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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">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"> 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 (Q53-Q58):

NEW QUESTION # 53

Which of the following are features of the clean core dashboard? Note: There are 2 correct answers to this question.

- A. It can be used in all SAP S/4HANA Cloud editions.
- B. It can be accessed by using SAP For Me.
- C. Customers can grant access to the dashboard to partners.
- D. Customers can use the dashboard in the dev, test, and production tenants.

Answer: B,C

Explanation:

The Clean Core Dashboard is a tool provided by SAP to help customers monitor and maintain a clean core strategy in their SAP S/4HANA systems. A clean core approach ensures that the ERP system remains up-to-date, cloud-compliant, and free of unnecessary modifications, facilitating smooth upgrades and innovation adoption. This dashboard provides insights into system customizations, extensions, and compliance with clean core principles. Let's evaluate each option based on official SAP documentation and functionality as of March 2025:

* A. Customers can use the dashboard in the dev, test, and production tenants: The Clean Core Dashboard is primarily designed to monitor the clean core compliance of productive SAP S/4HANA systems, as its purpose is to provide actionable insights into the live environment where business processes are executed. While development (dev) and test tenants are critical for building and validating extensions, the dashboard's focus is on the production tenant to ensure operational stability and upgrade readiness. SAP documentation specifies that it targets productive systems (e.g., SAP S/4HANA Cloud Private Edition production tenants), and there's no explicit mention of it being available across all tenant types (dev, test, production) in a unified manner. Thus, this option is not a confirmed feature.

* B. It can be accessed by using SAP for Me: This is a key feature of the Clean Core Dashboard. SAP for Me is SAP's customer portal, providing a centralized interface for accessing various tools, services, and insights related to SAP solutions. The Clean Core Dashboard is integrated into SAP for Me, offering customers a user-friendly way to view tiles and reports on their system's clean core status (e.g., custom code usage, API compliance, and extension metrics). This accessibility aligns with SAP's strategy to consolidate customer-facing tools in a single portal, making it a verified feature.

* C. Customers can grant access to the dashboard to partners: This is another confirmed feature. SAP allows customers to share access to the Clean Core Dashboard with implementation partners or service providers via SAP for Me's authorization management. This capability supports collaboration, enabling partners to assist in analyzing and optimizing the system for clean core compliance (e.g., during RISE with SAP engagements). The dashboard's design facilitates transparency and joint efforts between customers and partners, making this a standard feature in the private cloud context.

* D. It can be used in all SAP S/4HANA Cloud editions: This is not entirely accurate. The Clean Core Dashboard is specifically tailored for SAP S/4HANA Cloud Private Edition and, to some extent, SAP S

/4HANA on-premise systems, where customizations and extensions are more prevalent and need monitoring. In SAP S/4HANA Cloud Public Edition, the system is inherently clean by design (no source code modifications are allowed, only extensions via SAP BTP or in-app tools), reducing the need for such a dashboard. While clean core principles apply across all editions, the dashboard's functionality is most relevant to Private Edition and on-premise deployments, where customers have greater control over customizations. SAP documentation highlights its use in Private Edition contexts (e.g., RISE with SAP), not universally across all editions.

The correct answers, B and C, reflect the dashboard's accessibility via SAP for Me and its collaborative feature with partners, as outlined in SAP's clean core strategy resources. These features enhance its utility in maintaining a modern, flexible, and cloud-compliant ERP system, particularly in SAP S/4HANA Cloud Private Edition.

Extract from SAP Documentation: "The Clean Core Dashboard, accessible via SAP for Me, provides transparency on system customizations and allows customers to collaborate with partners to ensure clean core compliance in productive SAP S/4HANA Cloud Private Edition systems." (SAP Community, 10 Steps to Clean Core for SAP S/4HANA Cloud Private Edition for Customers, 2024).

NEW QUESTION # 54

What is the purpose of creating maintenance planner groups?

- A. Mapping a group of persons performing maintenance work
- B. Mapping a group of persons planning maintenance capacities
- C. Mapping a group of persons creating maintenance task lists
- **D. Mapping a group of persons planning maintenance activities for technical assets**

Answer: D

Explanation:

Maintenance planner groups in SAP S/4HANA Service (and Plant Maintenance):

* Mapping a group of persons planning maintenance activities for technical assets: Planner groups (e.g., defined in transaction IP02) organize planners responsible for scheduling and managing maintenance plans and orders for technical objects.

