

SAP C-TS470-2412 Exam Duration - C-TS470-2412 Exam Preview

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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"> 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 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"> 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 4 | <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. |

SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q30-Q35):

NEW QUESTION # 30

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

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

Answer: B,C,D

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 # 31

Which item categories can you use in service orders? Note: There are 3 correct answers to this question.

- A. Expense items
- B. Delivery items
- C. Sales items
- D. Service items
- E. Solution items

Answer: A,C,D

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, service orders support various item categories to represent different types of activities or materials. The correct answers are:

- * Service items (A):Used for billable services performed (e.g., repair or maintenance tasks).
- * Sales items (C):Used for selling products or spare parts within the service order.
- * Expense items (E):Used to record costs (e.g., travel or external services) that may or may not be billable.
- * Solution items (B):This is not a standard item category in service orders; it relates more to solution quotations or configurable products.
- * Delivery items (D):These are specific to sales processes (e.g., outbound deliveries), not service orders.

"Service orders support item categories such as service items for service activities, sales items for material sales, and expense items for cost recording."

NEW QUESTION # 32

To which of the following can you assign maintenance packages? Note: There are 2 correct answers to this question.

- A. A task list
- B. A work schedule
- C. A service technician
- D. A maintenance strategy

Answer: A,D

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, maintenance packages define the intervals or cycles (e.g., every 6 months, 1,000 hours) at which maintenance activities are performed within a maintenance plan. They are assigned to:

- * Task list (C):Maintenance packages can be linked to operations in a task list to specify when each operation is due.
- * Maintenance strategy (D):A maintenance strategy groups multiple packages (e.g., time-based or performance-based cycles) and is assigned to a maintenance plan, which then applies the packages.
- * Service technician (A):Technicians are assigned to operations, not maintenance packages directly.
- * Work schedule (B):This is not a standard object in SAP for assigning maintenance packages.

"Maintenance packages are assigned to task lists and maintenance strategies to define the scheduling intervals for maintenance activities in a plan."

NEW QUESTION # 33

What are examples of customizing activities required for an in-house repair process? Note: There are 3 correct answers to this question.

- A. Define Derivation of Attendance Type, Activity Type, and Cost Element
- B. Define Partner Determination Procedure
- C. Define Number Ranges
- D. Enable Item-Based Accounting for Service Management
- E. Define Basic Settings for Transactions

Answer: C,D,E

Explanation:

The in-house repair process (scope item 3XK) in SAP S/4HANA Cloud Private Edition requires specific customizing activities to set up the system:

- * Enable Item-Based Accounting for Service Management: This is critical for in-house repair to activate item-level cost and revenue tracking, ensuring accurate financial postings for repair orders.
- * Define Basic Settings for Transactions: This includes configuring transaction types (e.g., REPA for repair orders) and item categories, which are foundational for processing in-house repairs.
- * Define Number Ranges: Number ranges must be defined for repair orders and related documents to ensure unique identification and proper document flow.
- * Define Derivation of Attendance Type, Activity Type, and Cost Element: This is more relevant to time recording or project accounting, not a core requirement for in-house repair.
- * Define Partner Determination Procedure: While useful, it's not mandatory for the basic in-house repair process setup. These activities are outlined in the SAP Best Practices for in-house repair configuration. "Customizing for in-house repair includes enabling item-based accounting, defining transaction settings, and setting up number ranges." (SAP Signavio Process Navigator, In-House Repair).

NEW QUESTION # 34

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

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

Answer: A,B

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 # 35

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