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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	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	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	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 4	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.

SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q44-Q49):

NEW QUESTION # 44

Where do you define the life cycle user statuses that are used for a repair object?

- A. They are determined via a profile assigned to the in-house repair transaction type (like REPA).
- **B. They are assigned to user statuses from the status profile of the in-house repair item category (like REPI).**
- C. They are assigned to the transaction type of the repair confirmation (like REPC).
- D. They are directly assigned to the repair order transaction type (like REPO).

Answer: B

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, the life cycle user statuses for a repair object in the in-house repair process (scope item 3XX) are managed as follows:

- * They are assigned to user statuses from the status profile of the in-house repair item category (like REPI): The item category (e.g., REPI) defines the repair object's lifecycle stages (e.g., received, in repair, completed). A status profile is assigned to this item category in Customizing, and user statuses within this profile track the repair object's progression.
- * Transaction type of the repair confirmation (REPC): This is for confirmations, not repair object lifecycle statuses.
- * Repair order transaction type (REPO): The order type controls the overall process, not item-level lifecycle statuses.
- * Profile assigned to the in-house repair transaction type (REPA): While a profile exists, it's the item category's status profile that governs lifecycle statuses. This is configured under "Settings for Service Transactions" in SAP Customizing. "Life cycle user statuses for repair objects are defined in the status profile assigned to the in-house repair item category (e.g., REPI)." (SAP Help Portal, In-House Repair Configuration).

NEW QUESTION # 45

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

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

Answer: C,D,E

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 # 46

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 billing plan type to the sales document type used for the billing document request.
- C. 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.
- D. You assign a sales document type to transaction type REPC for the billing document request.
- E. You maintain what billing type needs to be used for a repair confirmation.

Answer: A,C,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 # 47

Which of the following can you assign to a service item category? Note: There are 2 correct answers to this question.

- A. Rejection profile
- B. Text determination procedure
- C. Status object profile
- D. Date profile

Answer: B,D

Explanation:

Service item categories in SAP S/4HANA Service (e.g., SRVI for service items) control the behavior of items in service documents. Assignable objects include:

- * Text determination procedure: Defines how texts (e.g., descriptions, notes) are automatically populated or managed for the item, configured in Customizing.
- * Date profile: Specifies date rules and milestones (e.g., start/end dates) for the service item, critical for scheduling and execution.
- * Rejection profile: Not a standard assignment; rejection is managed via status or reasoncodes, not profiles at the item category level.
- * Status object profile: Status profiles are typically assigned to transaction types or item categories for lifecycle management, but not as "status object profiles" in this context. These settings are part of service transaction Customizing. "Assign text determination procedures and date profiles to service item categories to control item behavior." (SAP Help Portal, Service Item Category Configuration).

NEW QUESTION # 48

You are a consultant on an SAP S/4HANA Cloud brownfield project. In a meeting, the customer decides to remodel an existing business process in accordance with clean core principles. Which of the following SAP Signavio solutions can be used for the remodeling?

- A. SAP Signavio Process Governance
- **B. SAP Signavio Process Manager**
- C. SAP Signavio Process Insights
- D. SAP Signavio Process Intelligence

Answer: B

Explanation:

For remodeling a business process in an SAP S/4HANA Cloud brownfield project to align with clean core principles (minimal customizations, standard processes), SAP Signavio Process Manager (Option B) is the appropriate tool.

SAP Signavio Process Manager is a modeling tool that allows consultants to design, visualize, and optimize business processes using BPMN (Business Process Model and Notation). It supports remodeling by enabling the creation of process models that adhere to SAP's best practices, ensuring a clean core approach.

* A: Process Governance focuses on workflow execution and compliance, not remodeling.

* C: Process Insights provides analytics, not process design.

* D: Process Intelligence analyzes process performance, not remodeling.

"SAP Signavio Process Manager enables the remodeling of business processes to align with clean core principles by providing a platform for process design and optimization."

NEW QUESTION # 49

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