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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">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"> 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 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"> 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 (Q19-Q24):

NEW QUESTION # 19

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

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

Answer: A,D

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 # 20

Which type of objects can you maintain in the object list assigned to a contract item? Note: There are 3 correct answers to this question.

- A. Equipment bill of material
- B. Functional location
- C. Product
- D. Document
- E. Equipment

Answer: B,C,E

Explanation:

In SAP S/4HANA Service contracts (scope item 3MO), the object list for a contract item specifies covered objects:

* Equipment: Individual equipment (e.g., serialized assets) can be assigned to track service coverage.

* Product: Materials or service products covered under the contract are listed.

* Functional location: Locations where services are performed can be included in the object list.

* Equipment bill of material: BOMs are referenced separately, not directly in the object list.

* Document: Documents are managed via Document Management System (DMS), not as contract objects. This is configured in the service contract item details. "Assign equipment, products, and functional locations to the object list of a service contract item" (SAP Help Portal, Service Contract Management).

NEW QUESTION # 21

When using a configurable service product in the service contract, which condition type is used to reflect the price of the selected configuration?

- A. VASE (Variant Price)
- B. 871 (Service Type (Abs.))
- C. VA00 (Variant Price)
- D. PS11 (Price f. Srv. Cntr. Itm)

Answer: C

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a configurable service product in a service contract uses variant configuration to allow customization (e.g., selecting specific service options). The pricing for the selected configuration is reflected using the condition

typeVA00 (Variant Price)(Option B).

VA00 is a standard condition type in SAP's pricing framework that adjusts the base price based on the chosen configuration variants. It is linked to the variant configuration profile and updates the contract item price dynamically.

* VASE (A):This is not a standard SAP condition type; it seems to be a typo or misinterpretation.

* 871 (C):This is not a recognized condition type for configurable products in service contracts.

* PS11 (D):This might relate to service contract items but is not specific to configurable product pricing.

"The condition type VA00 (Variant Price) is used in service contracts with configurable products to reflect the price adjustments based on the selected configuration."

NEW QUESTION # 22

What options does a service planner have to influence the maintenance plan schedule? Note: There are 3 correct answers to this question.

- A. Fix call
- B. Copy call
- C. Release call
- D. Skip call
- E. Freeze call

Answer: A,D,E

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a service planner can influence the maintenance plan schedule using specific actions to manage service calls effectively. The maintenance plan schedule is part of the recurring services process, where maintenance plans generate service calls based on defined cycles (e.g., time-based or counter-based). The options available to influence this schedule include:

* Freeze call: This option allows the planner to lock a scheduled call, preventing it from being rescheduled or regenerated automatically until it is unfrozen. It ensures stability in planning for critical service events.

* Skip call: This allows the planner to bypass a specific scheduled call without affecting the overall schedule. It's useful when a service event is not required at a particular time (e.g., due to customer availability).

* Fix call: This option fixes a call at a specific date, ensuring it remains scheduled as planned and is not shifted by automatic rescheduling processes. It provides control over critical service timing.

* Copy call and Release call are not standard options for directly influencing the maintenance plan schedule. Copying a call might be a manual workaround in some scenarios, but it's not a documented feature for schedule influence. Releasing a call is part of execution (e.g., releasing a service order), not schedule planning. These capabilities are detailed in the SAP S/4HANA Service documentation under recurring services and maintenance planning features, such as scope item 3MO (Service Contract Management). "In the maintenance plan scheduling, planners can freeze, skip, or fix calls to adjust the schedule according to operational needs." (SAP Signavio Process Navigator, Solution Process: Recurring Services).

NEW QUESTION # 23

Which status allows a service confirmation to be billed?

- A. Final Confirmation
- B. Accepted
- C. Completed
- D. Confirmed

Answer: C

Explanation:

A service confirmation (e.g., IW41 or service app) records executed work. The status that allows billing is Completed (C).

Why Completed?

The "Completed" status (TECO or similar) indicates the work is finished and ready for billing. It triggers the creation of a billing document request (BDR) if configured.

Why Not the Others?

* A: "Confirmed" is too vague; it's an action, not a billable status.

* B: "Accepted" is not a standard confirmation status.

* D: "Final Confirmation" is a step, but "Completed" is the billable state.

25 web pages

Typographical errors in the original questions have been corrected.

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