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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"><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 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>• <b>Service Master Data:</b> 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 4	<ul style="list-style-type: none"> <li>• <b>Managing Clean Core:</b> 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>

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## SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q70-Q75):

### NEW QUESTION # 70

To which of the following can you assign production resources and tools? Note: There are 2 correct answers to this question.

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

**Answer: B,C**

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 maintenance order operations to specify the tools or resources required for execution."

### NEW QUESTION # 71

How do you create billing document requests (BDRs) for service contracts?

- A. Generate BDRs via Manage Billing Document Requests
- **B. Create BDRs as follow-up documents**
- C. Generate BDRs via report
- D. Create BDRs in the Create Billing Document Requests app

**Answer: B**

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, billing document requests (BDRs) are intermediate documents used to prepare billing data from service transactions (e.g., service contracts, service orders) before generating final billing documents like invoices. For service contracts (scope item 3MO - Service Contract Management), BDRs are created as part of the billing process to handle periodic or value-based billing. Let's evaluate each option based on the standard process:

\* A. Generate BDRs via report: While reports (e.g., custom ABAP reports or transaction VF04 for billing due list in on-premise systems) can be used to trigger billing in some scenarios, this is not the standard method for service contracts in SAP S/4HANA Cloud Private Edition. The service contract billing process relies on automated or app-based mechanisms rather than standalone reports. No specific standard report is documented for generating BDRs directly from service contracts.

\* B. Create BDRs in the Create Billing Document Requests app: There is no standard SAP Fiori app named "Create Billing Document Requests" in SAP S/4HANA Cloud Private Edition. The closest related app is "Create Billing Documents" (Fiori App ID F0796), but this app is used to generate final billing documents (e.g., invoices) from existing BDRs, not to create BDRs themselves. BDR creation happens upstream in the process, not via a dedicated creation app.

\* C. Create BDRs as follow-up documents: This is the correct method. In the standard service contract process, BDRs are created automatically as follow-up documents from the service contract based on the billing plan assigned to the contract items. The billing plan (e.g., periodic or milestone-based) defines when billing events occur, and the system generates BDRs (transaction type typically F2 or a custom type) when the billing date is reached. This process is triggered via the "Release for Billing" action in the "Manage Service Contracts" app (Fiori App ID Fiori App F2178) or through background jobs (e.g., job template "Service Contract Billing"). Once released, the BDRs are available for further processing into invoices, making this the standard and documented approach.

\* D. Generate BDRs via Manage Billing Document Requests: The "Manage Billing Document Requests" app (Fiori App ID F2179) is used to monitor, edit, and release existing BDRs for billing, not to generate them initially. This app allows users to review and correct BDRs before they are converted into final billing documents, but the creation of BDRs happens earlier in the process as follow-ups from the service contract, not within this app.

The creation of BDRs as follow-up documents aligns with SAP's service contract billing workflow, where the billing plan drives the generation of BDRs automatically or semi-automatically upon release. This process is tightly integrated with the service contract's configuration (e.g., billing plan type, item category settings) and ensures accurate billing for recurring or value/quantity-based services.

Extract from SAP Documentation: "Billing document requests (BDRs) for service contracts are created as follow-up documents based on the billing plan, triggered by the release action in the Manage Service Contracts app or via scheduled billing jobs." (SAP Help Portal, Service Contract Management - Billing Process, SAP S/4HANA Cloud Private Edition).

### NEW QUESTION # 72

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. The maintenance confirmation describes the actual effort and spare parts used**
- **D. Billable maintenance orders are generated**
- E. Customer Service orders are generated

**Answer: B,C,D**

Explanation:

Service with Advanced Execution enhances 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 # 73

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 # 74

In a maintenance plan, what is used to determine the items in a call object?

- **A. A bill of material**
- B. A service order template
- C. A product proposal
- D. A product bundle

**Answer: A**

Explanation:

In a maintenance plan, a call object (e.g., a service order) is generated based on scheduling. The items in this call object—such as spare parts or services—are determined by a bill of material (BOM) (Option D).

A BOM with usage type "4" (Plant Maintenance) or "S" (S4 Service) defines the components (materials or services) required for the maintenance task. When the maintenance plan triggers a call, the system references the BOM assigned to the technical object (e.g., equipment or functional location) or task list to populate the call object's items.

\* Product bundle (A): Used for grouping products, not for maintenance plan items.

\* Service order template (B): Defines a structure for service orders but is not linked to maintenance plan scheduling.

\* Product proposal (C): Suggests items based on rules, not a source for call object items.

"The items in a call object generated by a maintenance plan are determined by the bill of material assigned to the technical object or task list, specifying required components."

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