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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 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 2 | <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 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"> 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. |

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q42-Q47):

NEW QUESTION # 42

Which of the following can be assigned to a serial number profile?

- A. Stock determination strategy
- B. Equipment class
- C. Equipment category**
- D. Configuration profile

Answer: C

Explanation:

A serial number profile in SAP S/4HANA defines how serial numbers are managed for materials or equipment. The correct answer is equipment category (C). Let's explore this deeply.

Serial Number Profile Purpose:

It controls serialization (e.g., mandatory entry, stock check) and links to objects like equipment or materials.

Why Equipment Category?

The equipment category (e.g., "M" for machines) determines the type of equipment created when a serialized material is installed or tracked. In customizing (SPRO # Plant Maintenance # Master Data # Technical Objects # Serial Number), the serial number profile is assigned to an equipment category to define how serial numbers generate equipment records (e.g., automatically upon goods receipt).

Why Not the Others?

* Equipment class (A): Classes group equipment by characteristics, not assigned to serial profiles.

* Configuration profile (B): This is for configurable products, unrelated to serial numbers.

* Stock determination strategy (D): This controls stock selection, not serialization.

Example:

Serial profile "S001" is assigned to equipment category "M," ensuring that serialized pumps create equipment records of type "M." "A serial number profile can be assigned to an equipment category to define the equipment type created for serialized objects."

NEW QUESTION # 43

In the advanced execution scenario, what is the dynamic item processor profile used for? Note: There are 3 correct answers to this question.

- A. To enable resource-related billing
- B. To combine billing documents into one customer invoice
- C. To determine the service confirmation items
- D. To bill a service as a list of subitems
- E. To summarize dynamic items into a single debit memo item

Answer: A,D,E

Explanation:

In the Service with Advanced Executionscenario (scope item 63Q), the dynamic item processor (DIP) profile is used for resource-related billing:

- * To summarize dynamic items into a single debit memo item: The DIP profile can aggregate confirmed resources (e.g., time, materials) into a single billing item.
- * To bill a service as a list of subitems: Alternatively, it can itemize resources as separate subitems for detailed billing.
- * To enable resource-related billing: The DIP profile processes dynamic data from confirmations (e.g., time, parts) to generate billing documents.
- * To determine the service confirmation items: This is part of confirmation, not the DIP profile's role.
- * To combine billing documents into one customer invoice: This is a billing process step, not a DIP function. The DIP profile is configured in Customizing under Sales and Distribution # Billing. "The dynamic item processor profile supports summarizing items, listing subitems, and enabling resource-related billing in advanced execution." (SAP Help Portal, Resource-Related Billing).

NEW QUESTION # 44

How are the actions that are proposed for an in-house repair item determined?

- A. They are assigned to the life cycle user statuses of the repair objects.
- B. They depend on the release status of the in-house repair.
- C. They depend on the process step overview profile of the repair order.
- D. They are defined per repair order item category.

Answer: A

Explanation:

In their-house repair process, proposed actions (e.g., repair, replace, return) for a repair item are determined by the life cycle user statuses of the repair objects (Option C).

The repair object (e.g., equipment or material returned for repair) has a status profile defining its life cycle (e.g., Received, In Repair, Completed). User statuses within this profile trigger specific actions based on the current state, configured in customizing. For example, a status of "In Diagnosis" might propose "Perform Diagnosis."

- * A: Item categories influence billing or structure, not action proposals.
- * B: Release status affects the repair order, not individual action proposals.
- * C: The process step overview profile organizes steps, not action determination.

"Proposed actions for in-house repair items are assigned to the life cycle user statuses of the repair object, driving the process based on status transitions."

NEW QUESTION # 45

Which of the following API types does SAP recommend to use to achieve clean core integrations? Note: There are 2 correct answers to this question.

- A. SOAP
- B. OData
- C. Doc
- D. RFC

Answer: A,B

Explanation:

SAP's clean core strategy emphasizes standardized, extensible integrations to minimize customizations and ensure upgrade stability.

The recommended API types are:

* SOAP: A widely supported, robust protocol for structured data exchange, recommended for integrating SAP S/4HANA with external systems in a clean core approach.

* OData: SAP's preferred REST-based protocol for real-time, lightweight integrations, heavily utilized in SAP Fiori apps and clean core scenarios.

* Doc: Not a recognized API type in SAP's integration framework.

* RFC: While still supported, RFC (Remote Function Call) is considered legacy and less aligned with clean core principles due to its tight coupling. These recommendations are part of SAP's integration strategy for S/4HANA Cloud editions. "SOAP and OData are recommended for clean core integrations to ensure standardized and scalable connectivity." (SAP S/4HANA Cloud Integration Guide).

NEW QUESTION # 46

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

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

Answer: A,B,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 # 47

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