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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">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 3	<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 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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q32-Q37):

NEW QUESTION # 32

What are possible steps in an in-house repair process in SAP S/4HANA Cloud Private Edition, Service? Note: There are 3 correct answers to this question.

- A. Generate a repair object based on the repair order status.
- **B. Perform a pre-check for an in-house repair and make a decision.**
- C. Create an in-house repair after a pre-check for a repair object.
- **D. Create an in-house repair for a repair request from a customer.**
- **E. Post a goods receipt for a returned object.**

Answer: B,D,E

Explanation:

The in-house repair process (scope item 3XK) in SAP S/4HANA Cloud Private Edition, Service involves handling customer repair requests and processing returned objects. Key steps include:

- * Perform a pre-check for an in-house repair and make a decision: A pre-check assesses the repair object's condition to decide whether to proceed with repair, reject it, or take other actions. This is a standard initial step.
- * Post a goods receipt for a returned object: When a customer returns a defective item, a goods receipt is posted (e.g., via transaction MIGO or a service order), creating a repair object in the system.
- * Create an in-house repair for a repair request from a customer: This step involves creating a repair order (e.g., transaction type REPA) based on a customer's request, initiating the process.
- * Generate a repair object based on the repair order status: Repair objects are not generated from order status; they are created upon goods receipt or manually.
- * Create an in-house repair after a pre-check for a repair object: While a pre-check precedes repair, the repair order is typically created first, not after the pre-check as a separate step. These steps align with the SAP Best Practices for in-house repair. "The in-house repair process includes performing a pre-check, posting goods receipt for returns, and creating a repair order based on customer requests." (SAP Signavio Process Navigator, In-House Repair).

NEW QUESTION # 33

What can you display in the app Find Technical Object? Note: There are 3 correct answers to this question.

- A. Planned and call dates for recurring service activities

- B. Service costs of the technical objects
- C. Installation information of the technical objects
- D. Measurement documents and measuring points of the technical objects
- E. System and user statuses of the technical objects

Answer: C,D,E

Explanation:

The Find Technical Object app in SAP S/4HANA Cloud Private Edition, Service provides details about technical objects (e.g., equipment, functional locations). The correct answers are A, B, C. Let's explore.

App Functionality:

This Fiori app allows users to search and view technical object data.

- * Installation information (A): Shows where the object is installed (e.g., functional location hierarchy).
- * Measurement documents and measuring points (B): Displays recorded measurements (e.g., temperature) and their points.
- * System and user statuses (C): Lists statuses (e.g., "INST" for installed, user status "In Repair").

Why Not the Others?

- * D: Service costs are in financial apps (e.g., Service Actuals), not this app.
- * E: Planned/call dates are in maintenance plan apps, not here.

Example:

Search equipment "E001" # See installation (FL-001), measuring point (Temp), status (INST).

"The Find Technical Object app displays installation information, measurement documents and points, and system/user statuses."

NEW QUESTION # 34

You are a consultant on an SAP S/4HANA Cloud brownfield project. Several mission-critical business processes have been successfully remodeled in accordance with clean core principles. You must now create the necessary workflows. Which of the following SAP Signavio solutions can be used to create the workflows?

- A. SAP Signavio Process Insights
- B. SAP Signavio Process Governance
- C. SAP Signavio Process Intelligence
- D. SAP Signavio Process Manager

Answer: D

Explanation:

SAP Signavio provides tools to support process modeling and management. For creating workflows in a brownfield project aligned with clean core principles:

- * SAP Signavio Process Manager: This is the primary tool for designing and modeling workflows and business processes. It allows consultants to create detailed process diagrams (e.g., BPMN 2.0) and define workflows that integrate with SAP S/4HANA, supporting clean core extensibility.
- * SAP Signavio Process Intelligence: Focused on process analysis and mining, not workflow creation.
- * SAP Signavio Process Insights: Provides performance insights and optimization recommendations, not workflow design.
- * SAP Signavio Process Governance: Manages process execution and compliance, not initial workflow creation. This aligns with SAP's transformation methodology for S/4HANA brownfield implementations. "SAP Signavio Process Manager enables the creation of workflows and process models for SAP S/4HANA implementations." (SAP Signavio Mission to SAP S/4HANA).

