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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"> 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 3	<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.
Topic 4	<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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q22-Q27):

NEW QUESTION # 22

What are characteristics of an in-house repair process? Note: There are 3 correct answers to this question.

- A. Advanced Returns Management (ARM) can be used for customer returns.**
- B. An in-house repair process requires the Service with Advanced Execution scenario.
- C. For each repair object, a service contract item must be assigned.
- D. Credit checks can be executed in repair orders and repair quotations.**
- E. Items can be added to repair orders using service order templates.**

Answer: A,D,E

Explanation:

The in-house repair process (scope item 3XK) has specific characteristics:

- * Advanced Returns Management (ARM) can be used for customer returns: ARM integrates with in- house repair to manage return authorizations and goods receipt.
- * Items can be added to repair orders using service order templates: Templates streamline adding standard repair items to orders.
- * Credit checks can be executed in repair orders and repair quotations: Credit management is supported to ensure customer creditworthiness.
- * For each repair object, a service contract item must be assigned: Contracts are optional, not mandatory for repair objects.
- * An in-house repair process requires the Service with Advanced Execution scenario: Advanced execution is an enhancement, not a requirement for basic in-house repair. These align with SAP's in- house repair design. "In-house repair supports ARM for returns, templates for order items, and credit checks." (SAP Signavio Process Navigator, In-House Repair).

NEW QUESTION # 23

Which functions are defined in the item category configuration? Note: There are 2 correct answers to this question.

- A. Billing plan type
- B. Billing relevance
- C. Product type
- D. Contract item filter by product list

Answer: A,B

Explanation:

Item category configuration in SAP S/4HANA Service defines item behavior:

- * Billing plan type: Specifies if and how billing plans (e.g., periodic, milestone) are applied to the item.
- * Billing relevance: Determines whether the item is billable (e.g., A for order-related billing) and how it's processed in billing documents.
- * Contract item filter by product list: Not a standard function in item category configuration.
- * Product type: Defined in material/service master data, not item category. This is set in Customizing under Service # Transactions. "Item category configuration defines billing plan type and billing relevance for service items." (SAP Help Portal, Item Category Configuration).

NEW QUESTION # 24

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

Answer: C,D,E

Explanation:

In SAP S/4HANA Service contracts (scope item 3MO), the object list for a contract item specifies covered objects:

- * Equipment: Individual equipment (e.g., serialized assets) can be assigned to track service coverage.
- * Product: Materials or service products covered under the contract are listed.
- * Functional location: Locations where services are performed can be included in the object list.
- * Equipment bill of material: BOMs are referenced separately, not directly in the object list.
- * Document: Documents are managed via Document Management System (DMS), not as contract objects. This is configured in the service contract item details. "Assign equipment, products, and functional locations to the object list of a service contract item." (SAP Help Portal, Service Contract Management).

NEW QUESTION # 25

To which of the following can you assign a responsible work center? Note: There are 2 correct answers to this question.

- A. Maintenance item
- B. Maintenance order operation
- C. Functional location master record
- D. Service order item

Answer: B,D

Explanation:

A responsible work center in SAP S/4HANA Service defines where work is performed and is assigned to operational objects:

- * Maintenance order operation: In the Service with Advanced Execution scenario (scope item 63Q), a work center is assigned to operations within a maintenance order linked to a service order, specifying the execution location.
- * Service order item: In standard service order processing (scope item 3D2), a work center is assigned to a service item to indicate where the service task is executed (e.g., in-house or field).
- * Maintenance item: This refers to maintenance plan items, which do not directly accept work center assignments; work centers are linked via orders.
- * Functional location master record: Work centers are not assigned to functional locations; they are linked to equipment or orders instead. This is configured in the work center master data and order Customizing. "Assign a responsible work center to maintenance

order operations or service order items to define execution responsibility." (SAP Help Portal, Work Center Configuration).

NEW QUESTION # 26

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. Rejection profile
- C. Text determination procedure
- D. Date profile

Answer: C,D

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 # 27

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