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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">• 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 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">• 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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q64-Q69):

NEW QUESTION # 64

Which of the following is a prerequisite to install a piece of equipment in a functional location?

- A. Allow the equipment category to be installed in a functional location
- B. Set the installation flag for a functional location category
- C. Set the installation flag for a piece of equipment
- D. Allow the combination of equipment category and object type to be installed in a functional location

Answer: A

Explanation:

To install equipment in a functional location in SAP S/4HANA:

- * Allow the equipment category to be installed in a functional location: The equipment category (e.g., M for machines) must be configured to permit installation (set in transaction OIEQ), ensuring compatibility with functional locations.
- * Combination of equipment category and object type: Object types are for classification, not installation prerequisites.
- * Installation flag for equipment/functional location: No such flags exist; installation is controlled by category settings. This is part of equipment management setup. "The equipment category must allow installation in a functional location as a prerequisite." (SAP Help Portal, Equipment Installation).

NEW QUESTION # 65

What functions are available when scheduling a maintenance plan? Note: There are 3 correct answers to this question.

- A. Dispatch call
- B. Scheduling
- C. Start
- D. Manual call
- E. Delete call

Answer: C,D,E

Explanation:

Scheduling a maintenance plan (e.g., via IP10) generates call objects. The correct answers are start (A), manual call (D), and delete call (E). Let's break this down.

- * Start (A): Initiates scheduling, calculating call dates (e.g., "Start Scheduling" in IP10).
- * Manual call (D): Creates a call outside the schedule (e.g., "Manual Call" button), for urgent needs.
- * Delete call (E): Removes a scheduled call (e.g., via "Delete" in IP10), adjusting the plan.

Why Not the Others?

- * Scheduling (B): A process, not a function.
 - * Dispatch call (C): Not a standard scheduling function; relates to resource assignment.
- "Functions when scheduling a maintenance plan include start, manual call, and delete call."

NEW QUESTION # 66

Which options are available for defining your organizational structure in SAP S/4HANA Cloud Private Edition, Service? Note: There are 2 correct answers to this question.

- A. Maintenance and Service Planning
- B. Enterprise Service Organization
- C. Enterprise Organizational Model
- D. Organizational Management (Legacy)

Answer: B,C

Explanation:

SAP S/4HANA Cloud Private Edition, Service provides specific frameworks for defining organizational structures:

- * Enterprise Organizational Model: This is the modern, integrated approach in S/4HANA to define organizational units (e.g., company codes, plants, service organizations) for service processes.
- * Enterprise Service Organization: This specifically refers to the service-specific organizational structure, including service organizations, teams, and employees, tailored for service management.
- * Maintenance and Service Planning: This is a process, not an organizational structure definition option.
- * Organizational Management (Legacy): Refers to older SAP ERP HCM structures, not the primary method in S/4HANA Cloud Private Edition. These options are part of the organizational setup in SAP S/4HANA Service. "Define your organizational structure using the Enterprise Organizational Model and Enterprise Service Organization for service processes." (SAP Help Portal, Organizational Structure Setup).

NEW QUESTION # 67

You want to configure the organizational units for Service with Advanced Execution. Which of the following business objects can you assign to a planning plant?

- A. Maintenance planner group
- B. Company code
- C. Maintenance work center
- D. Location

Answer: A,C

Explanation:

In Service with Advanced Execution, organizational units are configured to support complex service scenarios. The correct answers are maintenance work center (A) and maintenance planner group (D). Let's dive deep.

Planning Plant Role:

The planning plant is the central organizational unit for maintenance and service planning, assigned in enterprise structure (SPRO # Enterprise Structure).

* Maintenance work center (A): A work center (e.g., "Field Service Team") is assigned to a planning plant in its master data (IR01/IR02). It defines where work is executed and is critical for scheduling in advanced execution.

* Maintenance planner group (D): A planner group (e.g., "PLG1") is assigned to a planning plant (via IP01 or customizing) to manage planning activities (e.g., who schedules orders).

Why Not the Others?

* Company code (B): A company code is a financial entity assigned to plants, not a service-specific object.

* Location (C): Locations are geographic data, not directly assigned to planning plants in this context.

Advanced Execution Context:

In advanced execution, these assignments enable resource-related billing and detailed scheduling.

"In Service with Advanced Execution, maintenance work centers and planner groups are assigned to a planning plant for organizational setup."

NEW QUESTION # 68

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

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

Answer: D

Explanation:

* 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).

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