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SAP C_TS470_2412 Exam Syllabus Topics:

Topic	Details
Topic 1	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	• 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	• 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.

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

NEW QUESTION # 43

Which of the following are examples of issues that the Service Order Issues app can display directly? Note: There are 3 correct answers to this question.

- **A. Not Fully Billed**
- B. Contract Expired
- **C. No Confirmations**
- D. Negative Margin
- **E. SLA Issue**

Answer: A,C,E

Explanation:

The Service Order Issues app in SAP S/4HANA Cloud Private Edition, Service (Fiori app) provides real-time visibility into service order problems:

* Not Fully Billed: Displays orders with incomplete billing, a common issue tracked for revenue assurance.

* No Confirmations: Highlights orders lacking confirmations (e.g., time or material), indicating delays in execution tracking.

* SLA Issue: Shows orders breaching service level agreements (e.g., response time), critical for contract compliance.

* Contract Expired: While relevant, this is typically monitored in contract management apps, not directly in the Service Order Issues app.

* Negative Margin: Margin analysis is part of profitability apps, not a direct focus of this app. This aligns with the app's purpose in scope item 3D2 (Service Order Management). "The Service Order Issues app displays issues like Not Fully Billed, No Confirmations, and SLA Issues for proactive resolution." (SAP Fiori Apps Reference Library).

NEW QUESTION # 44

How are the inspection and maintenance operations determined, that must be performed regularly when you are using the scenario

Service with Advanced Execution?

- A. Using a bill of material
- B. Using a service order template
- C. Using a maintenance task list
- D. Always manually

Answer: C

Explanation:

In Service with Advanced Execution, recurring inspection and maintenance operations are systematically planned. The correct answer is using a maintenance task list (A). Let's dive in.

Advanced Execution Scenario:

This scenario enhances service processes with detailed execution, often using maintenance orders mapped to service orders.

Why Maintenance Task List?

A maintenance task list (e.g., IA05) defines standard operations (e.g., "Inspect bearings," "Replace oil") for recurring activities. In a maintenance plan (e.g., strategy plan), the task list is assigned, and its operations are triggered based on scheduling (e.g., every 6 months). These operations are then executed via service /maintenance orders in the advanced execution framework, ensuring consistency and automation.

Why Not the Others?

- * Bill of material (B): BOMs list components, not operations.
- * Service order template (C): Templates structure orders, not recurring operations.
- * Manually (D): Advanced execution automates via task lists, not manual entry.

Example:

Task list "TL001" with operations "Check pressure" (6M) and "Replace filter" (12M) drives a strategy plan's calls.

"In Service with Advanced Execution, regular inspection and maintenance operations are determined using a maintenance task list."

NEW QUESTION # 45

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

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

Answer: C,D,E

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 # 46

To ship service parts to a customer in advance, which follow-up documents can be created automatically after the initial service order release? Note: There are 3 correct answers to this question.

- A. Sales order
- B. Invoice
- C. Goods issue document
- D. Purchase requisition
- E. Reservation

Answer: A,C,E

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, shipping service parts to a customer before service execution (e.g., for on-site repair) involves follow-up documents created automatically upon service order release. The correct answers are goods issue document (A), sales order (C), and reservation (E). Let's dive into each.

Scenario Context:

A service order might include spare parts to be sent to the customer in advance. Releasing the order triggers logistics and inventory processes.

* Goods issue document (A): This records the physical shipment of parts from the warehouse to the customer. Upon release, if the service order includes deliverable items (e.g., via item category with delivery relevance), the system posts a goods issue (e.g., via transaction MIGO or automatically). This updates inventory and triggers accounting postings.

* Sales order (C): For billable parts, a follow-up sales order can be created automatically to handle the commercial aspect (e.g., via a sales order type linked to the service order). This integrates with SD for pricing and delivery.

* Reservation (E): This reserves stock in the warehouse for the service order's parts requirements. Upon release, the system generates a reservation (e.g., movement type 261) to ensure availability before goods issue.

Why Not the Others?

* Invoice (B): Invoices are created later, typically after goods issue or service confirmation, not automatically upon release.

* Purchase requisition (D): This is for procuring parts from a vendor, not shipping to a customer.

Process Flow Example:

Service order released # Reservation created (stock reserved) # Sales order generated (if billable) # Goods issue posted (parts shipped).

"Upon service order release, follow-up documents such as goods issue documents, sales orders, and reservations can be created automatically to facilitate shipping service parts."

NEW QUESTION # 47

In which customizing activity do you define service contract determination for service orders?

- A. Define Item Categories
- **B. Define Settings for Transaction Types**
- C. Define Settings for Item Categories
- D. Define Transaction Types

Answer: B

Explanation:

Service contract determination links a service order to an applicable contract for pricing or SLA. The correct answer is Define Settings for Transaction Types (C), found in SPRO # Service # Transactions. Let's explore.

Why This Activity?

In "Define Settings for Transaction Types," you configure the service order type (e.g., "ZSER") to automatically determine a service contract. This includes settings like "Contract Determination" (e.g., by sold-to party, object) and the determination procedure. For example, a rule might check the equipment in the order against active contracts.

Why Not the Others?

* A & D: Item category settings focus on item-level behavior, not contract determination.

* B: Defines the transaction type structure, not its determination logic.

Example:

Service order type "ZSER" set to determine contract "C001" based on equipment "E001."

"Service contract determination for service orders is defined in the 'Define Settings for Transaction Types' activity."

NEW QUESTION # 48

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