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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>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<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>

## SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q50-Q55):

### NEW QUESTION # 50

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

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

**Answer: D**

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 # 51

What happens when you execute the step "Release for Billing" in an in-house repair process?

- A. Billing due list entries are created for each repair object.
- B. A billing document is created for each repair order item.
- C. The repair confirmation items are automatically set to completed.
- **D. The system creates a billing document request for each selected repair confirmation item.**

**Answer: D**

Explanation:

In in-house repair process in SAP S/4HANA Cloud Private Edition, Service, the "Release for Billing" step initiates the billing process for repair activities. The correct answer is C: "The system creates a billing document request for each selected repair confirmation item." A repair confirmation (e.g., transaction type REPC) records the work done, and when released for billing, the system generates a billing document request (BDR) for each confirmed item that is billable. The BDR is a preliminary document that can later be converted into a billing document (e.g., an invoice) via the billing due list.

\* A: Billing due list entries are an outcome of BDRs, not directly created per repair object.

\* B: Billing documents are not created immediately; BDRs are created first.

\* D: Completion status is separate from billing release.

"Upon executing 'Release for Billing' in an in-house repair process, the system generates a billing document request for each selected repair confirmation item, enabling subsequent invoicing."

### NEW QUESTION # 52

What does the repair order status "Released" mean?

- A. The repair object has been scheduled for repair
- B. The repair object has been sent back to the customer
- **C. The repair object is ready to be scheduled for repair**
- D. This is the initial status of all repair orders

**Answer: C**

Explanation:

In an in-house repair process, the repair order status "Released" (e.g., REPO transaction type) has a specific meaning: D. Let's dive in.

Released Status:

"Released" (system status REL) means the repair order is approved and ready to be scheduled for repair. It's a preparatory step, allowing planning (e.g., resource allocation) before execution begins.

Why Not the Others?

\* A: Scheduling happens after release, not indicated by it.

\* B: Initial status is "Created" (CRTD), not "Released."

\* C: Return to customer is a later status (e.g., "Completed").

Flow:

Created # Released (ready to schedule) # In Process # Completed.

"The 'Released' status indicates the repair object is ready to be scheduled for repair."

### NEW QUESTION # 53

Which of the following is a prerequisite to install a piece of equipment in a functional location?

- A. Set the installation flag for a piece of equipment
- B. Allow the combination of equipment category and object type to be installed in a functional location
- C. Set the installation flag for a functional location category
- **D. Allow the equipment category to be installed in a functional location**

**Answer: D**

Explanation:

To install equipment in a functional location in SAP S/4HANA:

\* Allow the equipment category to be installed in a functional location: The equipment category (e.g., M for machines) must be configured to permit installation (set in transaction OIEQ), ensuring compatibility with functional locations.

- \* Combination of equipment category and object type: Object types are for classification, not installation prerequisites.
- \* Installation flag for equipment/functional location: No such flags exist; installation is controlled by category settings. This is part of equipment management setup. "The equipment category must allow installation in a functional location as a prerequisite." (SAP Help Portal, Equipment Installation).

#### NEW QUESTION # 54

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

- A. Task list usage
- B. Planner group
- C. Capacity category
- D. Maintenance planning plant

**Answer: A,C**

Explanation:

Work centers in SAP S/4HANA Service (and Plant Maintenance) define execution locations and capacities:

- \* Task list usage: Specifies which task lists (e.g., service or maintenance) the work center can use, assigned in the work center master data (transaction CR01).
- \* Capacity category: Defines the type of capacity (e.g., labor, machine) available at the work center, critical for scheduling.
- \* Planner group: Assigned to technical objects or orders, not directly to work centers.
- \* Maintenance planning plant: A work center is assigned to a plant during creation, but the plant itself isn't assigned to the work center as a customizable attribute. These settings are configured in the work center master record. "Assign task list usage and capacity categories to a work center to define its operational scope." (SAP Help Portal, Work Center Master Data).

#### NEW QUESTION # 55

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