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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"> 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	<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.
Topic 4	<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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q43-Q48):

NEW QUESTION # 43

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

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

Answer: B

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 # 44

What are examples of customizing activities required for an in-house repair process? Note: There are 3 correct answers to this

question.

- A. Enable Item-Based Accounting for Service Management
- B. Define Partner Determination Procedure
- C. Define Number Ranges
- D. Define Basic Settings for Transactions
- E. Define Derivation of Attendance Type, Activity Type, and Cost Element

Answer: A,C,D

Explanation:

The in-house repair process (scope item 3XK) in SAP S/4HANA Cloud Private Edition requires specific customizing activities to set up the system:

- * Enable Item-Based Accounting for Service Management: This is critical for in-house repair to activate item-level cost and revenue tracking, ensuring accurate financial postings for repair orders.
- * Define Basic Settings for Transactions: This includes configuring transaction types (e.g., REPA for repair orders) and item categories, which are foundational for processing in-house repairs.
- * Define Number Ranges: Number ranges must be defined for repair orders and related documents to ensure unique identification and proper document flow.
- * Define Derivation of Attendance Type, Activity Type, and Cost Element: This is more relevant to time recording or project accounting, not a core requirement for in-house repair.
- * Define Partner Determination Procedure: While useful, it's not mandatory for the basic in-house repair process setup. These activities are outlined in the SAP Best Practices for in-house repair configuration. "Customizing for in-house repair includes enabling item-based accounting, defining transaction settings, and setting up number ranges." (SAP Signavio Process Navigator, In-House Repair).

NEW QUESTION # 45

Which cancellation information can you maintain on service contract item level? Note: There are 2 correct answers to this question.

- A. Cancelling party
- B. Billing block
- C. Reason
- D. Latest end date

Answer: A,C

Explanation:

In SAP S/4HANA Service contracts (scope item 3MO), cancellation details at the item level include:

- * Cancelling party: Specifies who initiated the cancellation (e.g., customer or provider), maintained in the contract item data.
- * Reason: A cancellation reason (e.g., customer request) can be recorded for audit and reporting purposes.
- * Latest end date: Defined at the contract header or item validity level, not a cancellation-specific field.
- * Billing block: Applied to block billing but not a cancellation attribute. This is configured in the contract item settings. "Maintain cancelling party and reason at the service contract item level for cancellation tracking." (SAP Help Portal, Service Contract Management).

NEW QUESTION # 46

Which of the following API types does SAP recommend to use to achieve clean core integrations? Note: There are 2 correct answers to this question.

- A. RFC
- B. SOAP
- C. Doc
- D. OData

Answer: B,D

Explanation:

SAP's clean core strategy emphasizes standardized, extensible integrations to minimize customizations and ensure upgrade stability. The recommended API types are:

- * SOAP: A widely supported, robust protocol for structured data exchange, recommended for integrating SAP S/4HANA with external systems in a clean core approach.
- * OData: SAP's preferred REST-based protocol for real-time, lightweight integrations, heavily utilized in SAP Fiori apps and clean core scenarios.
- * Doc: Not a recognized API type in SAP's integration framework.
- * RFC: While still supported, RFC (Remote Function Call) is considered legacy and less aligned with clean core principles due to its tight coupling. These recommendations are part of SAP's integration strategy for S/4HANA Cloud editions. "SOAP and OData are recommended for clean core integrations to ensure standardized and scalable connectivity." (SAP S/4HANA Cloud Integration Guide).

NEW QUESTION # 47

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

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

Answer: A,B,E

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 # 48

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