

C-TS470-2412 Reliable Test Answers, Actual C-TS470-2412 Tests



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The SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service certification exam is one of the top-rated career advancement certification exams. The SAP C-TS470-2412 certification exam can play a significant role in career success. With the SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service (C-TS470-2412) certification, you can gain several benefits such as validation of skills, career advancement, competitive advantage, continuing education, and global recognition of your skills and knowledge.

SAP C-TS470-2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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 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 (Q49-Q54):

NEW QUESTION # 49

How do you perform a diagnosis for a repair object?

- A. Plan diagnosis # Perform precheck # Perform diagnosis # Charge customer # Decide on next steps
- B. Perform precheck # Plan diagnosis # Perform diagnosis # Decide on next steps # Charge customer
- C. Plan diagnosis # Perform diagnosis # Perform precheck # Decide on next steps # Charge customer
- D. Perform precheck # Charge customer # Plan diagnosis # Perform diagnosis # Decide on next steps

Answer: B

Explanation:

Diagnosing a repair object in the in-house repair process follows a logical sequence:

- * Perform precheck # Plan diagnosis # Perform diagnosis # Decide on next steps # Charge customer
- * Starts with a pre-check to assess the object, followed by planning the diagnosis (e.g., assigning tasks), performing it, deciding the outcome (e.g., repair or reject), and finally charging the customer if applicable. This aligns with the repair workflow in scope item 3XK.
- * Other sequences disrupt the practical flow (e.g., charging before diagnosis or pre-check after diagnosis). "The diagnosis process begins with a pre-check, followed by planning and performing the diagnosis, deciding next steps, and charging the customer." (SAP Signavio Process Navigator, In-House Repair).

NEW QUESTION # 50

Which capability can proactively inform users about specific issues such as expiring contracts?

- A. Situation monitoring
- B. Issue handling
- C. Issue monitoring
- D. Situation handling

Answer: A

Explanation:

SAP S/4HANA Cloud Private Edition, Service provides capabilities to proactively manage and notify users about critical events, such as expiring contracts. The correct feature is:

- * Situation monitoring: This capability uses predefined rules and thresholds to detect situations (e.g., a contract nearing its expiration date) and proactively notifies relevant users via alerts or messages in SAP Fiori apps. It's part of the embedded analytics and service management overview, enabling real-time awareness of issues.
- * Issue monitoring: This is a more general term and not a specific SAP capability for proactive notifications about contract

expirations.

* Issue handling and Situation handling: These refer to reactive processes for addressing identified problems, not proactive notifications. Situation monitoring is a key feature in service contract management (scope item 3MO) and analytics, ensuring timely action on critical events. "Situation monitoring proactively informs users about critical situations, such as expiring service contracts, through real-time alerts." (SAP S/4HANA Service, Analytical Applications).

NEW QUESTION # 51

What options does a service planner have to influence the maintenance plan schedule? Note: There are 3 correct answers to this question.

- A. Freeze call
- B. Release call
- C. Skip call
- D. Copy call
- E. Fix call

Answer: A,C,E

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a service planner can influence the maintenance plan schedule using specific actions to manage service calls effectively. The maintenance plan schedule is part of the recurring services process, where maintenance plans generate service calls based on defined cycles (e.g., time-based or counter-based). The options available to influence this schedule include:

* Freeze call: This option allows the planner to lock a scheduled call, preventing it from being rescheduled or regenerated automatically until it is unfrozen. It ensures stability in planning for critical service events.

* Skip call: This allows the planner to bypass a specific scheduled call without affecting the overall schedule. It's useful when a service event is not required at a particular time (e.g., due to customer availability).

* Fix call: This option fixes a call at a specific date, ensuring it remains scheduled as planned and is not shifted by automatic rescheduling processes. It provides control over critical service timing.

* Copy call and Release call are not standard options for directly influencing the maintenance plan schedule. Copying a call might be a manual workaround in some scenarios, but it's not a documented feature for schedule influence. Releasing a call is part of execution (e.g., releasing a service order), not schedule planning. These capabilities are detailed in the SAP S/4HANA Service documentation under recurring services and maintenance planning features, such as scope item 3MO (Service Contract Management). "In the maintenance plan scheduling, planners can freeze, skip, or fix calls to adjust the schedule according to operational needs." (SAP Signavio Process Navigator, Solution Process: Recurring Services).

NEW QUESTION # 52

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 monthly contract price
- D. To define the yearly 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 # 53

What are some customizing settings you need to maintain so that a repair confirmation (transaction type REPC) can be billed to a customer? Note: There are 3 correct answers to this question.

- A. You map the service item categories used in the repair confirmation to sales item categories for the billing document request.
- B. You assign a sales document type to transaction type REPC for the billing document request.
- C. You maintain what billing type needs to be used for a repair confirmation.
- D. You make sure each item category used in the repair confirmation corresponds to an item category from Sales that is assigned to the billing type.
- E. You assign a billing plan type to the sales document type used for the billing document request.

Answer: A,B,D

Explanation:

To bill a repair confirmation (REPC) in SAP S/4HANA Service:

- * You make sure each item category used in the repair confirmation corresponds to an item category from Sales that is assigned to the billing type: Item categories (e.g., REPI) must map to sales item categories (e.g., TAN) with billing relevance.
- * You assign a sales document type to transaction type REPC for the billing document request: A sales document type (e.g., F2 for invoice) is linked to REPC in Customizing to generate billing requests.
- * You map the service item categories used in the repair confirmation to sales item categories for the billing document request: This ensures seamless transition from service to sales processes.
- * Billing plan type: Optional and not mandatory for basic billing.
- * Maintain billing type: Defined globally, not specific to REPC. This is part of in-house repair billing setup. "Map service item categories to sales item categories and assign a sales document type to REPC for billing" (SAP Help Portal, Repair Confirmation Billing).

NEW QUESTION # 54

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