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SAP C_TS470_2412 Exam Guide

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SAP C-TS470-2412 Prüfungsplan:

Thema	Einzelheiten
Thema 1	• 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.

Thema 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.
Thema 3	• 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.
Thema 4	• 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.

C-TS470-2412 Trainingsmaterialien: SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service & C-TS470-2412 Lernmittel & SAP C-TS470-2412 Quiz

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service C-TS470-2412 Prüfungsfragen mit Lösungen (Q25-Q30):

25. Frage
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 scheduled for repair
- C. This is the initial status of all repair orders
- D. The repair object has been sent back to the customer

Antwort: A

Begründung:
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."
* C:Return to customer is a later status (e.g., "Completed").
Flow:
Created # Released (ready to schedule) # In Process # Completed.
"The 'Released' status indicates the repair object is ready to be scheduled for repair."

26. Frage
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. Items can be added to repair orders using service order templates.
- E. Credit checks can be executed in repair orders and repair quotations.

Antwort: A,D,E

Begründung:
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).

27. Frage
What are possible steps in an in-house repair process in SAP S/4HANA Cloud Private Edition, Service? Note:
There are 3 correct answers to this question.

- A. Post a goods receipt for a returned object.
- B. Create an in-house repair after a pre-check for a repair object.
- C. Generate a repair object based on the repair order status.
- D. Create an in-house repair for a repair request from a customer.
- E. Perform a pre-check for an in-house repair and make a decision.

Antwort: A,D,E

Begründung:
The in-house repair process (scope item 3XK) in SAP S/4HANA Cloud Private Edition, Service involves handling customer repair requests and processing returned objects. Key steps include:
* Perform a pre-check for an in-house repair and make a decision: A pre-check assesses the repair object's condition to decide whether to proceed with repair, reject it, or take other actions. This is a standard initial step.
* Post a goods receipt for a returned object: When a customer returns a defective item, a goods receipt is posted (e.g., via transaction MIGO or a service order), creating a repair object in the system.
* Create an in-house repair for a repair request from a customer: This step involves creating a repair order (e.g., transaction type REPA) based on a customer's request, initiating the process.
* Generate a repair object based on the repair order status: Repair objects are not generated from order status; they are created upon goods receipt or manually.
* Create an in-house repair after a pre-check for a repair object: While a pre-check precedes repair, the repair order is typically created first, not after the pre-check as a separate step.These steps align with the SAP Best Practices for in-house repair."The in-house repair process includes performing a pre-check, posting goods receipt for returns, and creating a repair order based on customer requests." (SAP Signavio Process Navigator, In-House Repair).

28. Frage
When creating a service transaction, which settings are mandatory for the system to propose a service organization? Note: There are 2 correct answers to this question.

- A. Assign a sales area to a service order type
- B. Allow the organizational unit to be determined

- C. Define a sales area
- D. Set the service organization function

Antwort: B,D

Begründung:
In SAP S/4HANA Cloud Private Edition, Service, the system can propose a service organization for a service transaction (e.g., service order). The mandatory settings are A and B. Let's break this down.
Service Organization Proposal:
The service organization is the unit responsible for service execution (e.g., a regional service team). The system proposes it based on customizing.
* Allow the organizational unit to be determined (A):This setting, typically in the transaction type configuration (e.g., SPRO # Service # Transactions), enables the system to automatically determine the organizational unit (service organization) based on predefined rules (e.g., from the technical object or customer).
* Set the service organization function (B):This defines the organizational unit's role as a "service organization" in organizational management (e.g., via transaction PPOME). It's flagged with a specific function (e.g., "Service Org") to link it to service processes.
Why Not the Others?
* C:Assigning a sales area to a service order type is for sales integration, not service organization determination.
* D:Defining a sales area is a prerequisite for sales processes, not mandatory for service organization proposal.
Example Configuration:
In SPRO, under "Define Transaction Types," you enable "Org. Unit Determination." Then, in PPOME, you set a unit as a service organization with the appropriate function.
"To propose a service organization, you must allow organizational unit determination and set the service organization function in customizing."

29. Frage
What is the purpose of a strategy plan in SAP S/4HANA Cloud Private Edition, Service?

- A. To support the planning and scheduling of activities with different intervals
- B. To document your company's direction in terms of service scenarios to be implemented
- C. To support a service scenario where an activity is required every X months and Y kilometers
- D. To automatically generate Customer Service orders

Antwort: A

Begründung:
Astrategy planin SAP S/4HANA Cloud Private Edition, Service is a type of maintenance plan. The correct answer isC. Let's dive into this.
What is a Strategy Plan?
A strategy plan uses a maintenance strategy (e.g., time-based, performance-based cycles) to schedule tasks with varying intervals (e.g., 3 months, 6 months, 1,000 km). It's linked to a task list with operations tied to maintenance packages.
Why C?
The purpose is tosupport the planning and scheduling of activities with different intervals. For example, a strategy might include Package 1 (every 3 months) for an oil check and Package 2 (every 12 months) for a full inspection. The plan schedules these flexibly based on the strategy's rules.
Why Not the Others?
* A:This is a business strategy, not a maintenance plan function.
* B:This describes a multiple counter plan, not a strategy plan.
* D:Orders are generated by scheduling, not the plan's purpose.
Example:
Strategy "STR1" has packages: 3M (oil) and 12M (inspection). The plan schedules callsaccordingly.
"A strategy plan supports the planning and scheduling of maintenance activities with different intervals using a maintenance strategy."

30. Frage
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