* Performing maintenance work: Handled by work centers, not planner groups.

* Creating task lists: A design task, not the planner group's role.

* Planning capacities: Managed via capacity planning, not planner groups. This is part of maintenance planning setup. "Maintenance planner groups map persons responsible for planning maintenance activities for technical assets." (SAP Help Portal, Maintenance Planning).

NEW QUESTION # 55

What are some customizing settings you need to maintain so that a repair confirmation (transaction type REPC) can be billed to a customer? Note: There are 3 correct answers to this question.

- A. You maintain what billing type needs to be used for a repair confirmation.
- **B. You make sure each item category used in the repair confirmation corresponds to an item category from Sales that is assigned to the billing type.**
- **C. You assign a sales document type to transaction type REPC for the billing document request.**
- **D. You map the service item categories used in the repair confirmation to sales item categories for the billing document request.**
- E. You assign a billing plan type to the sales document type used for the billing document request.

Answer: B,C,D

Explanation:

To bill a repair confirmation (REPC) in SAP S/4HANA Service:

* You make sure each item category used in the repair confirmation corresponds to an item category from Sales that is assigned to the billing type: Item categories (e.g., REPI) must map to sales item categories (e.g., TAN) with billing relevance.

* You assign a sales document type to transaction type REPC for the billing document request: A sales document type (e.g., F2 for invoice) is linked to REPC in Customizing to generate billing requests.

* You map the service item categories used in the repair confirmation to sales item categories for the billing document request: This ensures seamless transition from service to sales processes.

* Billing plan type: Optional and not mandatory for basic billing.

* Maintain billing type: Defined globally, not specific to REPC. This is part of in-house repair billing setup. "Map service item

categories to sales item categories and assign a sales document type to REPC for billing." (SAP Help Portal, Repair Confirmation Billing).

NEW QUESTION # 56

From which of the following business objects can you access the items of bills of material (BOMs) with BOM usage S (S4 Service)?

- A. Service request
- B. Service confirmation
- C. Service entry sheet
- **D. Service order**

Answer: D

Explanation:

BOM usage S (S4 Service) is specific to service processes in SAP S/4HANA Cloud Private Edition, Service, listing components for service activities. The correct answer is service order (C). Let's explore this thoroughly.

BOM Usage S Context:

Unlike BOM usage 4 (Plant Maintenance), usage S is tailored for service scenarios, integrating with service orders to plan materials or services.

Why Service Order?

A service order (e.g., transaction IW31 or Fiori app) can reference a technical object (e.g., equipment) or task list with a BOM usage S. The BOM items (e.g., spare parts) are accessed in the "Components" tab of the service order, enabling planning and reservation. For example, a service order for Equipment "E001" pulls BOM items like "Filter" and "Seal" from its usage S BOM.

Why Not the Others?

- * Service request (A): A preliminary document (e.g., notification) without BOM integration.
- * Service entry sheet (B): For external service acceptance, not BOM access.
- * Service confirmation (D): Records executed work, not planning with BOMs.

Process Flow:

Service order created # BOM usage S linked to object # Components tab shows items.

"BOM items with usage S (S4 Service) can be accessed from a service order for planning service activities."

NEW QUESTION # 57

In which customizing activities do you maintain billing plan settings for the service contract? Note: There are 2 correct answers to this question.

- A. Exclude Billing Plan Items
- **B. Define Billing Plan Types**
- C. Budget Billing Plan
- **D. Assign Billing Plan Type to Item Category**

Answer: B,D

Explanation:

Billing plan settings for service contracts are maintained in customizing (SPRO # Service # Billing). The correct answers are C and D.

* Assign Billing Plan Type to Item Category (C): Links billing plan types (e.g., periodic) to contract item categories (e.g., SVC1), ensuring the right plan applies.

* Define Billing Plan Types (D): Defines the billing plan types (e.g., monthly, ad hoc) with parameters like periodicity.

Why Not the Others?

- * A: Not a standard activity; might be a typo.
- * B: Related to utilities, not service contracts.

"Billing plan settings are maintained by defining billing plan types and assigning them to item categories."

NEW QUESTION # 58

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