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Complete Guide to Preparing for the SAP C_TS470_2412 Exam

SAP C_TS470_2412 Exam Guide

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SAP C_TS470_2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> • 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 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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q66-Q71):

NEW QUESTION # 66

To ship service parts to a customer in advance, which follow-up documents can be created automatically after the initial service order release? Note: There are 3 correct answers to this question.

- A. Purchase requisition
- B. Goods issue document
- C. Sales order
- D. Reservation
- E. Invoice

Answer: B,C,D

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, shipping service parts to a customer before service execution (e.g., for on-site repair) involves follow-up documents created automatically upon service order release. The correct answers are goods issue document (A), sales order (C), and reservation (E). Let's dive into each.

Scenario Context:

A service order might include spare parts to be sent to the customer in advance. Releasing the order triggers logistics and inventory processes.

* Goods issue document (A): This records the physical shipment of parts from the warehouse to the customer. Upon release, if the service order includes deliverable items (e.g., via item category with delivery relevance), the system posts a goods issue (e.g., via transaction MIGO or automatically). This updates inventory and triggers accounting postings.

* Sales order (C): For billable parts, a follow-up sales order can be created automatically to handle the commercial aspect (e.g., via a sales order type linked to the service order). This integrates with SD for pricing and delivery.

* Reservation (E): This reserves stock in the warehouse for the service order's parts requirements. Upon release, the system generates a reservation (e.g., movement type 261) to ensure availability before goods issue.

Why Not the Others?

* Invoice (B):Invoices are created later, typically after goods issue or service confirmation, not automatically upon release.

* Purchase requisition (D):This is for procuring parts from a vendor, not shipping to a customer.

Process Flow Example:

Service order released # Reservation created (stock reserved) # Sales order generated (if billable) # Goods issue posted (parts shipped).

"Upon service order release, follow-up documents such as goods issue documents, sales orders, and reservations can be created automatically to facilitate shipping service parts."

NEW QUESTION # 67

What is the purpose of creating maintenance planner groups?

- A. Mapping a group of persons performing maintenance work
- **B. Mapping a group of persons planning maintenance activities for technical assets**
- C. Mapping a group of persons creating maintenance task lists
- D. Mapping a group of persons planning maintenance capacities

Answer: B

Explanation:

Maintenance planner groups in SAP S/4HANA Service (and Plant Maintenance):

* Mapping a group of persons planning maintenance activities for technical assets: Planner groups (e.g., defined in transaction IP02) organize planners responsible for scheduling and managing maintenance plans and orders for technical objects.

* Performing maintenance work: Handled by work centers, not planner groups.

* Creating task lists: A design task, not the planner group's role.

* Planning capacities: Managed via capacity planning, not planner groups. This is part of maintenance planning setup. "Maintenance planner groups map persons responsible for planning maintenance activities for technical assets." (SAP Help Portal, Maintenance Planning).

NEW QUESTION # 68

What are characteristics of recurring services when using Service with Advanced Execution? Note: There are 3 correct answers to this question.

- **A. Billable maintenance orders are generated**
- **B. The maintenance confirmation describes the actual effort and spare parts used**
- C. An invoice is generated for each call object as soon as it is set to completed
- D. Customer Service orders are generated
- **E. Both resource-related and fixed-price billing are available**

Answer: A,B,E

Explanation:

Service with Advanced Execution enhances recurring service processes with detailed execution and billing.

The correct answers are A, B, D. Let's unpack this.

* Both resource-related and fixed-price billing are available (A): This scenario supports flexible billing-resource-related (based on actual effort/materials) or fixed-price (predefined rates), configured via the dynamic item processor profile.

* The maintenance confirmation describes the actual effort and spare parts used (B): Confirmations (e.g., via IW41) detail hours worked and parts consumed, feeding into billing and cost tracking.

* Billable maintenance orders are generated (D): Recurring services generate maintenance orders (mapped to service order types) that are billable, unlike simpler Customer Service orders.

Why Not the Others?

* C: "Customer Service orders" is a legacy term; advanced execution uses maintenance orders.

* E: Invoices are created via billing runs, not automatically per call object completion.

Example:

A maintenance plan generates a billable order, confirmed with 5 hours and parts, billed resource-related.

"Recurring services in Advanced Execution feature resource-related and fixed-price billing, maintenance confirmations for effort/parts, and billable maintenance orders."

NEW QUESTION # 69

On item level in a service contract, which service transactions are visible in a list?

- A. Released customer service orders
- B. Released maintenance orders
- **C. Released service orders**
- D. Completed service confirmations

Answer: C

Explanation:

In a service contract (scope item 3MO), the item-level transaction list shows:

- * Released service orders: Service orders (e.g., transaction type SRVO) linked to the contract item are visible once released, tracking service execution.
- * Completed service confirmations: Confirmations are linked to orders, not directly listed at the contract item level.
- * Released maintenance orders: Only relevant in advanced execution, not standard contract visibility.
- * Released customer service orders: Not a distinct transaction type in S/4HANA Service. This is part of the contract monitoring functionality. "Released service orders are visible in the transaction list at the service contract item level." (SAP Help Portal, Service Contract Monitoring).

NEW QUESTION # 70

In the advanced execution scenario, which order types can you map to a service order type?

- A. Purchase order types
- B. Customer service order types
- C. Sales order types
- **D. Maintenance order types**

Answer: D

Explanation:

The Service with Advanced Execution scenario in SAP S/4HANA Cloud Private Edition, introduced fully in release 2023, integrates service orders with detailed operational planning via maintenance orders. In this scenario:

- * Maintenance order types: These can be mapped to a service order type to enable advanced execution capabilities, such as detailed planning of operations, spare parts, and task lists. This mapping is configured in Customizing under "Plant Maintenance Integration # Map Order Types," allowing a service order item to generate a corresponding maintenance order.
- * Purchase order types: These are used for procurement, not directly mapped to service orders in this context.
- * Customer service order types: This is not a distinct order type category in SAP S/4HANA Service; service orders themselves are the focus.
- * Sales order types: These are unrelated to the advanced execution scenario, which focuses on service and maintenance integration. This integration enhances planning and execution for complex or long-running services. "Map the transaction type and item category used in a maintenance service to a maintenance order type to enable creation of a maintenance order in the Service with Advanced Execution scenario." (SAP Help Portal, Configuring Service with Advanced Execution).

NEW QUESTION # 71

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