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SAP C-TS470-2412 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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	• 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 (Q66-Q71):

NEW QUESTION # 66
When extending a functional location hierarchy, how is a new functional location initially assigned to it?

- A. Manually by using the install function
- B. Automatically based on the functional location category
- C. Automatically based on the structure indicator
- D. Manually by using the list editing transaction

Answer: C

Explanation:
In SAP S/4HANA Cloud Private Edition, Service, a functional location hierarchy organizes technical objects in a structured manner. When adding a new functional location, it is automatically assigned based on the structure indicator (Option B).
The structure indicator defines the naming convention and hierarchy levels (e.g., A-B-C for a three-level structure). When a new functional location is created, the system uses this indicator to place it in the hierarchy automatically, based on its ID (e.g., A-B becomes a child of A).
* A:The category defines properties, not the hierarchy position.
* C:List editing is for mass changes, not initial assignment.
* D:The install function is for equipment, not functional locations.
"A new functional location is automatically assigned to the hierarchy based on the structure indicator, which governs the hierarchical naming and positioning."

NEW QUESTION # 67
Which cancellation information can you maintain on service contract item level? Note: There are 2 correct answers to this question.

- A. Latest end date
- B. Reason
- C. Cancelling party
- D. Billing block

Answer: B,C

Explanation:
In SAP S/4HANA Service contracts (scope item 3MO), cancellation details at the item level include:
* Cancelling party: Specifies who initiated the cancellation (e.g., customer or provider), maintained in the contract item data.
* Reason: A cancellation reason (e.g., customer request) can be recorded for audit and reporting purposes.
* Latest end date: Defined at the contract header or item validity level, not a cancellation-specific field.

* Billing block: Applied to block billing but not a cancellation attribute. This is configured in the contract item settings. "Maintain cancelling party and reason at the service contract item level for cancellation tracking." (SAP Help Portal, Service Contract Management).

NEW QUESTION # 68

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

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

Answer: B,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 # 69

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

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

Answer: A,C

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 # 70

How are the actions that are proposed for an in-house repair item determined?

- A. They are assigned to the life cycle user statuses of the repair objects.
- B. They depend on the process step overview profile of the repair order.
- C. They are defined per repair order item category.
- D. They depend on the release status of the in-house repair.

Answer: A

Explanation:
In thein-house repair process, proposed actions (e.g., repair, replace, return) for a repair item are determined by thelife cycle user statuses of the repair objects(Option C).
The repair object (e.g., equipment or material returned for repair) has a status profile defining its life cycle (e.
g., Received, In Repair, Completed). User statuses within this profile trigger specific actions based on the current state, configured in customizing. For example, a status of "In Diagnosis" might propose "Perform Diagnosis."
* A:Item categories influence billing or structure, not action proposals.
* B:Release status affects the repair order, not individual action proposals.
* D:The process step overview profile organizes steps, not action determination.
"Proposed actions for in-house repair items are assigned to the life cycle user statuses of the repair object, driving the process based on status transitions."

NEW QUESTION # 71

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