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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"> 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	<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.

SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q71-Q76):

NEW QUESTION # 71

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

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

Answer: A,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 # 72

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. Service organizational unit
- D. Response profile

Answer: B,D

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 # 73

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

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

Answer: C

Explanation:

The Event-Based Revenue Recognition - Service Documents app tracks revenue based on events (e.g., confirmation). The correct answer is actual 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 # 74

What are examples of information contained in a maintenance item of a maintenance plan? Note: There are 3 correct answers to this question.

- A. Service contract item
- B. Call horizon
- C. Service order type
- D. Object list

- E. Service interval

Answer: B,D,E

Explanation:

A maintenance item in a maintenance plan specifies details about the maintenance activity. The correct answers are:

- * Call horizon (A): Defines the lead time (as a percentage or days) before the planned date when the call object is generated.
- * Object list (B): Lists the technical objects (e.g., equipment, functional locations) subject to maintenance.
- * Service interval (E): Specifies the frequency or cycle (e.g., every 6 months) for the maintenance activity.
- * Service order type (C): This is defined at the maintenance plan level or call object, not the maintenance item.
- * Service contract item (D): This relates to contracts, not maintenance items directly.

"A maintenance item includes information such as the call horizon, object list, and service interval to define the scope and timing of maintenance activities."

NEW QUESTION # 75

To which of the following can you assign production resources and tools? Note: There are 2 correct answers to this question.

- A. Service order
- B. Product bundle
- C. Maintenance order operation
- D. Task list operation

Answer: C,D

Explanation:

Production resources and tools (PRTs) in SAP S/4HANA Cloud Private Edition, Service are objects (e.g., tools, test equipment) used during maintenance or service activities. They are assigned to specific operational steps to ensure the right resources are available. The correct answers are task list operation (B) and maintenance order operation (C). Let's explore this in depth.

Understanding PRTs:

PRTs can be materials, equipment, or documents tracked in the system. They are not consumed like spare parts but are used temporarily during a task (e.g., a wrench or a calibration device). Assigning PRTs ensures proper planning and availability during execution.

Why Task List Operation and Maintenance Order Operation?

* Task list operation (B): A task list defines standard procedures for maintenance or service (e.g., "Inspect pump"). Within the task list, each operation (step) can have PRTs assigned in the operation details. For example, Operation 0010 might require a "Torque Wrench" as a PRT. This assignment is done in the task list maintenance screen (e.g., IA05 or IA06). When the task list is used in a plan or order, the PRTs carry over.

* Maintenance order operation (C): A maintenance order schedules specific work on a technical object.

PRTs can be assigned directly to operations within the order (e.g., in transaction IW31/IW32). For instance, Operation 0020 in a maintenance order might list a "Lifting Crane" as a required PRT. This supports detailed execution planning.

Why Not the Other Options?

* Service order (A): PRTs are not assigned at the header level of a service order. They are linked to specific operations within the order, which aligns with maintenance order operations (C), not the order as a whole.

* Product bundle (D): A product bundle groups items for sales or service offerings but has no operational context for PRT assignment—it's a commercial construct, not a work execution object.

Additional Context:

In practice, PRTs assigned to a task list operation can automatically populate a maintenance order when the task list is referenced, streamlining the process. Availability checks for PRTs can also be configured to ensure they're ready before work begins.

"Production resources and tools (PRTs) can be assigned to task list operations and maintenance order operations to specify the tools or resources required for execution."

NEW QUESTION # 76

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