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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	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 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	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 4	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.

SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q81-Q86):

NEW QUESTION # 81

When extending a functional location hierarchy, how is a new functional location initially assigned to it?

- A. Automatically based on the functional location category
- B. Manually by using the install function
- C. Manually by using the list editing transaction
- D. Automatically based on the structure indicator

Answer: D

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a functional location hierarchy organizes technical objects in a structured manner. When adding a new functional location, it is automatically assigned based on the structure indicator (Option B).

The structure indicator defines the naming convention and hierarchy levels (e.g., A-B-C for a three-level structure). When a new functional location is created, the system uses this indicator to place it in the hierarchy automatically, based on its ID (e.g., A-B becomes a child of A).

* A: The category defines properties, not the hierarchy position.

* C: List editing is for mass changes, not initial assignment.

* D: The install function is for equipment, not functional locations.

"A new functional location is automatically assigned to the hierarchy based on the structure indicator, which governs the hierarchical naming and positioning."

NEW QUESTION # 82

What options does a service planner have to influence the maintenance plan schedule? Note: There are 3 correct answers to this question.

- A. Skip call
- B. Freeze call
- C. Fix call
- D. Copy call
- E. Release call

Answer: A,B,C

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a service planner can influence the maintenance plan schedule using specific actions to manage service calls effectively. The maintenance plan schedule is part of the recurring services process, where maintenance plans generate service calls based on defined cycles (e.g., time-based or counter-based). The options available to influence this schedule include:

* Freeze call: This option allows the planner to lock a scheduled call, preventing it from being rescheduled or regenerated automatically until it is unfrozen. It ensures stability in planning for critical service events.

* Skip call: This allows the planner to bypass a specific scheduled call without affecting the overall schedule. It's useful when a service event is not required at a particular time (e.g., due to customer availability).

* Fix call: This option fixes a call at a specific date, ensuring it remains scheduled as planned and is not shifted by automatic rescheduling processes. It provides control over critical service timing.

* Copy call and Release call are not standard options for directly influencing the maintenance plan schedule. Copying a call might be a manual workaround in some scenarios, but it's not a documented feature for schedule influence. Releasing a call is part of execution (e.g., releasing a service order), not schedule planning. These capabilities are detailed in the SAP S/4HANA Service documentation under recurring services and maintenance planning features, such as scope item 3MO (Service Contract Management). "In the maintenance plan scheduling, planners can freeze, skip, or fix calls to adjust the schedule according to operational needs." (SAP Signavio Process Navigator, Solution Process: Recurring Services).

NEW QUESTION # 83

What can you use to speed up the creation of new service contracts by reusing existing information?

- A. Service contract quotations
- B. Product bundles
- C. Service contract templates
- D. Service order templates

Answer: C

Explanation:

Creating service contracts in SAP S/4HANA Cloud Private Edition, Service can be time-consuming if done from scratch. To streamline this process, SAP provides tools to reuse existing data. The correct answer is service contract templates (Option D). A service contract template is a predefined structure that includes standard data such as items, pricing conditions, billing plans, and service objects. When creating a new service contract, you can select a template and adapt it to the specific customer or scenario, significantly reducing manual entry and ensuring consistency.

* Service contract quotations (A): These are preliminary documents used to propose a contract to a customer, but they are not designed for reuse as templates for contract creation.

* Service order templates (B): These are used to standardize service orders, not service contracts, and thus do not apply here.

* Product bundles (C): These group products or services together but are not templates for creating contracts; they are more relevant to sales or service items.

"Service contract templates enable the rapid creation of new contracts by providing reusable structures with predefined data, such as items and conditions, which can be adjusted as needed."

NEW QUESTION # 84

You want to configure the organizational units for Service with Advanced Execution. Which of the following business objects can you assign to a planning plant?

- A. Company code

- B. Location
- C. Maintenance work center
- D. Maintenance planner group

Answer: C,D

Explanation:

In Service with Advanced Execution, organizational units are configured to support complex service scenarios. The correct answers are maintenance work center (A) and maintenance planner group (D). Let's dive deep.

Planning Plant Role:

The planning plant is the central organizational unit for maintenance and service planning, assigned in enterprise structure (SPRO # Enterprise Structure).

* Maintenance work center (A): A work center (e.g., "Field Service Team") is assigned to a planning plant in its master data (IR01/IR02). It defines where work is executed and is critical for scheduling in advanced execution.

* Maintenance planner group (D): A planner group (e.g., "PLG1") is assigned to a planning plant (via IP01 or customizing) to manage planning activities (e.g., who schedules orders).

Why Not the Others?

* Company code (B): A company code is a financial entity assigned to plants, not a service-specific object.

* Location (C): Locations are geographic data, not directly assigned to planning plants in this context.

Advanced Execution Context:

In advanced execution, these assignments enable resource-related billing and detailed scheduling.

"In Service with Advanced Execution, maintenance work centers and planner groups are assigned to a planning plant for organizational setup."

NEW QUESTION # 85

What are characteristics of recurring services when using Service with Advanced Execution? Note: There are 3 correct answers to this question.

- A. Customer Service orders are generated
- B. The maintenance confirmation describes the actual effort and spare parts used
- C. Both resource-related and fixed-price billing are available
- D. An invoice is generated for each call object as soon as it is set to completed
- E. Billable maintenance orders are generated

Answer: B,C,E

Explanation:

Service with Advanced Execution enhances recurring service processes with detailed execution and billing.

The correct answers are A, B, D. Let's unpack this.

* Both resource-related and fixed-price billing are available (A): This scenario supports flexible billing-resource-related (based on actual effort/materials) or fixed-price (predefined rates), configured via the dynamic item processor profile.

* The maintenance confirmation describes the actual effort and spare parts used (B): Confirmations (e.g., via IW41) detail hours worked and parts consumed, feeding into billing and cost tracking.

* Billable maintenance orders are generated (D): Recurring services generate maintenance orders (mapped to service order types) that are billable, unlike simpler Customer Service orders.

Why Not the Others?

* C: "Customer Service orders" is a legacy term; advanced execution uses maintenance orders.

* E: Invoices are created via billing runs, not automatically per call object completion.

Example:

A maintenance plan generates a billable order, confirmed with 5 hours and parts, billed resource-related.

"Recurring services in Advanced Execution feature resource-related and fixed-price billing, maintenance confirmations for effort/parts, and billable maintenance orders."

NEW QUESTION # 86

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