planning and Performing In-House Repairs," after a repair object is confirmed via a repair confirmation (transaction type REPC), the status does not immediately transition to "Confirmed" as a final state. Instead, the confirmation indicates that the repair work has been documented, and the object remains in an active processing state, reflected as "In Process".

* In Process: This status signifies that the repair object is still undergoing activities post-confirmation, such as additional checks, billing preparation, or logistics handling (e.g., preparing the object for return).

The SAP system uses this status to indicate ongoing work within the repair order, even after confirmation activities are recorded.

* Decision Pending: This status typically applies earlier, after a pre-check, when a decision (e.g., repair, reject) is still under review, not after confirmation.

* Accepted: This status may be set when the repair request is initially accepted, prior to confirmation.

* Confirmed: While "Confirmed" might intuitively seem correct due to the confirmation step, SAP documentation clarifies that this is not the displayed status post-REPC; it's a system status reflecting the confirmation action, but the user-facing status remains "In

Process" until further steps (e.g., completion or closure) are finalized.

The Learning Journey emphasizes that "All In-House Repairs have the initial status Open after they've been created in the Manage In-House Repairs app," and subsequent steps like confirmation shift the status to reflect ongoing processing rather than a terminal state like "Confirmed." This aligns with the process flow where confirmation is an intermediate step, not the end of the repair lifecycle. Extract from SAP Documentation: "After confirming a repair object, the repair remains in process as additional steps such as billing or return logistics are completed." (SAP Learning Journey, Planning and Performing In-House Repairs, Lesson Content, 2023).

NEW QUESTION # 61

You want to configure the organizational units for Service with Advanced Execution. Which of the following business objects can you assign to a planning plant?

- A. Maintenance work center
- B. Location
- C. Maintenance planner group
- D. Company code

Answer: A,C

Explanation:

In Service with Advanced Execution, organizational units are configured to support complex service scenarios. The correct answers are maintenance work center (A) and maintenance planner group (D). Let's dive deep.

Planning Plant Role:

The planning plant is the central organizational unit for maintenance and service planning, assigned in enterprise structure (SPRO # Enterprise Structure).

* Maintenance work center (A): A work center (e.g., "Field Service Team") is assigned to a planning plant in its master data (IR01/IR02). It defines where work is executed and is critical for scheduling in advanced execution.

* Maintenance planner group (D): A planner group (e.g., "PLG1") is assigned to a planning plant (via IP01 or customizing) to manage planning activities (e.g., who schedules orders).

Why Not the Others?

* Company code (B): A company code is a financial entity assigned to plants, not a service-specific object.

* Location (C): Locations are geographic data, not directly assigned to planning plants in this context.

Advanced Execution Context:

In advanced execution, these assignments enable resource-related billing and detailed scheduling.

"In Service with Advanced Execution, maintenance work centers and planner groups are assigned to a planning plant for organizational setup."

NEW QUESTION # 62

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