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SAP C_TS470_2412 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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 (Q77-Q82):

NEW QUESTION # 77
Which of the following API types does SAP recommend to use to achieve clean core integrations? Note:
There are 2 correct answers to this question.

- A. RFC
- B. OData
- C. Doc
- D. SOAP

Answer: B,D

Explanation:
SAP's clean core strategy emphasizes standardized, extensible integrations to minimize customizations and ensure upgrade stability.
The recommended API types are:
* SOAP: A widely supported, robust protocol for structured data exchange, recommended for integrating SAP S/4HANA with external systems in a clean core approach.
* OData: SAP's preferred REST-based protocol for real-time, lightweight integrations, heavily utilized in SAP Fiori apps and clean core scenarios.
* Doc: Not a recognized API type in SAP's integration framework.
* RFC: While still supported, RFC (Remote Function Call) is considered legacy and less aligned with clean core principles due to its tight coupling. These recommendations are part of SAP's integration strategy for S/4HANA Cloud editions. "SOAP and OData are recommended for clean core integrations to ensure standardized and scalable connectivity." (SAP S/4HANA Cloud Integration Guide).

NEW QUESTION # 78
If two packages of a strategy plan are due on the same date, what determines which operations are assigned to a generated call object?

- A. The cycle length of each package
- B. The sequence number of the packages

- C. The hierarchy of the packages
- D. The buffers of the packages

Answer: C

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, astrategy planuses a maintenance strategy with multiple packages(e.g., 3 months, 6 months) to schedule tasks. When two packages are due on the same date, the system must decide which operations from the associated task list are included in the generatedcall object(e.

g., a service order). The correct answer isthe hierarchy of the packages (A). Let's dive into this deeply.

Understanding Strategy Plans and Packages:

A strategy plan is linked to a maintenance strategy (e.g., "STR1") that defines packages with different intervals (e.g., Package 1: 3 months, Package 2: 6 months). Each package is assigned to specific operations in a task list (e.g., Operation 0010: oil change, Package 1; Operation 0020: full inspection, Package 2). The hierarchyrefers to the priority or precedence of packages when their due dates overlap, as defined in the strategy's configuration.

Why Hierarchy?

When two packages (e.g., 3 months and 6 months) align on a date (e.g., after 6 months, both are due), the system uses the package hierarchy to determine which operations are included in the call object. In SAP, the hierarchy is typically based on the package with thelongest cycletaking precedence, as it represents a more significant maintenance event. For example:

* Task list: Operation 0010 (Package 1: 3M), Operation 0020 (Package 2: 6M).
* On 2025-06-01 (6 months), both packages are due.
* Hierarchy rule: Package 2 (6M) is higher, so Operation 0020 is included, and Operation 0010 might be skipped or combined based on settings.

Why Not the Others?

* Sequence number (B):Sequence numbers order operations within a task list, not packages in a strategy.
* Buffers (C):Buffers (e.g., tolerance) adjust call timing, not operation assignment.
* Cycle length (D):Cycle length defines when packages are due, but hierarchy decides assignment.

Configuration Insight:

In SPRO # Plant Maintenance # Maintenance Plans # Define Maintenance Strategies, the hierarchy is implicitly set by package order or explicit rules (e.g., "highest cycle wins"). This ensures logical operation selection.

Practical Example:

Strategy: Package 1 (3M), Package 2 (6M). Task list: Op 0010 (P1), Op 0020 (P2). On 2025-06-01, Package

2's higher hierarchy assigns Op 0020 to the call object.

"When multiple packages in a strategy plan are due simultaneously, the hierarchy of the packages determines which operations are assigned to the generated call object."

NEW QUESTION # 79

In the Event-Based Revenue Recognition - Service Documents app, which of the following can you review?

- A. Billed margin
- B. Actual revenue
- C. Billed revenue
- D. Planned margin

Answer: B

Explanation:

TheEvent-Based Revenue Recognition - Service Documentsapp tracks revenue based on events (e.g., confirmation). The correct answer isactual revenue (B).

Why Actual Revenue?

The app shows revenue posted to the general ledger as events occur (e.g., $500 from a confirmation), reflecting real-time financials.

Why Not the Others?

* A & D:Margins are in profitability apps.
* C:Billed revenue is in billing apps, not recognition.

"The Event-Based Revenue Recognition app allows review of actual revenue from service documents."

NEW QUESTION # 80

Which item categories can you use in service orders? Note: There are 3 correct answers to this question.

- A. Solution items
- B. Sales items
- C. Delivery items
- D. Service items
- E. Expense items

Answer: B,D,E

Explanation:
In SAP S/4HANA Cloud Private Edition, Service,service orderssupport various item categories to represent different types of activities or materials. The correct answers are:
* Service items (A):Used for billable services performed (e.g., repair or maintenance tasks).
* Sales items (C):Used for selling products or spare parts within the service order.
* Expense items (E):Used to record costs (e.g., travel or external services) that may or may not be billable.
* Solution items (B):This is not a standard item category in service orders; it relates more to solution quotations or configurable products.
* Delivery items (D):These are specific to sales processes (e.g., outbound deliveries), not service orders.
"Service orders support item categories such as service items for service activities, sales items for material sales, and expense items for cost recording."

NEW QUESTION # 81
What is the purpose of a strategy plan in SAP S/4HANA Cloud Private Edition, Service?

- A. To document your company's direction in terms of service scenarios to be implemented
- B. To automatically generate Customer Service orders
- C. To support a service scenario where an activity is required every X months and Y kilometers
- D. To support the planning and scheduling of activities with different intervals

Answer: D

Explanation:
Astrategy planin SAP S/4HANA Cloud Private Edition, Service is a type of maintenance plan. The correct answer isC. Let's dive into this.
What is a Strategy Plan?
A strategy plan uses a maintenance strategy (e.g., time-based, performance-based cycles) to schedule tasks with varying intervals (e.g., 3 months, 6 months, 1,000 km). It's linked to a task list with operations tied to maintenance packages.
Why C?
The purpose is tosupport the planning and scheduling of activities with different intervals. For example, a strategy might include Package 1 (every 3 months) for an oil check and Package 2 (every 12 months) for a full inspection. The plan schedules these flexibly based on the strategy's rules.
Why Not the Others?
* A:This is a business strategy, not a maintenance plan function.
* B:This describes a multiple counter plan, not a strategy plan.
* D:Orders are generated by scheduling, not the plan's purpose.
Example:
Strategy "STR1" has packages: 3M (oil) and 12M (inspection). The plan schedules callsaccordingly.
"A strategy plan supports the planning and scheduling of maintenance activities with different intervals using a maintenance strategy."

NEW QUESTION # 82
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