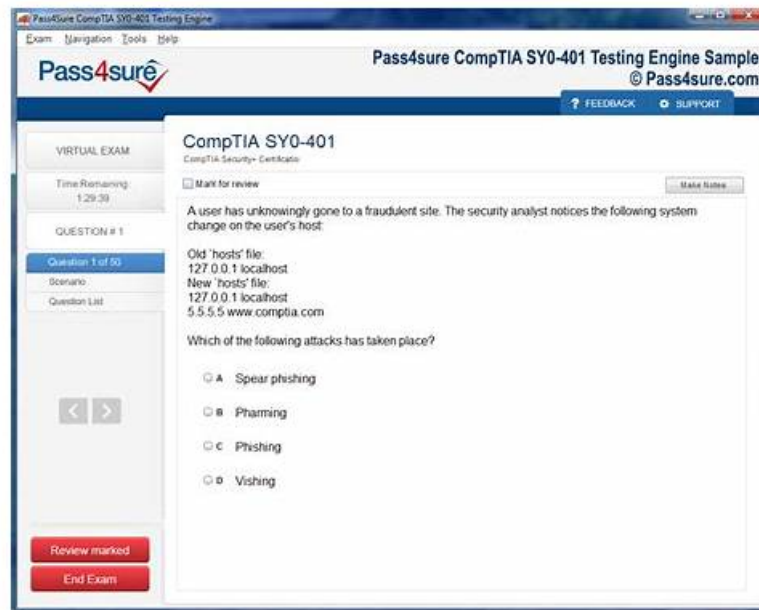


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SAP C-TS470-2412 Exam Syllabus Topics:

Topic	Details
Topic 1	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	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 3	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 4	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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q45-Q50):

NEW QUESTION # 45

Which options are available for defining your organizational structure in SAP S/4HANA Cloud Private Edition, Service? Note: There are 2 correct answers to this question.

- A. Organizational Management (Legacy)
- B. Enterprise Service Organization
- C. Enterprise Organizational Model
- D. Maintenance and Service Planning

Answer: B,C

Explanation:

SAP S/4HANA Cloud Private Edition, Service provides specific frameworks for defining organizational structures:

* Enterprise Organizational Model: This is the modern, integrated approach in S/4HANA to define organizational units (e.g., company codes, plants, service organizations) for service processes.

* Enterprise Service Organization: This specifically refers to the service-specific organizational structure, including service organizations, teams, and employees, tailored for service management.

* Maintenance and Service Planning: This is a process, not an organizational structure definition option.

* Organizational Management (Legacy): Refers to older SAP ERP HCM structures, not the primary method in S/4HANA Cloud Private Edition. These options are part of the organizational setup in SAP S

/4HANA Service. "Define your organizational structure using the Enterprise Organizational Model and Enterprise Service Organization for service processes." (SAP Help Portal, Organizational Structure Setup).

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

Answer: B,C,D

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

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

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

Answer: A,B,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 # 48

What are characteristics of recurring services when using Service with Advanced Execution? Note: There are 3 correct answers to this question.

- A. Both resource-related and fixed-price billing are available
- B. The maintenance confirmation describes the actual effort and spare parts used
- C. Billable maintenance orders are generated
- D. Customer Service orders are generated
- E. An invoice is generated for each call object as soon as it is set to completed

Answer: A,B,C

Explanation:

Service with Advanced Execution enhances recurring service processes with detailed execution and billing.

The correct answers are A, B, D. Let's unpack this.

* Both resource-related and fixed-price billing are available (A): This scenario supports flexible billing-resource-related (based on actual effort/materials) or fixed-price (predefined rates), configured via the dynamic item processor profile.

* The maintenance confirmation describes the actual effort and spare parts used (B): Confirmations (e.g., via IW41) detail hours worked and parts consumed, feeding into billing and cost tracking.

* Billable maintenance orders are generated (D): Recurring services generate maintenance orders (mapped to service order types) that are billable, unlike simpler Customer Service orders.

Why Not the Others?

* C: "Customer Service orders" is a legacy term; advanced execution uses maintenance orders.

* E: Invoices are created via billing runs, not automatically per call object completion.

Example:

A maintenance plan generates a billable order, confirmed with 5 hours and parts, billed resource-related.
"Recurring services in Advanced Execution feature resource-related and fixed-price billing, maintenance confirmations for effort/parts, and billable maintenance orders."

NEW QUESTION # 49

Which capability can proactively inform users about specific issues such as expiring contracts?

- A. Situation monitoring
- B. Situation handling
- C. Issue monitoring
- D. Issue handling

Answer: A

Explanation:

SAP S/4HANA Cloud Private Edition, Service provides capabilities to proactively manage and notify users about critical events, such as expiring contracts. The correct feature is:

* Situation monitoring: This capability uses predefined rules and thresholds to detect situations (e.g., a contract nearing its expiration date) and proactively notifies relevant users via alerts or messages in SAP Fiori apps. It's part of the embedded analytics and service management overview, enabling real-time awareness of issues.

* Issue monitoring: This is a more general term and not a specific SAP capability for proactive notifications about contract expirations.

* Issue handling and Situation handling: These refer to reactive processes for addressing identified problems, not proactive notifications. Situation monitoring is a key feature in service contract management (scope item 3MO) and analytics, ensuring timely action on critical events. "Situation monitoring proactively informs users about critical situations, such as expiring service contracts, through real-time alerts." (SAP S/4HANA Service, Analytical Applications).

NEW QUESTION # 50

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