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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"> 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 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 4	<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.

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

NEW QUESTION # 32

Which business process requires serial numbers?

- A. Installing and dismantling pieces of equipment
- B. Tracking the warranty of a technical object
- C. Tracking material items as pieces of equipment**
- D. Creating a service order for an on-site service process

Answer: C

Explanation:

Serial numbers in SAP S/4HANA Cloud Private Edition, Service are used to uniquely identify individual items, particularly in equipment and material tracking.

* Tracking material items as pieces of equipment: This process requires serial numbers to monitor specific material items (e.g., spare parts or assets) as equipment throughout their lifecycle, including repairs or replacements. This is common in in-house repair or field service scenarios where serialized items are managed.

* Installing and dismantling pieces of equipment: While equipment may have serial numbers, the process itself doesn't inherently require them unless specified.

* Creating a service order for an on-site service process: Serial numbers may be referenced but are not a requirement for the process.

* Tracking the warranty of a technical object: Warranties can be tracked without serial numbers, though they may be used optionally. This aligns with SAP's equipment management and logistics integration. "Serial numbers are required to track material items as pieces of equipment in service and repair processes." (SAP Help Portal, Equipment Management).

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

Answer: B,C,D

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 production resources and tools? Note: There are 2 correct answers to this question.

- A. Maintenance order operation
- B. Task list operation
- C. Product bundle
- D. Service order

Answer: A,B

Explanation:

Production resources and tools (PRTs) in SAP S/4HANA Cloud Private Edition, Service are objects (e.g., tools, test equipment) used during maintenance or service activities. They are assigned to specific operational steps to ensure the right resources are available. The correct answers are task list operation (B) and maintenance order operation (C). Let's explore this in depth.

Understanding PRTs:

PRTs can be materials, equipment, or documents tracked in the system. They are not consumed like spare parts but are used temporarily during a task (e.g., a wrench or a calibration device). Assigning PRTs ensures proper planning and availability during execution.

Why Task List Operation and Maintenance Order Operation?

* Task list operation (B): A task list defines standard procedures for maintenance or service (e.g., "Inspect pump"). Within the task list, each operation (step) can have PRTs assigned in the operation details. For example, Operation 0010 might require a "Torque Wrench" as a PRT. This assignment is done in the task list maintenance screen (e.g., IA05 or IA06). When the task list is used in a plan or order, the PRTs carry over.

* Maintenance order operation (C): A maintenance order schedules specific work on a technical object.

PRTs can be assigned directly to operations within the order (e.g., in transaction IW31/IW32). For instance, Operation 0020 in a maintenance order might list a "Lifting Crane" as a required PRT. This supports detailed execution planning.

Why Not the Other Options?

* Service order (A): PRTs are not assigned at the header level of a service order. They are linked to specific operations within the order, which aligns with maintenance order operations (C), not the order as a whole.

* Product bundle (D): A product bundle groups items for sales or service offerings but has no operational context for PRT assignment—it's a commercial construct, not a work execution object.

Additional Context:

In practice, PRTs assigned to a task list operation can automatically populate a maintenance order when the task list is referenced, streamlining the process. Availability checks for PRTs can also be configured to ensure they're ready before work begins.
"Production resources and tools (PRTs) can be assigned to task list operations and maintenanceorder operations to specify the tools or resources required for execution."

NEW QUESTION # 35

What are characteristics of recurring services when using Service with Advanced Execution? Note: There are 3 correct answers to this question.

- A. An invoice is generated for each call object as soon as it is set to completed
- B. Both resource-related and fixed-price billing are available
- C. Billable maintenance orders are generated
- D. Customer Service orders are generated
- E. The maintenance confirmation describes the actual effort and spare parts used

Answer: B,C,E

Explanation:

Service with Advanced Executionenhances recurring service processes with detailed execution and billing.

The correct answers are A, B, D. Let's unpack this.

- * Both resource-related and fixed-price billing are available (A):This scenario supports flexible billing-resource-related (based on actual effort/materials) or fixed-price (predefined rates), configured via the dynamic item processor profile.
- * The maintenance confirmation describes the actual effort and spare parts used (B):Confirmations (e.g., via IW41) detail hours worked and parts consumed, feeding into billing and cost tracking.
- * Billable maintenance orders are generated (D):Recurring services generate maintenance orders (mapped to service order types) that are billable, unlike simpler Customer Service orders.

Why Not the Others?

- * C."Customer Service orders" is a legacy term; advanced execution uses maintenance orders.
- * E:Invoices are created via billing runs, not automatically per call object completion.

Example:

A maintenance plan generates a billable order, confirmed with 5 hours and parts, billed resource-related.

"Recurring services in Advanced Execution feature resource-related and fixed-price billing, maintenance confirmations for effort/parts, and billable maintenance orders."

NEW QUESTION # 36

Which functions are defined in the item category configuration? Note: There are 2 correct answers to this question.

- A. Billing relevance
- B. Product type
- C. Contract item filter by product list
- D. Billing plan type

Answer: A,D

Explanation:

Item category configuration in SAP S/4HANA Service defines item behavior:

- * Billing plan type: Specifies if and how billing plans (e.g., periodic, milestone) are applied to the item.
- * Billing relevance: Determines whether the item is billable (e.g., A for order-related billing) and how it's processed in billing documents.
- * Contract item filter by product list: Not a standard function in item category configuration.
- * Product type: Defined in material/service master data, not item category. This is set in Customizing under Service # Transactions."Item category configuration defines billing plan type and billing relevance for service items." (SAP Help Portal, Item Category Configuration).

NEW QUESTION # 37

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