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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">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"> 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"> 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 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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q45-Q50):

NEW QUESTION # 45

In a maintenance plan, what is used to determine the items in a call object?

- A. A service order template
- B. A bill of material**
- C. A product proposal
- D. A product bundle

Answer: B

Explanation:

In a maintenance plan, a call object (e.g., a service order) is generated based on scheduling. The items in this call object—such as spare parts or services—are determined by a bill of material (BOM) (Option D).

A BOM with usage type "4" (Plant Maintenance) or "S" (S4 Service) defines the components (materials or services) required for the maintenance task. When the maintenance plan triggers a call, the system references the BOM assigned to the technical object (e.g., equipment or functional location) or task list to populate the call object's items.

* Product bundle (A): Used for grouping products, not for maintenance plan items.

* Service order template (B): Defines a structure for service orders but is not linked to maintenance plan scheduling.

* Product proposal (C): Suggests items based on rules, not a source for call object items.

"The items in a call object generated by a maintenance plan are determined by the bill of material assigned to the technical object or task list, specifying required components."

NEW QUESTION # 46

Which functions are defined in the item category configuration? Note: There are 2 correct answers to this question.

- A. Billing relevance
- B. Contract item filter by product list
- C. Billing plan type
- D. Product type

Answer: A,C

Explanation:

Item category configuration in SAP S/4HANA Service defines item behavior:

- * Billing plan type: Specifies if and how billing plans (e.g., periodic, milestone) are applied to the item
- * Billing relevance: Determines whether the item is billable (e.g., A for order-related billing) and how it's processed in billing documents.
- * Contract item filter by product list: Not a standard function in item category configuration.
- * Product type: Defined in material/service master data, not item category. This is set in Customizing under Service # Transactions."Item category configuration defines billing plan type and billing relevance for service items." (SAP Help Portal, Item Category Configuration).

NEW QUESTION # 47

What is the purpose of a strategy plan in SAP S/4HANA Cloud Private Edition, Service?

- A. To support a service scenario where an activity is required every X months and Y kilometers
- B. To document your company's direction in terms of service scenarios to be implemented
- C. To support the planning and scheduling of activities with different intervals
- D. To automatically generate Customer Service orders

Answer: C

Explanation:

A strategy plan in SAP S/4HANA Cloud Private Edition, Service is a type of maintenance plan. The correct answer is C. Let's dive into this.

What is a Strategy Plan?

A strategy plan uses a maintenance strategy (e.g., time-based, performance-based cycles) to schedule tasks with varying intervals (e.g., 3 months, 6 months, 1,000 km). It's linked to a task list with operations tied to maintenance packages.

Why C?

The purpose is to support the planning and scheduling of activities with different intervals. For example, a strategy might include Package 1 (every 3 months) for an oil check and Package 2 (every 12 months) for a full inspection. The plan schedules these flexibly based on the strategy's rules.

Why Not the Others?

- * A: This is a business strategy, not a maintenance plan function.
- * B: This describes a multiple counter plan, not a strategy plan.
- * D: Orders are generated by scheduling, not the plan's purpose.

Example:

Strategy "STR1" has packages: 3M (oil) and 12M (inspection). The plan schedules calls accordingly.

"A strategy plan supports the planning and scheduling of maintenance activities with different intervals using a maintenance strategy."

NEW QUESTION # 48

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 agreements
- C. Maintain price lists
- D. Maintain contract price

Answer: B

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 # 49

How are the inspection and maintenance operations determined, that must be performed regularly when you are using the scenario Service with Advanced Execution?

- A. Always manually
- B. Using a service order template
- **C. Using a maintenance task list**
- D. Using a bill of material

Answer: C

Explanation:

InService with Advanced Execution, recurring inspection and maintenance operations are systematically planned. The correct answer is using a maintenance task list (A). Let's dive in.

Advanced Execution Scenario:

This scenario enhances service processes with detailed execution, often using maintenance orders mapped to service orders.

Why Maintenance Task List?

A maintenance task list (e.g., IA05) defines standard operations (e.g., "Inspect bearings," "Replace oil") for recurring activities. In a maintenance plan (e.g., strategy plan), the task list is assigned, and its operations are triggered based on scheduling (e.g., every 6 months). These operations are then executed via service

/maintenance orders in the advanced execution framework, ensuring consistency and automation.

Why Not the Others?

- * Bill of material (B): BOMs list components, not operations.
- * Service order template (C): Templates structure orders, not recurring operations.
- * Manually (D): Advanced execution automates via task lists, not manual entry.

Example:

Task list "TL001" with operations "Check pressure" (6M) and "Replace filter" (12M) drives a strategy plan's calls.

"In Service with Advanced Execution, regular inspection and maintenance operations are determined using a maintenance task list."

NEW QUESTION # 50

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