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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	• 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	• 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 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.
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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q35-Q40):

NEW QUESTION # 35

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

- A. Dynamic adjustment of dimensions
- B. Upload of Microsoft Excel file
- C. Navigation to related SAP Fiori apps
- D. Creation of variants
- E. Creation of SAP Analytics Cloud stories

Answer: A,C,D

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 # 36

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. Always manually
- **D. Using a maintenance task list**

Answer: D

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 # 37

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

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

Answer: A,B,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 # 38

What can you display in the app Find Technical Object? Note: There are 3 correct answers to this question.

- A. Planned and call dates for recurring service activities
- **B. Measurement documents and measuring points of the technical objects**
- **C. System and user statuses of the technical objects**
- **D. Installation information of the technical objects**
- E. Service costs of the technical objects

Answer: B,C,D

Explanation:

The Find Technical Object app in SAP S/4HANA Cloud Private Edition, Service provides details about technical objects (e.g., equipment, functional locations). The correct answers are A, B, C. Let's explore.

App Functionality:

This Fiori app allows users to search and view technical object data.

- * Installation information (A): Shows where the object is installed (e.g., functional location hierarchy).
- * Measurement documents and measuring points (B): Displays recorded measurements (e.g., temperature) and their points.
- * System and user statuses (C): Lists statuses (e.g., "INST" for installed, user status "In Repair").

Why Not the Others?

- * D: Service costs are in financial apps (e.g., Service Actuals), not this app.
- * E: Planned/call dates are in maintenance plan apps, not here.

Example:

Search equipment "E001" # See installation (FL-001), measuring point (Temp), status (INST).

"The Find Technical Object app displays installation information, measurement documents and points, and system/user statuses."

NEW QUESTION # 39

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

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

Answer: A

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 # 40

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