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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"><li>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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Service Order Management:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Service Master Data:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Managing Clean Core:</b> 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.</li> </ul>

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## SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q51-Q56):

### NEW QUESTION # 51

If two packages of a strategy plan are due on the same date, what determines which operations are assigned to a generated call object?

- A. The cycle length of each package
- B. The buffers of the packages
- **C. The hierarchy of the packages**
- D. The sequence number of the packages

**Answer: C**

**Explanation:**

In SAP S/4HANA Cloud Private Edition, Service, a strategy plan uses a maintenance strategy with multiple packages (e.g., 3 months, 6 months) to schedule tasks. When two packages are due on the same date, the system must decide which operations from the associated task list are included in the generated call object (e.g., a service order).

The correct answer is the hierarchy of the packages (A). Let's dive into this deeply.

**Understanding Strategy Plans and Packages:**

A strategy plan is linked to a maintenance strategy (e.g., "STR1") that defines packages with different intervals (e.g., Package 1: 3 months, Package 2: 6 months). Each package is assigned to specific operations in a task list (e.g., Operation 0010: oil change, Package 1; Operation 0020: full inspection, Package 2). The hierarchy refers to the priority or precedence of packages when their due dates overlap, as defined in the strategy's configuration.

**Why Hierarchy?**

When two packages (e.g., 3 months and 6 months) align on a date (e.g., after 6 months, both are due), the system uses the package hierarchy to determine which operations are included in the call object. In SAP, the hierarchy is typically based on the package with the longest cycle taking precedence, as it represents a more significant maintenance event. For example:

\* Task list: Operation 0010 (Package 1: 3M), Operation 0020 (Package 2: 6M).

\* On 2025-06-01 (6 months), both packages are due.

\* Hierarchy rule: Package 2 (6M) is higher, so Operation 0020 is included, and Operation 0010 might be skipped or combined based on settings.

Why Not the Others?

\* Sequence number (B): Sequence numbers order operations within a task list, not packages in a strategy.

\* Buffers (C): Buffers (e.g., tolerance) adjust call timing, not operation assignment.

\* Cycle length (D): Cycle length defines when packages are due, but hierarchy decides assignment.

Configuration Insight:

In SPRO # Plant Maintenance # Maintenance Plans # Define Maintenance Strategies, the hierarchy is implicitly set by package order or explicit rules (e.g., "highest cycle wins"). This ensures logical operation selection.

Practical Example:

Strategy: Package 1 (3M), Package 2 (6M). Task list: Op 0010 (P1), Op 0020 (P2). On 2025-06-01, Package 2's higher hierarchy assigns Op 0020 to the call object.

"When multiple packages in a strategy plan are due simultaneously, the hierarchy of the packages determines which operations are assigned to the generated call object."

## NEW QUESTION # 52

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

**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 is service 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 # 53

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

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

**Answer: A,D**

Explanation:

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

\* 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 # 54

When creating a reservation in a service order, which storage location can be used? Note: There are 2 correct answers to this question.

- A. The storage location that is assigned to the sales organization of the service order
- B. The storage location that is assigned to the service organization of the service order
- C. The storage location that is assigned to the work center of the service order
- D. The storage location that is assigned to the service employee of the service order

**Answer: B,C**

Explanation:

A reservation in a service order reserves materials (e.g., spare parts) from a storage location. The correct answers are A and C. Let's explore this in detail.

Reservation Process:

When a service order includes materials (e.g., via a BOM or manual entry), the system creates a reservation (movement type 261) specifying the storage location.

\* Storage location assigned to the service organization (A): The service organization (defined in org management) can be linked to a default storage location in customizing (e.g., SPRO # Service # Organizational Data). This location is proposed for reservations, reflecting where the service team typically sources parts.

\* Storage location assigned to the work center (C): The work center (e.g., "Repair Shop") executing the order can have a storage location assigned in its master data (transaction IR02). This ensures parts are reserved from the work center's designated stock.

Why Not the Others?

\* Sales organization (B): Sales orgs handle commercial aspects, not physical stock locations for service execution.

\* Service employee (D): Employees don't have storage locations assigned; they're linked to work centers or org units.

Example:

Service order for Plant 1000, service org "SERV1" (storage loc. "0001"), work center "WC01" (storage loc. "0002"). Reservation can use "0001" or "0002" based on configuration.

"Reservations in service orders can use storage locations assigned to the service organization or work center."

#### NEW QUESTION # 55

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

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

**Answer: A,B**

Explanation:

Service item categories in SAP S/4HANA Service (e.g., SRV1 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 reason codes, 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).

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