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SAP C-TS470-2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">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 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 (Q72-Q77):

NEW QUESTION # 72

Which of the following is a prerequisite to install a piece of equipment in a functional location?

- A. Allow the combination of equipment category and object type to be installed in a functional location
- B. Set the installation flag for a piece of equipment
- C. Allow the equipment category to be installed in a functional location
- D. Set the installation flag for a functional location category

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 # 73

Which of the following are examples of issues that the Service Order Issues app can display directly? Note: There are 3 correct answers to this question.

- A. No Confirmations
- B. SLA Issue
- C. Negative Margin
- D. Not Fully Billed
- E. Contract Expired

Answer: A,B,D

Explanation:

The Service Order Issues app in SAP S/4HANA Cloud Private Edition, Service (Fiori app) provides real-time visibility into service order problems:

- * Not Fully Billed: Displays orders with incomplete billing, a common issue tracked for revenue assurance.
- * No Confirmations: Highlights orders lacking confirmations (e.g., time or material), indicating delays in execution tracking.
- * SLA Issue: Shows orders breaching service level agreements (e.g., response time), critical for contract compliance.
- * Contract Expired: While relevant, this is typically monitored in contract management apps, not directly in the Service Order Issues app.
- * Negative Margin: Margin analysis is part of profitability apps, not a direct focus of this app. This aligns with the app's purpose in scope item 3D2 (Service Order Management). "The Service Order Issues app displays issues like Not Fully Billed, No Confirmations, and SLA Issues for proactive resolution." (SAP Fiori Apps Reference Library).

NEW QUESTION # 74

What functions are available when scheduling a maintenance plan? Note: There are 3 correct answers to this question.

- A. Start

- B. Dispatch call
- C. Scheduling
- D. Delete call
- E. Manual call

Answer: A,D,E

Explanation:

Scheduling a maintenance plan (e.g., via IP10) generates call objects. The correct answers are start (A), manual call (D), and delete call (E). Let's break this down.

- * Start (A): Initiates scheduling, calculating call dates (e.g., "Start Scheduling" in IP10).
- * Manual call (D): Creates a call outside the schedule (e.g., "Manual Call" button), for urgent needs.
- * Delete call (E): Removes a scheduled call (e.g., via "Delete" in IP10), adjusting the plan.

Why Not the Others?

- * Scheduling (B): A process, not a function.
 - * Dispatch call (C): Not a standard scheduling function; relates to resource assignment.
- "Functions when scheduling a maintenance plan include start, manual call, and delete call."

NEW QUESTION # 75

Where do you define the life cycle user statuses that are used for a repair object?

- A. They are assigned to user statuses from the status profile of the in-house repair item category (like REPI).
- B. They are directly assigned to the repair order transaction type (like REPO).
- C. They are determined via a profile assigned to the in-house repair transaction type (like REPA).
- D. They are assigned to the transaction type of the repair confirmation (like REPC).

Answer: A

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, the life cycle user statuses for a repair object in the in-house repair process (scope item 3XX) are managed as follows:

- * They are assigned to user statuses from the status profile of the in-house repair item category (like REPI): The item category (e.g., REPI) defines the repair object's lifecycle stages (e.g., received, in repair, completed). A status profile is assigned to this item category in Customizing, and user statuses within this profile track the repair object's progression.
- * Transaction type of the repair confirmation (REPC): This is for confirmations, not repair object lifecycle statuses.
- * Repair order transaction type (REPO): The order type controls the overall process, not item-level lifecycle statuses.
- * Profile assigned to the in-house repair transaction type (REPA): While a profile exists, it's the item category's status profile that governs lifecycle statuses. This is configured under "Settings for Service Transactions" in SAP Customizing. "Life cycle user statuses for repair objects are defined in the status profile assigned to the in-house repair item category (e.g., REPI)." (SAP Help Portal, In-House Repair Configuration).

NEW QUESTION # 76

You are a consultant on an SAP S/4HANA Cloud brownfield project. In a meeting, the customer decides to remodel an existing business process in accordance with clean core principles. Which of the following SAP Signavio solutions can be used for the remodeling?

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

Answer: B

Explanation:

For remodeling a business process in an SAP S/4HANA Cloud brownfield project to align with clean core principles (minimal customizations, standard processes), SAP Signavio Process Manager (Option B) is the appropriate tool.

SAP Signavio Process Manager is a modeling tool that allows consultants to design, visualize, and optimize business processes using BPMN (Business Process Model and Notation). It supports remodeling by enabling the creation of process models that adhere to SAP's best practices, ensuring a clean core approach.

- "SAP Signavio Process Manager enables the remodeling of business processes to align with clean core principles by providing a platform for process design and optimization."

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