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## SAP C\_TS470\_2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>

## SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q58-Q63):

### NEW QUESTION # 58

How do you perform a diagnosis for a repair object?

- A. Perform precheck # Plan diagnosis # Perform diagnosis # Decide on next steps # Charge customer
- B. Plan diagnosis # Perform diagnosis # Perform precheck # Decide on next steps # Charge customer
- C. Perform precheck # Charge customer # Plan diagnosis # Perform diagnosis # Decide on next steps
- D. Plan diagnosis # Perform precheck # Perform diagnosis # Charge customer # Decide on next steps

**Answer: A**

Explanation:

Diagnosing a repair object in the in-house repair process follows a logical sequence:

\* Perform precheck # Plan diagnosis # Perform diagnosis # Decide on next steps # Charge customer

\* Starts with a pre-check to assess the object, followed by planning the diagnosis (e.g., assigning tasks), performing it, deciding the outcome (e.g., repair or reject), and finally charging the customer if applicable. This aligns with the repair workflow in scope item 3XK.

\* Other sequences disrupt the practical flow (e.g., charging before diagnosis or pre-check after diagnosis). "The diagnosis process begins with a pre-check, followed by planning and performing the diagnosis, deciding next steps, and charging the customer." (SAP Signavio Process Navigator, In-House Repair).

### NEW QUESTION # 59

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

- A. Credit checks can be executed in repair orders and repair quotations.
- 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. Advanced Returns Management (ARM) can be used for customer returns.
- 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 # 60

In which customizing activity do you define service contract determination for service orders?

- A. Define Item Categories
- **B. Define Settings for Transaction Types**
- C. Define Transaction Types
- D. Define Settings for Item Categories

**Answer: B**

Explanation:

Service contract determination links a service order to an applicable contract for pricing or SLA. The correct answer is Define Settings for Transaction Types (C), found in SPRO # Service # Transactions. Let's explore.

Why This Activity?

In "Define Settings for Transaction Types," you configure the service order type (e.g., "ZSER") to automatically determine a service contract. This includes settings like "Contract Determination" (e.g., by sold-to party, object) and the determination procedure. For example, a rule might check the equipment in the order against active contracts.

Why Not the Others?

- \* A & D: Item category settings focus on item-level behavior, not contract determination.
- \* B: Defines the transaction type structure, not its determination logic.

Example:

Service order type "ZSER" set to determine contract "C001" based on equipment "E001."

"Service contract determination for service orders is defined in the 'Define Settings for Transaction Types' activity."

#### NEW QUESTION # 61

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

- A. Set the installation flag for a functional location category
- 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 piece of equipment

**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 # 62

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

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

**Answer: A,B,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 # 63

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