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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 (Q25-Q30):

NEW QUESTION #25

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

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

Answer: A,C,D

Explanation:

Service with Advanced Executionenhances recurring service processes with detailed execution and billing. The correct answers areA, 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 #26

For a maintenance plan, how do the call date and the planned date relate to each other?

- A. The goal of scheduling is to minimize the time period between the call date and the planned date.
- B. The call date is equal to the planned date if the previously called service order is not yet confirmed.
- C. The call date is usually before the planned date, to create a preprocessing phase.
- D. The planned date is always before the call date, to not create inconsistencies.

Answer: C

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a maintenance plan is used to schedule recurring service or maintenance activities. The call date represents the date when the system generates a call object (e.g., a service order) based on the maintenance plan's scheduling parameters, such as cycles or intervals. The planned date, on the other hand, is the date when the actual execution of the service or maintenance activity is scheduled to occur.

Option B states that "the call date is usually before the planned date, to create a preprocessing phase," which aligns with standard SAP functionality. The call date typically precedes the planned date to allow time for preparation, such as resource allocation, spare parts planning, or technician scheduling. This preprocessing phase ensures that all prerequisites are in place before the service is executed. The difference between these dates is influenced by the call horizon, a parameter in the maintenance plan that defines how far in advance the call object is generated relative to the planned execution date.

Option A is incorrect because the call date being equal to the planned date is not a default rule; it depends on specific configurations (e.g., a call horizon of 0%), which is not typical. Option C is a goal of scheduling but does not directly describe the relationship between the dates. Option D is incorrect because the planned date is not always before the call date-this would contradict the purpose of scheduling, as the call initiates the process leading to the planned execution.

"The call date is determined by the scheduling parameters of the maintenance plan, including the call horizon, which specifies the lead time before the planned date. This allows for a preprocessing phase to prepare for the service execution."

NEW QUESTION #27

From which of the following business objects can you access the items of bills of material (BOMs) with BOM usage S (S4 Service)?

- A. Service request
- B. Service confirmation
- C. Service order
- D. Service entry sheet

Answer: C

Explanation:

BOM usage S (S4 Service) is specific to service processes in SAP S/4HANA Cloud Private Edition, Service, listing components for service activities. The correct answer isservice order (C). Let's explore this thoroughly.

BOM Usage S Context:

Unlike BOM usage 4 (Plant Maintenance), usage S is tailored for service scenarios, integrating with service orders to plan materials or services.

Why Service Order?

A service order (e.g., transaction IW31 or Fiori app) can reference a technical object (e.g., equipment) or task list with a BOM usage S. The BOM items (e.g., spare parts) are accessed in the "Components" tab of the service order, enabling planning and reservation. For example, a service order for Equipment "E001" pulls BOM items like "Filter" and "Seal" from its usage S BOM. Why Not the Others?

- * Service request (A):A preliminary document (e.g., notification) without BOM integration.
- * Service entry sheet (B):For external service acceptance, not BOM access.
- * Service confirmation (D):Records executed work, not planning with BOMs.

Process Flow:

Service order created # BOM usage S linked to object # Components tab shows items. "BOM items with usage S (S4 Service) can be accessed from a service order for planning service activities."

NEW QUESTION #28

In which customizing activities do you maintain billing plan settings for the service contract? Note: There are 2 correct answers to this question.

- A. Budget Billing Plan
- B. Define Billing Plan Types
- C. Exclude Billing Plan Items
- D. Assign Billing Plan Type to Item Category

Answer: B,D

Explanation:

Billing plan settings for service contracts are maintained in customizing (SPRO # Service # Billing). The correct answers are CandD.

- * Assign Billing Plan Type to Item Category (C):Links billing plan types (e.g., periodic) to contract item categories (e.g., SVC1), ensuring the right plan applies.
- * Define Billing Plan Types (D):Defines the billing plan types (e.g., monthly, ad hoc) with parameters like periodicity. Why Not the Others?
- * A:Not a standard activity; might be a typo.
- * B:Related to utilities, not service contracts.
- "Billing plan settings are maintained by defining billing plan types and assigning them to item categories."

NEW QUESTION #29

Which of the following steps are required when creating a product bundle? Note: There are 2 correct answers to this question.

- A. Create a bundle product
- B. Maintain rules to combine different products
- C. Assign components or component groups to a product bundle
- D. Assign a bill of material to a product bundle

Answer: A,C

Explanation:

Aproduct bundlein SAP S/4HANA Cloud Private Edition, Service groups multiple products or services into a single offering. The required steps are:

- * Create a bundle product (B):A product master record is created with an item category group supporting bundles (e.g., LUMF).
- * Assign components or component groups to a product bundle (C):Components (e.g., materials or services) are added to the bundle via a bill of material (BOM) or similar structure.
- * A:Rules are optional for dynamic bundles, not a mandatory step.
- * D:A BOM might be used internally, but the step is assigning components, not the BOM itself.

"Creating a product bundle involves defining a bundle product and assigning components or component groups to it, typically via a BOM structure."

NEW QUESTION #30

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