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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">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"> 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 3	<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 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 (Q65-Q70):

NEW QUESTION # 65

On item level in a service contract, which service transactions are visible in a list?

- A. Released customer service orders
- **B. Released service orders**
- C. Released maintenance orders
- D. Completed service confirmations

Answer: B

Explanation:

In a service contract (scope item 3MO), the item-level transaction list shows:

- * Released service orders: Service orders (e.g., transaction type SRVO) linked to the contract item are visible once released, tracking service execution.
- * Completed service confirmations: Confirmations are linked to orders, not directly listed at the contract item level.
- * Released maintenance orders: Only relevant in advanced execution, not standard contract visibility.
- * Released customer service orders: Not a distinct transaction type in S/4HANA Service. This is part of the contract monitoring functionality. "Released service orders are visible in the transaction list at the service contract item level." (SAP Help Portal, Service Contract Monitoring).

NEW QUESTION # 66

Which information do you maintain for each line item of an ad hoc billing plan? Note: There are 3 correct answers to this question.

- **A. Description**
- **B. Billing date**
- C. Billing document request ID

- D. Billing value
- E. Attachment

Answer: A,B,D

Explanation:

Ad hoc billing plan in a service contract allows flexible billing without fixed periodicity. The correct answers are B, C, E. Let's explore.

- * Billing value (B): The amount to be billed (e.g., \$500) is mandatory for each line item.
- * Description (C): A text field (e.g., "Q1 Service Fee") describes the billing purpose.
- * Billing date (E): The date when billing occurs (e.g., 2025-03-31) drives the billing document request.

Why Not the Others?

- * Attachment (A): Optional, not required.
- * Billing document request ID (D): Generated by the system, not maintained manually.

Example:

Line 1: \$200, "Inspection Fee," 2025-04-01.

"Ad hoc billing plan line items include billing value, description, and billing date."

NEW QUESTION # 67

Which business process requires serial numbers?

- A. Installing and dismantling pieces of equipment
- B. Creating a service order for an on-site service process
- C. Tracking material items as pieces of equipment
- D. Tracking the warranty of a technical object

Answer: C

Explanation:

Serial numbers in SAP S/4HANA Cloud Private Edition, Service are used to uniquely identify individual items, particularly in equipment and material tracking:

- * Tracking material items as pieces of equipment: This process requires serial numbers to monitor specific material items (e.g., spare parts or assets) as equipment throughout their lifecycle, including repairs or replacements. This is common in in-house repair or field service scenarios where serialized items are managed.
- * Installing and dismantling pieces of equipment: While equipment may have serial numbers, the process itself doesn't inherently require them unless specified.
- * Creating a service order for an on-site service process: Serial numbers may be referenced but are not a requirement for the process.
- * Tracking the warranty of a technical object: Warranties can be tracked without serial numbers, though they may be used optionally. This aligns with SAP's equipment management and logistics integration. "Serial numbers are required to track material items as pieces of equipment in service and repair processes." (SAP Help Portal, Equipment Management).

NEW QUESTION # 68

Which of the following is the correct sequence when creating a hierarchical structure in organizational management?

- A. Position # Holder # User # Organizational unit
- B. Organizational unit # Position # Holder # User
- C. Position # User # Organizational unit # Holder
- D. Organizational unit # Holder # User # Position

Answer: B

Explanation:

In SAP S/4HANA Organizational Management (integrated with HCM or service structures):

- * Organizational unit # Position # Holder # User: The sequence starts with defining an organizational unit (e.g., department), then positions within it (e.g., service technician), followed by assigning holders (employees) to positions, and finally linking users (system logins) to holders. This hierarchy is built using transaction PPOME or similar tools.
- * Other sequences disrupt the logical top-down structure required for organizational management. This aligns with SAP's standard organizational setup process. "Create organizational units, then positions, assign holders, and link users in that order for a hierarchical

structure." (SAP Help Portal, Organizational Management).

NEW QUESTION # 69

In the Event-Based Revenue Recognition - Service Documents app, which of the following can you review?

- A. Actual revenue
- B. Billed revenue
- C. Billed margin
- D. Planned margin

Answer: A

Explanation:

The Event-Based Revenue Recognition - Service Documents app tracks revenue based on events (e.g., confirmation). The correct answer is actual revenue (B).

Why Actual Revenue?

The app shows revenue posted to the general ledger as events occur (e.g., \$500 from a confirmation), reflecting real-time financials. Why Not the Others?

* A & D: Margins are in profitability apps.

* C: Billed revenue is in billing apps, not recognition.

"The Event-Based Revenue Recognition app allows review of actual revenue from service documents."

NEW QUESTION # 70

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