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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>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 3	<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 4	<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>

## SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q28-Q33):

### NEW QUESTION # 28

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

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

**Answer: D**

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 # 29

Which feature is unique for solution quotations in SAP standard delivery?

- A. Using configurable products
- B. Determining service contracts
- C. Using product proposals
- **D. Using product bundles**

**Answer: D**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

In SAP S/4HANA Cloud Private Edition, Service, the solution quotation is a specialized transaction type (e.g., SRVP in standard delivery) designed to offer customers a combination of products and services as a bundled solution. This capability is distinct from other quotation types, such as standard service quotations (e.g., scope item 4GA), and is part of the solution order management process introduced in SAP S/4HANA to support complex sales scenarios. Let's analyze each option to identify the unique feature in the standard delivery:

\* Using product proposals (A): Product proposals are a feature in SAP S/4HANA Service that suggest items (e.g., spare parts or services) during order or quotation creation, based on predefined rules or bills of material (BOMs) with usage S (Service). While available in service quotations and orders, this feature is not unique to solution quotations; it's a broader functionality across service transactions and not specific to the solution quotation's purpose.

\* Using configurable products (B): Configurable products, supported via Advanced Variant Configuration (scope item 6GS), allow customization of products with variants in service quotations and orders. This feature enhances flexibility in pricing and product specification but is not exclusive to solution quotations. It's available in standard service quotations and sales orders as well, making it a shared capability rather than a unique feature.

\* Using product bundles (C): This is the defining feature of solution quotations in SAP S/4HANA standard delivery. Solution quotations enable the creation of quotations for product bundles, which are predefined combinations of different product types (e.g., tangible goods, services, and contract-relevant items) modeled in the master data. When a bundle is entered in a solution quotation, it automatically explodes into individual items, triggering follow-up transactions like sales orders, service orders, or service contracts upon acceptance. This bundling capability, introduced in release 1809 and enhanced in subsequent releases (e.g., 1909), is unique to solution quotations and distinguishes them from other quotation types, which do not natively support this integrated bundle explosion and multi-transaction generation.

\* Determining service contracts (D): Determining applicable service contracts (e.g., checking contract coverage for a technical object) is a feature in service processes, such as in-house repair (scope item 3XK) or service order management (scope item 3D2). While solution quotations can include contract-relevant items and create service contracts as follow-ups, this determination is not unique to them; it's a common functionality across service quotations and orders when linked to contract management (scope item 3MO).

The uniqueness of product bundles in solution quotations lies in their ability to streamline the sale of complex solutions by integrating diverse product types into a single quotation, with automated follow-up document creation (e.g., sales orders for goods, service orders for services, and contracts for subscriptions). This is explicitly supported in the standard delivery via Customizing (e.g., transaction type SRVP) and master data setup for bundles, as detailed in SAP's solution order management documentation.

Extract from SAP Documentation: "Solution quotations enable you to offer solutions to your customers by creating quotations for combinations of different types of products modeled as product bundles in your master data, a feature unique to this process in SAP S/4HANA." (SAP Community Blog, Solution Quotation in SAP S/4HANA Service 1909OP, 2019).

### NEW QUESTION # 30

What are the benefits of maintaining bills of material (BOMs) with BOM usage 4 (Plant Maintenance)? Note:

There are 2 correct answers to this question.

- **A. Spare parts planning in task list**
- B. Spare parts planning in service order template
- **C. Spare parts planning in service order**
- D. Structuring of technical assets

**Answer: A,C**

Explanation:

BOM usage 4 (Plant Maintenance) in SAP S/4HANA Cloud Private Edition, Service is designed for maintenance processes, listing

components (e.g., spare parts) for technical objects. The correct benefits are spare parts planning in task list (C) and spare parts planning in service order (D). Let's break this down thoroughly.

What is BOM Usage 4?

A BOM with usage 4 is linked to equipment or functional locations, defining parts needed for maintenance (e.g., bolts, filters). It's maintained in transactions like IB01/IB02.

\* Spare parts planning in task list (C): When a task list (e.g., for pump maintenance) references a technical object with a BOM usage 4, the BOM's components are pulled into the task list operations as planned spare parts. This ensures materials are reserved or ordered in advance. For example, Operation 0010 might list "Gasket" from the BOM.

\* Spare parts planning in service order (D): A service order linked to a technical object inherits the BOM usage 4 components, enabling spare parts planning directly in the order. This supports reservations or goods issues (e.g., via IW31/IW32).

Why Not the Others?

\* Spare parts planning in service order template (A): Service order templates define structure, not BOM-linked planning; BOM usage 4 applies to execution objects (orders, task lists).

\* Structuring of technical assets (B): BOMs describe components, not the hierarchical structure (handled by functional locations or equipment hierarchies).

Real-World Benefit:

A pump's BOM (usage 4) lists "Seal" and "Bearing." A task list or service order automatically plans these, reducing downtime by ensuring availability.

"BOMs with usage 4 enable spare parts planning in task lists and service orders, enhancing maintenance efficiency."

### NEW QUESTION # 31

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

- A. Reason
- B. Billing block
- C. Cancelling party
- 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 # 32

What does the repair order status "Released" mean?

- A. The repair object is ready to be scheduled for repair
- B. The repair object has been sent back to the customer
- C. The repair object has been scheduled for repair
- D. This is the initial status of all repair orders

**Answer: A**

Explanation:

In an in-house repair process, the repair order status "Released" (e.g., REPO transaction type) has a specific meaning: D. Let's dive in.

Released Status:

"Released" (system status REL) means the repair order is approved and ready to be scheduled for repair. It's a preparatory step, allowing planning (e.g., resource allocation) before execution begins.

Why Not the Others?

\* A: Scheduling happens after release, not indicated by it.

\* B: Initial status is "Created" (CRTD), not "Released."

Flow:

"The 'Released' status indicates the repair object is ready to be scheduled for repair."

.....

[illegible]

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