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SAP C_TS470_2412 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.

Topic 2	• 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 3	• 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 4	• 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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q12-Q17):

NEW QUESTION # 12
You are a consultant on an SAP S/4HANA Cloud brownfield project. In a meeting, the customer decides to remodel an existing business process in accordance with clean core principles. Which of the following SAP Signavio solutions can be used for the remodeling?

- A. SAP Signavio Process Governance
- B. SAP Signavio Process Intelligence
- C. SAP Signavio Process Insights
- D. SAP Signavio Process Manager

Answer: D

Explanation:
For remodeling a business process in an SAP S/4HANA Cloud brownfield project to align with clean core principles (minimal customizations, standard processes), SAP Signavio Process Manager (Option B) is the appropriate tool.
SAP Signavio Process Manager is a modeling tool that allows consultants to design, visualize, and optimize business processes using BPMN (Business Process Model and Notation). It supports remodeling by enabling the creation of process models that adhere to SAP's best practices, ensuring a clean core approach.
* A:Process Governance focuses on workflow execution and compliance, not remodeling.
* C:Process Insights provides analytics, not process design.
* D:Process Intelligence analyzes process performance, not remodeling.
"SAP Signavio Process Manager enables the remodeling of business processes to align with clean core principles by providing a platform for process design and optimization."

NEW QUESTION # 13

What are some customizing settings you need to maintain so that a repair confirmation (transaction type REPC) can be billed to a customer? Note: There are 3 correct answers to this question.

- A. You assign a sales document type to transaction type REPC for the billing document request.
- B. You assign a billing plan type to the sales document type used for the billing document request.
- C. You maintain what billing type needs to be used for a repair confirmation.
- D. You map the service item categories used in the repair confirmation to sales item categories for the billing document request.
- E. You make sure each item category used in the repair confirmation corresponds to an item category from Sales that is assigned to the billing type.

Answer: A,D,E

Explanation:

To bill a repair confirmation (REPC) in SAP S/4HANA Service:
* You make sure each item category used in the repair confirmation corresponds to an item category from Sales that is assigned to the billing type: Item categories (e.g., REPI) must map to sales item categories (e.g., TAN) with billing relevance.
* You assign a sales document type to transaction type REPC for the billing document request: A sales document type (e.g., F2 for invoice) is linked to REPC in Customizing to generate billing requests.
* You map the service item categories used in the repair confirmation to sales item categories for the billing document request: This ensures seamless transition from service to sales processes.
* Billing plan type: Optional and not mandatory for basic billing.
* Maintain billing type: Defined globally, not specific to REPC.This is part of in-house repair billing setup."Map service item categories to sales item categories and assign a sales document type to REPC for billing." (SAP Help Portal, Repair Confirmation Billing).

NEW QUESTION # 14

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

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

Answer: A,D

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 # 15

In an SLA determination procedure, which of the following can you use? Note: There are 2 correct answers to this question.

- A. Response profile
- B. Service contract
- C. Service organizational unit
- D. Service profile

Answer: A,D

Explanation:

In SAP S/4HANA Cloud Private Edition, Service,Service Level Agreement (SLA)determination ensures that service transactions (e.g., service orders) meet predefined time or performance commitments. The SLA determination procedure uses specific profiles to

calculate deadlines. The correct answers are service profile (A) and response profile (B). Let's dive into this comprehensively.

What is SLA Determination?

SLA determination automatically assigns deadlines (e.g., response time, resolution time) to service items based on configured rules. It's critical for ensuring customer satisfaction and compliance with contractual obligations.

* Service profile (A): A service profile defines overall SLA parameters, such as the total time allowed to complete a service (e.g., "Resolve within 48 hours"). It's assigned to a service transaction or derived from a contract and includes settings like working hours or escalation rules. For example, a "Gold Service" profile might allow 24 hours for resolution.
* Response profile (B): A response profile specifies the initial response time (e.g., "Respond within 4 hours"). It focuses on the first action (e.g., acknowledging a customer issue) and is often paired with a service profile for a complete SLA framework. For instance, a "High Priority" response profile might mandate a 2-hour response.

Why Not the Others?

* Service contract (C): While a service contract may reference SLAs, it's not "used" in the determination procedure-it's a source document, not a configuration element like a profile. The SLA profiles are derived from or linked to it.
* Service organizational unit (D): This defines who performs the service, not the SLA deadlines. It influences assignment, not time-based SLA calculation.

How It Works in Practice:

* A service order is created (e.g., for a pump repair).
* The system checks the SLA determination procedure (customized in SPRO # Service # SLA Determination).
* Based on the item category or contract, it applies a service profile (e.g., 48-hour resolution) and response profile (e.g., 4-hour response).
* Deadlines are set and monitored (e.g., via the Service Order Issues app).

Additional Insight:

SLA profiles can incorporate calendar settings (e.g., excluding weekends) and priority levels, making them flexible for different scenarios. They're maintained in customizing under "Define Service Profiles" and "Define Response Profiles."

"The SLA determination procedure utilizes service profiles and response profiles to calculate and enforce deadlines for service transactions."

NEW QUESTION # 16

Which status allows a service confirmation to be billed?

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

Answer: C

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 # 17

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