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SAP - C-TS470-2412 - SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Latest Free Dumps

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SAP C-TS470-2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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 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 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.

SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q46-Q51):

NEW QUESTION # 46

What are possible steps in an in-house repair process in SAP S/4HANA Cloud Private Edition, Service? Note: There are 3 correct answers to this question.

- A. Post a goods receipt for a returned object.
- B. Create an in-house repair after a pre-check for a repair object.
- C. Generate a repair object based on the repair order status.
- D. Perform a pre-check for an in-house repair and make a decision.
- E. Create an in-house repair for a repair request from a customer.

Answer: A,D,E

Explanation:

The in-house repair process (scope item 3XK) in SAP S/4HANA Cloud Private Edition, Service involves handling customer repair requests and processing returned objects. Key steps include:

- * Perform a pre-check for an in-house repair and make a decision: A pre-check assesses the repair object's condition to decide whether to proceed with repair, reject it, or take other actions. This is a standard initial step.
- * Post a goods receipt for a returned object: When a customer returns a defective item, a goods receipt is posted (e.g., via transaction MIGO or a service order), creating a repair object in the system.
- * Create an in-house repair for a repair request from a customer: This step involves creating a repair order (e.g., transaction type REPA) based on a customer's request, initiating the process.
- * Generate a repair object based on the repair order status: Repair objects are not generated from order status; they are created upon goods receipt or manually.
- * Create an in-house repair after a pre-check for a repair object: While a pre-check precedes repair, the repair order is typically created first, not after the pre-check as a separate step. These steps align with the SAP Best Practices for in-house repair. "The in-house repair process includes performing a pre-check, posting goods receipt for returns, and creating a repair order based on customer requests." (SAP Signavio Process Navigator, In-House Repair).

NEW QUESTION # 47

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

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

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 # 48

Which types of service contract items are supported? Note: There are 3 correct answers to this question.

- A. Price adaptation
- B. Value / quantity
- C. Ad hoc billing
- D. Price agreement
- E. Target / quantity

Answer: B,D,E

Explanation:

SAP S/4HANA Cloud Private Edition, Service supports various service contract item types in scope item 3MO (Service Contract Management):

- * Target / quantity: Items based on a target quantity (e.g., number of service events), commonly used in recurring services.
- * Value / quantity: Items defined by a monetary value or quantity, allowing flexible billing based on usage or fixed amounts.
- * Price agreement: Items with predefined pricing conditions, ensuring consistent billing terms over the contract duration.
- * Price adaptation: Not a standard contract item type; price changes are managed via conditions, not as a distinct item type.
- * Ad hoc billing: Refers to a billing method, not a contract item type. These types support flexible contract management in SAP S/4HANA Service. "Service contracts support target/quantity, value /quantity, and price agreement items for flexible service offerings." (SAP Help Portal, Service Contract Management).

NEW QUESTION # 49

How do you perform a diagnosis for a repair object?

- A. Plan diagnosis # Perform diagnosis # Perform precheck # Decide on next steps # Charge customer
- B. Perform precheck # Charge customer # Plan diagnosis # Perform diagnosis # Decide on next steps
- C. Perform precheck # Plan diagnosis # Perform diagnosis # Decide on next steps # Charge customer
- D. Plan diagnosis # Perform precheck # Perform diagnosis # Charge customer # Decide on next steps

Answer: C

Explanation:

Diagnosing a repair object in the in-house repair process follows a logical sequence:

- * Perform precheck # Plan diagnosis # Perform diagnosis # Decide on next steps # Charge customer
- * Starts with a pre-check to assess the object, followed by planning the diagnosis (e.g., assigning tasks), performing it, deciding the outcome (e.g., repair or reject), and finally charging the customer if applicable. This aligns with the repair workflow in scope item 3XK.
- * Other sequences disrupt the practical flow (e.g., charging before diagnosis or pre-check after diagnosis). "The diagnosis process begins with a pre-check, followed by planning and performing the diagnosis, deciding next steps, and charging the customer." (SAP Signavio Process Navigator, In-House Repair).

NEW QUESTION # 50

Which functions are defined in the item category configuration? Note: There are 2 correct answers to this question.

- A. Contract item filter by product list
- B. Billing plan type
- C. Billing relevance
- D. Product type

Answer: B,C

Explanation:

Item category configuration in SAP S/4HANA Service defines item behavior:

- * Billing plan type: Specifies if and how billing plans (e.g., periodic, milestone) are applied to the item.
- * Billing relevance: Determines whether the item is billable (e.g., A for order-related billing) and how it's processed in billing documents.
- * Contract item filter by product list: Not a standard function in item category configuration.
- * Product type: Defined in material/service master data, not item category. This is set in Customizing under Service # Transactions. "Item category configuration defines billing plan type and billing relevance for service items." (SAP Help Portal, Item Category Configuration).

NEW QUESTION # 51

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