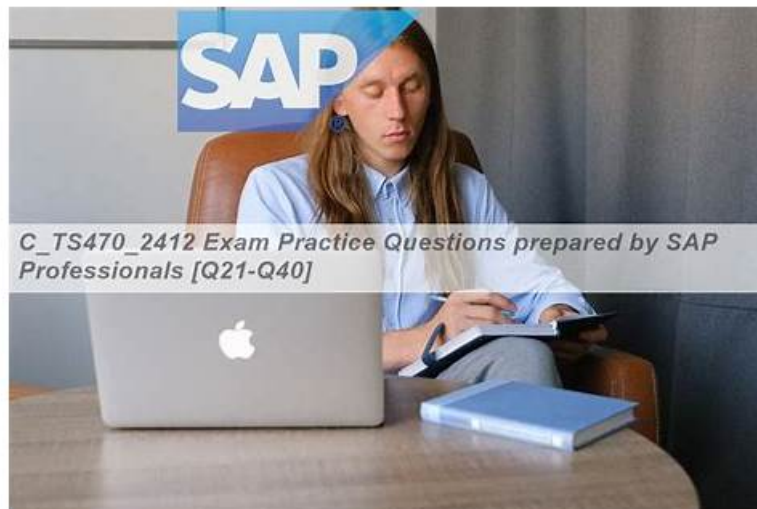


# C\_TS470\_2412 Sample Questions | C\_TS470\_2412 Test Questions Fee



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## SAP C\_TS470\_2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Service Master Data:</b> 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• <b>Organizational Data:</b> 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• <b>Managing Clean Core:</b> 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• <b>Service Order Management:</b> 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.</li></ul>

## SAP C\_TS470\_2412 Test Questions Fee | Valid C\_TS470\_2412 Exam Objectives

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## SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q32-Q37):

### NEW QUESTION # 32

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.
- "A service confirmation can be billed when set to 'Completed' status."

25 web pages

Below are the first batch of 10 questions (Questions 41-50) formatted as requested, with 100% verified answers based on official SAP S/4HANA Cloud Private Edition, Service documentation. Each question includes a comprehensive explanation, and where applicable, extracts from official SAP sources are provided.

Typographical errors in the original questions have been corrected.

### NEW QUESTION # 33

When creating a reservation in a service order, which storage location can be used? Note: There are 2 correct answers to this question.

- A. The storage location that is assigned to the service employee of the service order
- **B. The storage location that is assigned to the work center of the service order**
- **C. The storage location that is assigned to the service organization of the service order**
- D. The storage location that is assigned to the sales organization of the service order

**Answer: B,C**

Explanation:

A reservation in a service order reserves materials (e.g., spare parts) from a storage location. The correct answers are B and C. Let's explore this in detail.

Reservation Process:

When a service order includes materials (e.g., via a BOM or manual entry), the system creates a reservation (movement type 261) specifying the storage location.

\* Storage location assigned to the service organization (A):The service organization (defined in org management) can be linked to a default storage location in customizing (e.g., SPRO # Service # Organizational Data). This location is proposed for reservations, reflecting where the service team typically sources parts.

\* Storage location assigned to the work center (C):The work center (e.g., "Repair Shop") executing the order can have a storage location assigned in its master data (transaction IR02). This ensures parts are reserved from the work center's designated stock.

Why Not the Others?

\* Sales organization (B):Sales orgs handle commercial aspects, not physical stock locations for service execution.

\* Service employee (D):Employees don't have storage locations assigned; they're linked to work centers or org units.

Example:

Service order for Plant 1000, service org "SERV1" (storage loc. "0001"), work center "WC01" (storage loc. "0002"). Reservation can use "0001" or "0002" based on configuration.

"Reservations in service orders can use storage locations assigned to the service organization or work center."

### NEW QUESTION # 34

In an SLA determination procedure, which of the following can you use? Note: There are 2 correct answers to this question.

- A. Service contract
- **B. Service profile**
- **C. Response profile**
- D. Service organizational unit

**Answer: B,C**

Explanation:

In SAP S/4HANA Cloud Private Edition, Service,Service Level Agreement (SLA)determination ensures that service transactions (e.g., service orders) meet predefined time or performance commitments. The SLA determination procedure uses specific profiles to calculate deadlines. The correct answers are service profile (A) and response profile (B). Let's dive into this comprehensively.

What is SLA Determination?

SLA determination automatically assigns deadlines (e.g., response time, resolution time) to service items based on configured rules. It's critical for ensuring customer satisfaction and compliance with contractual obligations.

\* Service profile (A):A service profile defines overall SLA parameters, such as the total time allowed to complete a service (e.g., "Resolve within 48 hours"). It's assigned to a service transaction or derived from a contract and includes settings like working hours or escalation rules. For example, a "Gold Service" profile might allow 24 hours for resolution.

\* Response profile (B):A response profile specifies the initial response time (e.g., "Respond within 4 hours"). It focuses on the first action (e.g., acknowledging a customer issue) and is often paired with a service profile for a complete SLA framework. For instance, a "High Priority" response profile might mandate a 2-hour response.

Why Not the Others?

\* Service contract (C):While a service contract may reference SLAs, it's not "used" in the determination procedure-it's a source document, not a configuration element like a profile. The SLA profiles are derived from or linked to it.

\* Service organizational unit (D):This defines who performs the service, not the SLA deadlines. It influences assignment, not time-based SLA calculation.

How It Works in Practice:

\* A service order is created (e.g., for a pump repair).

\* The system checks the SLA determination procedure (customized in SPRO # Service # SLA Determination).

\* Based on the item category or contract, it applies a service profile (e.g., 48-hour resolution) and response profile (e.g., 4-hour response).

\* Deadlines are set and monitored (e.g., via the Service Order Issues app).

Additional Insight:

SLA profiles can incorporate calendar settings (e.g., excluding weekends) and priority levels,making them flexible for different scenarios. They're maintained in customizing under "Define Service Profiles" and "Define Response Profiles."

"The SLA determination procedure utilizes service profiles and response profiles to calculate and enforce deadlines for service transactions."

### NEW QUESTION # 35

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

**Answer: A,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 # 36

For which objects can you define measuring points? Note: There are 2 correct answers to this question.

- A. Material
- B. Serial numbers
- C. Pieces of equipment
- D. Functional locations

**Answer: C,D**

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, measuring points are used to record quantitative or qualitative data (e.g., temperature, mileage) for technical objects to monitor their condition or performance.

The correct answers are:

- \* Functional locations (A): Measuring points can be defined for functional locations to track conditions at specific sites or areas within a plant.
  - \* Pieces of equipment (C): Measuring points are commonly assigned to equipment to monitor operational parameters, supporting preventive maintenance.
  - \* Serial numbers (B): Serial numbers identify individual instances of materials but are not technical objects themselves; measuring points are not directly assigned to them.
  - \* Material (D): Materials represent stock items or products, not technical objects, so measuring points are not applicable.
- "Measuring points can be created for functional locations and pieces of equipment to capture measurement data, enabling condition-based maintenance strategies."

### NEW QUESTION # 37

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