NEW QUESTION # 35

What is the purpose of a strategy plan in SAP S/4HANA Cloud Private Edition, Service?

- A. To support a service scenario where an activity is required every X months and Y kilometers
- B. To automatically generate Customer Service orders
- C. To support the planning and scheduling of activities with different intervals
- D. To document your company's direction in terms of service scenarios to be implemented

Answer: C

Explanation:

A strategy plan in SAP S/4HANA Cloud Private Edition, Service is a type of maintenance plan. The correct answer is C. Let's dive into this.

What is a Strategy Plan?

A strategy plan uses a maintenance strategy (e.g., time-based, performance-based cycles) to schedule tasks with varying intervals (e.g., 3 months, 6 months, 1,000 km). It's linked to a task list with operations tied to maintenance packages.

Why C?

The purpose is to support the planning and scheduling of activities with different intervals. For example, a strategy might include Package 1 (every 3 months) for an oil check and Package 2 (every 12 months) for a full inspection. The plan schedules these flexibly based on the strategy's rules.

Why Not the Others?

* A: This is a business strategy, not a maintenance plan function.

* B: This describes a multiple counter plan, not a strategy plan.

* D: Orders are generated by scheduling, not the plan's purpose.

Example:

Strategy "STR1" has packages: 3M (oil) and 12M (inspection). The plan schedules calls accordingly.

"A strategy plan supports the planning and scheduling of maintenance activities with different intervals using a maintenance strategy."

NEW QUESTION # 36

In an SLA determination procedure, which of the following can you use? Note: There are 2 correct answers to this question.

- A. Response profile
- B. Service profile
- C. Service organizational unit
- D. Service contract

Answer: A,B

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, Service Level Agreement (SLA) determination ensures that service transactions (e.g., service orders) meet predefined time or performance commitments. The SLA determination procedure uses specific profiles to calculate deadlines. The correct answers are service profile (A) and response profile (B). Let's dive into this comprehensively.

What is SLA Determination?

SLA determination automatically assigns deadlines (e.g., response time, resolution time) to service items based on configured rules. It's critical for ensuring customer satisfaction and compliance with contractual obligations.

* Service profile (A): A service profile defines overall SLA parameters, such as the total time allowed to complete a service (e.g., "Resolve within 48 hours"). It's assigned to a service transaction or derived from a contract and includes settings like working hours or escalation rules. For example, a "Gold Service" profile might allow 24 hours for resolution.

* Response profile (B): A response profile specifies the initial response time (e.g., "Respond within 4 hours"). It focuses on the first action (e.g., acknowledging a customer issue) and is often paired with a service profile for a complete SLA framework. For instance, a "High Priority" response profile might mandate a 2-hour response.

Why Not the Others?

* Service contract (C): While a service contract may reference SLAs, it's not "used" in the determination procedure—it's a source document, not a configuration element like a profile. The SLA profiles are derived from or linked to it.

* Service organizational unit (D): This defines who performs the service, not the SLA deadlines. It influences assignment, not time-based SLA calculation.

How It Works in Practice:

* A service order is created (e.g., for a pump repair).

* The system checks the SLA determination procedure (customized in SPRO # Service # SLA Determination).

* Based on the item category or contract, it applies a service profile (e.g., 48-hour resolution) and response profile (e.g., 4-hour response).

* Deadlines are set and monitored (e.g., via the Service Order Issues app).

Additional Insight:

SLA profiles can incorporate calendar settings (e.g., excluding weekends) and priority levels, making them flexible for different scenarios. They're maintained in customizing under "Define Service Profiles" and "Define Response Profiles."

"The SLA determination procedure utilizes service profiles and response profiles to calculate and enforce deadlines for service transactions."

NEW QUESTION # 37

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