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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	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 2	• 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 3	• 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	• 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 C_TS470_2412 Questions - For Best Result [2026]

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q54-Q59):

NEW QUESTION # 54

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

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

Answer: B,C,D

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 # 55

Which object can you assign a personnel number to?

- **A. Task list operation**

- B. Work center
- C. Service team
- D. Organizational unit

Answer: A

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a personnel number refers to an identifier for an individual employee or resource, typically managed in the Human Resources (HR) module or linked via organizational management. The question asks which object allows direct assignment of such a personnel number.

The correct answer is task list operation (Option C). In a maintenance or service task list, operations define specific activities to be performed, and you can assign a personnel number to an operation to specify the responsible employee or technician. This assignment is part of capacity planning and resource allocation, ensuring that the right individual is scheduled for the task.

* Organizational unit (A): This is a higher-level structure in organizational management (e.g., a department) and does not directly accept a personnel number assignment. Personnel are linked to it via positions or roles, not directly.

* Service team (B): While a service team consists of personnel, it is a group entity, and individual personnel numbers are not assigned to it as an object in this context.

* Work center (D): A work center represents a location or group of resources (e.g., machines or people) and can be linked to capacity, but it does not directly accept a personnel number assignment. Instead, it uses capacity categories or links to HR indirectly. "In task lists, operations can be assigned to specific personnel numbers to define the responsible employee for executing the task, facilitating detailed resource planning."

NEW QUESTION # 56

What options does a service planner have to influence the maintenance plan schedule? Note: There are 3 correct answers to this question.

- A. Copy call
- B. Freeze call
- C. Skip call
- D. Fix call
- E. Release call

Answer: B,C,D

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a service planner can influence the maintenance plan schedule using specific actions to manage service calls effectively. The maintenance plan schedule is part of the recurring services process, where maintenance plans generate service calls based on defined cycles (e.g., time-based or counter-based). The options available to influence this schedule include:

* Freeze call: This option allows the planner to lock a scheduled call, preventing it from being rescheduled or regenerated automatically until it is unfrozen. It ensures stability in planning for critical service events.

* Skip call: This allows the planner to bypass a specific scheduled call without affecting the overall schedule. It's useful when a service event is not required at a particular time (e.g., due to customer availability).

* Fix call: This option fixes a call at a specific date, ensuring it remains scheduled as planned and is not shifted by automatic rescheduling processes. It provides control over critical service timing.

* Copy call and Release call are not standard options for directly influencing the maintenance plan schedule. Copying a call might be a manual workaround in some scenarios, but it's not a documented feature for schedule influence. Releasing a call is part of execution (e.g., releasing a service order), not schedule planning. These capabilities are detailed in the SAP S/4HANA Service documentation under recurring services and maintenance planning features, such as scope item 3MO (Service Contract Management). "In the maintenance plan scheduling, planners can freeze, skip, or fix calls to adjust the schedule according to operational needs." (SAP Signavio Process Navigator, Solution Process: Recurring Services).

NEW QUESTION # 57

What are features of the app Service Actuals? Note: There are 3 correct answers to this question.

- A. Navigation to related SAP Fiori apps
- B. Creation of SAP Analytics Cloud stories
- C. Upload of Microsoft Excel file

- D. Dynamic adjustment of dimensions
- E. Creation of variants

Answer: A,D,E

Explanation:

The Service Actuals app in SAP S/4HANA Cloud Private Edition, Service is a Fiori app for analyzing service-related financial data (e.g., costs, revenues). The correct answers are creation of variants (A), dynamic adjustment of dimensions (B), and navigation to related SAP Fiori apps (E). Let's break this down.

App Purpose:

Service Actuals provides insights into actual costs and revenues from service orders, contracts, and confirmations, supporting profitability analysis.

* Creation of variants (A): Users can save custom filter settings (e.g., specific plants, periods) as variants for reuse. In the app, you select filters (e.g., Plant 1000, 2025-Q1), save as "Variant1," and recall it later, streamlining reporting.

* Dynamic adjustment of dimensions (B): The app allows real-time changes to analysis dimensions (e.g., by cost center, order type). You can drag and drop fields (e.g., switch from "Order" to "Customer") to pivot data dynamically, enhancing flexibility.

* Navigation to related SAP Fiori apps (E): From Service Actuals, you can navigate to apps like

"Manage Service Orders" or "Event-Based Revenue Recognition" via links or context menus, improving workflow efficiency.

Why Not the Others?

* Upload of Microsoft Excel file (C): This app is for viewing data, not uploading; Excel uploads are for data entry apps.

* Creation of SAP Analytics Cloud stories (D): SAC stories are built in SAP Analytics Cloud, not this app, though data might feed into SAC.

Example Use Case:

A manager creates a variant for 2025 service costs, adjusts dimensions to view by customer, and navigates to a service order for details.

"The Service Actuals app features variant creation, dynamic dimension adjustment, and navigation to related Fiori apps."

NEW QUESTION # 58

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

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

Answer: B,C

Explanation:

A product bundle in 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 # 59

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