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SAP C_TS470_2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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 4	<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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q62-Q67):

NEW QUESTION # 62

Which types of service contract items are supported? Note: There are 3 correct answers to this question.

- A. Ad hoc billing
- B. Target / quantity
- C. Price adaptation
- D. Price agreement
- E. Value / quantity

Answer: B,D,E

Explanation:

SAP S/4HANA Cloud Private Edition, Service supports various service contract item types in scope item 3MO (Service Contract Management):

- * Target / quantity: Items based on a target quantity (e.g., number of service events), commonly used in recurring services.
- * Value / quantity: Items defined by a monetary value or quantity, allowing flexible billing based on usage or fixed amounts.
- * Price agreement: Items with predefined pricing conditions, ensuring consistent billing terms over the contract duration.
- * Price adaptation: Not a standard contract item type; price changes are managed via conditions, not as a distinct item type.
- * Ad hoc billing: Refers to a billing method, not a contract item type. These types support flexible contract management in SAP S/4HANA Service. "Service contracts support target/quantity, value /quantity, and price agreement items for flexible service offerings." (SAP Help Portal, Service Contract Management).

NEW QUESTION # 63

Why would you maintain price agreements in a service contract?

- A. To automatically adjust the service order prices
- B. To select the price agreements in the service order
- C. To define the yearly contract price
- D. To define the monthly contract price

Answer: A

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, price agreements in a service contract define specific pricing conditions (e.g., discounts, fixed rates) for services or spare parts. The primary purpose is to automatically adjust the service order prices (Option D). When a service order is created and linked to a service contract, the system applies the price agreements from the contract to the order's items, ensuring consistent and contract-specific pricing without manual intervention. This automation enhances efficiency and accuracy in billing.

* A and B: Defining yearly or monthly prices might be part of the contract's billing plan, not the purpose of price agreements specifically.

* C: Price agreements are not "selected" in the service order; they are automatically applied based on the contract.

"Price agreements in a service contract are maintained to automatically adjust prices in associated service orders, ensuring that contract-specific conditions are consistently applied."

NEW QUESTION # 64

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

Answer: B,C

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 # 65

What can you use to speed up the creation of new service contracts by reusing existing information?

- A. Service contract quotations
- **B. Service contract templates**
- C. Service order templates
- D. Product bundles

Answer: B

Explanation:

Creating service contracts in SAP S/4HANA Cloud Private Edition, Service can be time-consuming if done from scratch. To streamline this process, SAP provides tools to reuse existing data. The correct answer is service contract templates (Option D).

A service contract template is a predefined structure that includes standard data such as items, pricing conditions, billing plans, and service objects. When creating a new service contract, you can select a template and adapt it to the specific customer or scenario, significantly reducing manual entry and ensuring consistency.

* Service contract quotations (A): These are preliminary documents used to propose a contract to a customer, but they are not designed for reuse as templates for contract creation.

* Service order templates (B): These are used to standardize service orders, not service contracts, and thus do not apply here.

* Product bundles (C): These group products or services together but are not templates for creating contracts; they are more relevant to sales or service items.

"Service contract templates enable the rapid creation of new contracts by providing reusable structures with predefined data, such as items and conditions, which can be adjusted as needed."

NEW QUESTION # 66

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

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

Answer: A,B

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 # 67

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