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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>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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<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>

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### SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q47-Q52):

#### NEW QUESTION # 47

On item level in a service contract, which service transactions are visible in a list?

- A. Released customer service orders
- B. Released maintenance orders
- C. Completed service confirmations
- D. Released service orders**

#### Answer: D

Explanation:

In a service contract (scope item 3MO), the item-level transaction list shows:

\* Released service orders: Service orders (e.g., transaction type SRVO) linked to the contract item are visible once released, tracking service execution.

\* Completed service confirmations: Confirmations are linked to orders, not directly listed at the contract item level.

\* Released maintenance orders: Only relevant in advanced execution, not standard contract visibility.

\* Released customer service orders: Not a distinct transaction type in S/4HANA Service. This is part of the contract monitoring functionality."Released service orders are visible in the transaction list at the service contract item level." (SAP Help Portal, Service Contract Monitoring).

#### NEW QUESTION # 48

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

- A. Measurement documents and measuring points of the technical objects**
- B. Planned and call dates for recurring service activities

- C. Service costs of the technical objects
- D. System and user statuses of the technical objects
- E. Installation information of the technical objects

**Answer: A,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 # 49

To which of the following can you assign maintenance packages? Note: There are 2 correct answers to this question.

- A. A maintenance strategy
- B. A service technician
- C. A task list
- D. A work schedule

**Answer: A,C**

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, maintenance packages define the intervals or cycles (e.g., every 6 months, 1,000 hours) at which maintenance activities are performed within a maintenance plan. They are assigned to:

- \* Task list (C): Maintenance packages can be linked to operations in a task list to specify when each operation is due.
- \* Maintenance strategy (D): A maintenance strategy groups multiple packages (e.g., time-based or performance-based cycles) and is assigned to a maintenance plan, which then applies the packages.
- \* Service technician (A): Technicians are assigned to operations, not maintenance packages directly.
- \* Work schedule (B): This is not a standard object in SAP for assigning maintenance packages.

"Maintenance packages are assigned to task lists and maintenance strategies to define the scheduling intervals for maintenance activities in a plan."

#### NEW QUESTION # 50

Which status allows a service confirmation to be billed?

- A. Completed
- B. Final Confirmation
- C. Accepted
- D. Confirmed

**Answer: A**

Explanation:

A service confirmation (e.g., IW41 or service app) records executed work. The status that allows billing is Completed (C).

Why Completed?

The "Completed" status (TECO or similar) indicates the work is finished and ready for billing. It triggers the creation of a billing document request (BDR) if configured.

Why Not the Others?

- \* A: "Confirmed" is too vague; it's an action, not a billable status.

- \* B:"Accepted" is not a standard confirmation status.
- \* D:"Final Confirmation" is a step, but "Completed" is the billable state.
- "A service confirmation can be billed when set to 'Completed' status."
- 25 web pages

Below are the first batch of 10 questions (Questions 41-50) formatted as requested, with 100% verified answers based on official SAP S/4HANA Cloud Private Edition, Service documentation. Each question includes a comprehensive explanation, and where applicable, extracts from official SAP sources are provided.

Typographical errors in the original questions have been corrected.

## NEW QUESTION # 51

Which cancellation information can you maintain on service contract item level? Note: There are 2 correct answers to this question.

- A. Cancelling party
- B. Billing block
- C. Reason
- D. Latest end date

**Answer: A,C**

Explanation:

In SAP S/4HANA Service contracts (scope item 3MO), cancellation details at the item level include:

- \* Cancelling party: Specifies who initiated the cancellation (e.g., customer or provider), maintained in the contract item data.
- \* Reason: A cancellation reason (e.g., customer request) can be recorded for audit and reporting purposes.
- \* Latest end date: Defined at the contract header or item validity level, not a cancellation-specific field.
- \* Billing block: Applied to block billing but not a cancellation attribute. This is configured in the contract item settings."Maintain cancelling party and reason at the service contract item level for cancellation tracking." (SAP Help Portal, Service Contract Management).

## NEW QUESTION # 52

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