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## SAP C-TS470-2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>

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## SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q81-Q86):

### NEW QUESTION # 81

What happens when you execute the step "Release for Billing" in an in-house repair process?

- A. The system creates a billing document request for each selected repair confirmation item.
- B. The repair confirmation items are automatically set to completed.
- C. Billing due list entries are created for each repair object.
- D. A billing document is created for each repair order item.

**Answer: A**

Explanation:

In the in-house repair process in SAP S/4HANA Cloud Private Edition, Service, the "Release for Billing" step initiates the billing process for repair activities. The correct answer is C: "The system creates a billing document request for each selected repair confirmation item." A repair confirmation (e.g., transaction type REPC) records the work done, and when released for billing, the system generates a billing document request (BDR) for each confirmed item that is billable. The BDR is a preliminary document that can later be converted into a billing document (e.g., an invoice) via the billing due list.

\* A: Billing due list entries are an outcome of BDRs, not directly created per repair object.

\* B: Billing documents are not created immediately; BDRs are created first.

\* D: Completion status is separate from billing release.

"Upon executing 'Release for Billing' in an in-house repair process, the system generates a billing document request for each selected repair confirmation item, enabling subsequent invoicing."

### NEW QUESTION # 82

Which assignment is required in a cross-plant planning scenario?

- A. A planner group to several planning plants
- **B. Several maintenance plants to a planning plant**
- C. Several planning plants to a maintenance plant
- D. A planner group to several maintenance plants

**Answer: B**

Explanation:

In cross-plant planning scenario, maintenance activities span multiple plants. The correct answer is B. Let's unpack this.

Cross-Plant Planning Context:

One planning plant oversees maintenance for multiple maintenance plants (where technical objects reside).

Why Several Maintenance Plants to a Planning Plant?

The planning plant is the central hub for scheduling and resource allocation. Maintenance plants (e.g., Plant 0001, Plant 0002) are assigned to it (e.g., Plant 1000) in customizing (SPRO # Enterprise Structure # Assignment # Plant Maintenance). This ensures a single point of control for work orders and plans across plants.

Why Not the Others?

- \* A: Planner groups are assigned within a plant, not across plants directly.
- \* C: Multiple planning plants for one maintenance plant is illogical.
- \* D: Planner groups operate within a planning plant, not across multiple.

Example:

Planning Plant 1000 manages maintenance for Plants 0001 and 0002.

"In cross-plant planning, several maintenance plants are assigned to a planning plant to centralize maintenance scheduling."

#### NEW QUESTION # 83

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

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

**Answer: A,B,D**

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 # 84

Which feature is unique for solution quotations in SAP standard delivery?

- A. Using configurable products
- B. Using product proposals
- **C. Using product bundles**
- D. Determining service contracts

**Answer: C**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

In SAP S/4HANA Cloud Private Edition, Service, the solution quotation is a specialized transaction type (e.g., SRVP in standard delivery) designed to offer customers a combination of products and services as a bundled solution. This capability is distinct from other quotation types, such as standard service quotations (e.g., scope item 4GA), and is part of the solution order management process introduced in SAP S/4HANA to support complex sales scenarios. Let's analyze each option to identify the unique feature in the standard delivery:

\* Using product proposals (A): Product proposals are a feature in SAP S/4HANA Service that suggest items (e.g., spare parts or services) during order or quotation creation, based on predefined rules or bills of material (BOMs) with usage S (Service). While available in service quotations and orders, this feature is not unique to solution quotations; it's a broader functionality across service transactions and not specific to the solution quotation's purpose.

\* Using configurable products (B): Configurable products, supported via Advanced Variant Configuration (scope item 6GS), allow customization of products with variants in service quotations and orders. This feature enhances flexibility in pricing and product specification but is not exclusive to solution quotations. It's available in standard service quotations and sales orders as well, making it a shared capability rather than a unique feature.

\* Using product bundles (C): This is the defining feature of solution quotations in SAP S/4HANA standard delivery. Solution quotations enable the creation of quotations for product bundles, which are predefined combinations of different product types (e.g., tangible goods, services, and contract-relevant items) modeled in the master data. When a bundle is entered in a solution quotation, it automatically explodes into individual items, triggering follow-up transactions like sales orders, service orders, or service contracts upon acceptance. This bundling capability, introduced in release 1809 and enhanced in subsequent releases (e.g., 1909), is unique to solution quotations and distinguishes them from other quotation types, which do not natively support this integrated bundle explosion and multi-transaction generation.

\* Determining service contracts (D): Determining applicable service contracts (e.g., checking contract coverage for a technical object) is a feature in service processes, such as in-house repair (scope item 3XK) or service order management (scope item 3D2). While solution quotations can include contract-relevant items and create service contracts as follow-ups, this determination is not unique to them; it's a common functionality across service quotations and orders when linked to contract management (scope item 3MO).

The uniqueness of product bundles in solution quotations lies in their ability to streamline the sale of complex solutions by integrating diverse product types into a single quotation, with automated follow-up document creation (e.g., sales orders for goods, service orders for services, and contracts for subscriptions). This is explicitly supported in the standard delivery via Customizing (e.g., transaction type SRVP) and master data setup for bundles, as detailed in SAP's solution order management documentation.

Extract from SAP Documentation: "Solution quotations enable you to offer solutions to your customers by creating quotations for combinations of different types of products modeled as product bundles in your master data, a feature unique to this process in SAP S/4HANA." (SAP Community Blog, Solution Quotation in SAP S/4HANA Service 1909OP, 2019).

## NEW QUESTION # 85

For a maintenance plan, how do the call date and the planned date relate to each other?

- A. The planned date is always before the call date, to not create inconsistencies.
- **B. The call date is usually before the planned date, to create a preprocessing phase.**
- C. The call date is equal to the planned date if the previously called service order is not yet confirmed.
- D. The goal of scheduling is to minimize the time period between the call date and the planned date.

**Answer: B**

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a maintenance plan is used to schedule recurring service or maintenance activities. The call date represents the date when the system generates a call object (e.g., a service order) based on the maintenance plan's scheduling parameters, such as cycles or intervals. The planned date, on the other hand, is the date when the actual execution of the service or maintenance activity is scheduled to occur.

Option B states that "the call date is usually before the planned date, to create a preprocessing phase," which aligns with standard SAP functionality. The call date typically precedes the planned date to allow time for preparation, such as resource allocation, spare parts planning, or technician scheduling. This preprocessing phase ensures that all prerequisites are in place before the service is executed. The difference between these dates is influenced by the call horizon, a parameter in the maintenance plan that defines how far in advance the call object is generated relative to the planned execution date.

Option A is incorrect because the call date being equal to the planned date is not a default rule; it depends on specific configurations (e.g., a call horizon of 0%), which is not typical. Option C is a goal of scheduling but does not directly describe the relationship between the dates. Option D is incorrect because the planned date is not always before the call date—this would contradict the purpose of scheduling, as the call initiates the process leading to the planned execution.

"The call date is determined by the scheduling parameters of the maintenance plan, including the call horizon, which specifies the lead time before the planned date. This allows for a preprocessing phase to prepare for the service execution."

## NEW QUESTION # 86

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