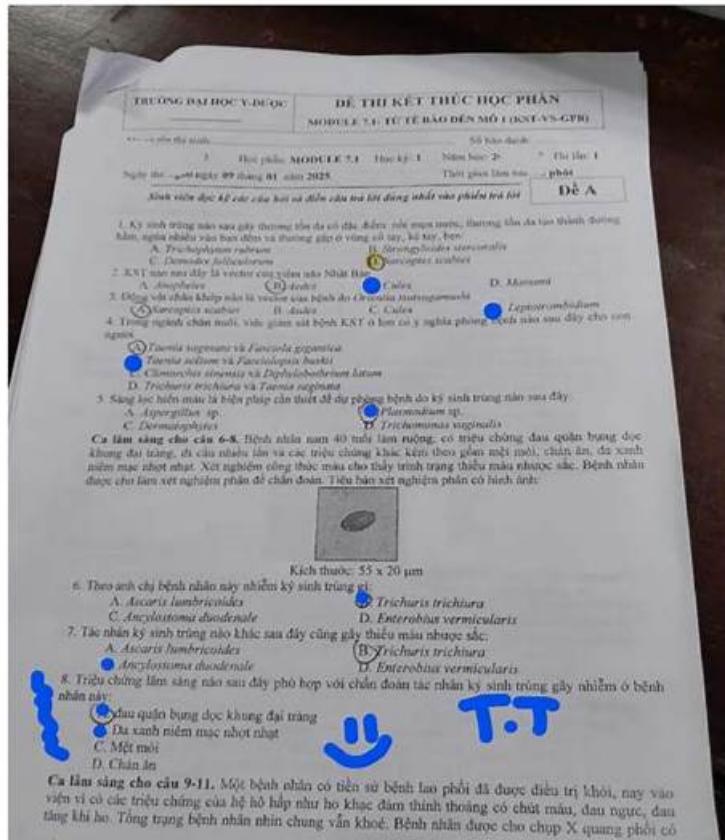


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## SAP C-TS470-2412 Exam Syllabus Topics:

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>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 3	<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 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 (Q16-Q21):**

#### **NEW QUESTION # 16**

How do you ensure that product-specific prices are applied in a service order based on its assigned service contract?

- A. Maintain billing plan
- B. Maintain price lists
- C. Maintain contract price
- D. **Maintain price agreements**

**Answer: D**

Explanation:

To apply product-specific prices from a service contract to a service order:

- \* Maintain price agreements: Price agreements in the contract (e.g., condition type PR00) define product-specific prices, which are copied to linked service orders during creation or item entry.
- \* Maintain billing plan: Controls billing timing, not pricing.
- \* Maintain contract price: A general term, not a specific mechanism.
- \* Maintain price lists: Used in sales, not contract-specific pricing in service. This is part of pricing condition configuration in scope item 3MO. "Price agreements in the service contract ensure product-specific prices are applied to service orders." (SAP Help Portal, Service Pricing).

#### **NEW QUESTION # 17**

When extending a functional location hierarchy, how is a new functional location initially assigned to it?

- A. Automatically based on the functional location category
- B. Manually by using the list editing transaction

- C. Manually by using the install function
- D. Automatically based on the structure indicator

**Answer: D**

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 # 18

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

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

**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 # 19

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

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

**Answer: A,C,D**

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 # 20

To which of the following can you assign a responsible work center? Note: There are 2 correct answers to this question.

- A. Service order item
- B. Functional location master record
- C. Maintenance order operation
- D. Maintenance item

**Answer: A,C**

Explanation:

A responsible work center in SAP S/4HANA Service defines where work is performed and is assigned to operational objects:

- \* Maintenance order operation: In the Service with Advanced Execution scenario (scope item 63Q), a work center is assigned to operations within a maintenance order linked to a service order, specifying the execution location.
- \* Service order item: In standard service order processing (scope item 3D2), a work center is assigned to a service item to indicate where the service task is executed (e.g., in-house or field).
- \* Maintenance item: This refers to maintenance plan items, which do not directly accept work center assignments; work centers are linked via orders.
- \* Functional location master record: Work centers are not assigned to functional locations; they are linked to equipment or orders instead. This is configured in the work center master data and order Customizing "Assign a responsible work center to maintenance order operations or service order items to define execution responsibility." (SAP Help Portal, Work Center Configuration).

## NEW QUESTION # 21

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