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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	<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.
Topic 2	<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 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">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.

SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q54-Q59):

NEW QUESTION # 54

In a service confirmation, what is the actual duration used for? Note: There are 3 correct answers to this question.

- A. Calculation of internal costs
- B. Calculation of the customer price
- C. Capturing the technician's working time
- D. Updating the technician's capacity
- E. Creation of a CATS entry

Answer: A,C,E

Explanation:

The actual duration in a service confirmation (e.g., IW41) records time spent on a task. The correct answers are A, C, D.

* Capturing the technician's working time (A): Actual duration (e.g., 5 hours) logs the technician's effort.

* Creation of a CATS entry (C): Transfers time to CATS for payroll/HR integration.

* Calculation of internal costs (D): Multiplies duration by rate (e.g., \$50/hour) for cost posting.

Why Not the Others?

* B: Capacity updates are planning-based, not from confirmations.

* E: Customer price uses billing rates, not just duration.

"Actual duration in a service confirmation captures working time, creates CATS entries, and calculates internal costs."

NEW QUESTION # 55

When using a configurable service product in the service contract, which condition type is used to reflect the price of the selected configuration?

- A. 871 (Service Type (Abs.))
- B. VASE (Variant Price)
- **C. VA00 (Variant Price)**
- D. PSI1 (Price f. Srv. Cntr. Itm)

Answer: C

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a configurable service product in a service contract uses variant configuration to allow customization (e.g., selecting specific service options). The pricing for the selected configuration is reflected using the condition type VA00 (Variant Price)(Option B).

VA00 is a standard condition type in SAP's pricing framework that adjusts the base price based on the chosen configuration variants. It is linked to the variant configuration profile and updates the contract item price dynamically.

* VASE (A): This is not a standard SAP condition type; it seems to be a typo or misinterpretation.

* 871 (C): This is not a recognized condition type for configurable products in service contracts.

* PSI1 (D): This might relate to service contract items but is not specific to configurable product pricing.

"The condition type VA00 (Variant Price) is used in service contracts with configurable products to reflect the price adjustments based on the selected configuration."

NEW QUESTION # 56

If item-based accounting is active, which capability is used to post and monitor service order revenue?

- A. Order-based revenue recognition
- **B. Event-based revenue recognition**
- C. Order-based revenue accounting
- D. Event-based revenue reporting

Answer: B

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, when item-based accounting is activated, revenue recognition and monitoring for service orders are handled through specific capabilities. The correct answer is event-based revenue recognition(Option C). Let's break this down step-by-step to understand why this is the case and explore the broader context.

What is Item-Based Accounting?

Item-based accounting means that financial postings and revenue recognition are tracked at the individual item level within a service order, rather than at the order header level. This granularity is crucial for service processes where different items (e.g., labor, spare parts) may have different billing or revenue recognition rules.

Why Event-Based Revenue Recognition?

Event-based revenue recognition (EBRR) is a method where revenue is recognized based on specific events or milestones, such as the completion of a service confirmation, goods issue, or billing document creation. In the context of service orders with item-based accounting, EBRR allows the system to post revenue for each item as soon as a predefined event occurs (e.g., when a technician confirms the service). This ensures accurate, real-time revenue tracking aligned with the actual progress of the service work. The system uses apps like "Event-Based Revenue Recognition - Service Documents" to monitor and adjust these postings.

Why Not the Other Options?

* Order-based revenue recognition (A): This approach recognizes revenue at the order level, not item- by-item, which conflicts with item-based accounting's requirement for granular tracking. It's more suited to simpler scenarios where the entire order is treated as a single unit.

* Order-based revenue accounting (B): This is not a standard SAP term in this context. It might imply accounting at the order level, but it lacks the event-driven specificity of EBRR and isn't used for item- based scenarios.

* Event-based revenue reporting (D): This sounds like a reporting function, not a posting or monitoring capability. Reporting might follow recognition, but it's not the mechanism for posting revenue.

Practical Example:

Imagine a service order with two items: a repair service (Item 1) and a spare part (Item 2). With item-based accounting and EBRR, revenue for Item 1 is posted when the technician confirms the repair (event), and revenue for Item 2 is posted when the part is issued or billed. This ensures precise financial tracking per item, which is critical for profitability analysis.

"When item-based accounting is active, event-based revenue recognition is utilized to post and monitor service order revenue at the item level, triggered by events such as service confirmation or billing."

NEW QUESTION # 57

Which of the following is a prerequisite to install a piece of equipment in a functional location?

- A. Set the installation flag for a piece of equipment
- B. Allow the combination of equipment category and object type to be installed in a functional location
- **C. Allow the equipment category to be installed in a functional location**
- D. Set the installation flag for a functional location category

Answer: C

Explanation:

To install equipment in a functional location in SAP S/4HANA:

- * Allow the equipment category to be installed in a functional location: The equipment category (e.g., M for machines) must be configured to permit installation (set in transaction OIEQ), ensuring compatibility with functional locations.
- * Combination of equipment category and object type: Object types are for classification, not installation prerequisites.
- * Installation flag for equipment/functional location: No such flags exist; installation is controlled by category settings. This is part of equipment management setup. "The equipment category must allow installation in a functional location as a prerequisite." (SAP Help Portal, Equipment Installation).

NEW QUESTION # 58

In which customizing activities do you maintain billing plan settings for the service contract? Note: There are 2 correct answers to this question.

- A. Budget Billing Plan
- **B. Assign Billing Plan Type to Item Category**
- C. Exclude Billing Plan Items
- **D. Define Billing Plan Types**

Answer: B,D

Explanation:

Billing plan settings for service contracts are maintained in customizing (SPRO # Service # Billing). The correct answers are C and D.

* Assign Billing Plan Type to Item Category (C): Links billing plan types (e.g., periodic) to contract item categories (e.g., SVC1), ensuring the right plan applies.

* Define Billing Plan Types (D): Defines the billing plan types (e.g., monthly, ad hoc) with parameters like periodicity.

Why Not The Others?

* A: Not a standard activity; might be a typo.

* B: Related to utilities, not service contracts.

"Billing plan settings are maintained by defining billing plan types and assigning them to item categories."

NEW QUESTION # 59

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