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Exam : **C-TS470-2412-German**

Title : SAP Certified Associate -
SAP S/4HANA Cloud
Private Edition Service
(C_TS470_2412 Deutsch
Version)

Vendor : SAP

Version : DEMO

QUESTION NO: 1

Welcher Konditionstyp wird bei Verwendung eines konfigurierbaren Serviceprodukts im Servicevertrag verwendet, um den Preis der ausgewählten Konfiguration widerzuspiegeln?

- A. VASE (Variant Price)
- B. VA00 (Variant Price)
- C. 871 (Service Type (Abs.))
- D. PSI1 (Price f. Srv. Cntr. Itm)

Answer: B

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a configurable service product in a service contract uses variant configuration to allow customization (e.g., selecting specific service options). The pricing for the selected configuration is reflected using the condition type VA00 (Variant Price) (Option B).

VA00 is a standard condition type in SAP's pricing framework that adjusts the base price based on the chosen configuration variants. It is linked to the variant configuration profile and updates the contract item price dynamically.

* VASE (A): This is not a standard SAP condition type; it seems to be a typo or misinterpretation.

* 871 (C): This is not a recognized condition type for configurable products in service contracts.

* PSI1 (D): This might relate to service contract items but is not specific to configurable product pricing.

"The condition type VA00 (Variant Price) is used in service contracts with configurable products to reflect the price adjustments based on the selected configuration."

QUESTION NO: 2

Was sind Beispiele für Informationen, die in einem Wartungselement eines Wartungsplans enthalten sind? Hinweis: Auf diese Frage gibt es 3 richtige Antworten.

- A. Horizont aufrufen
- B. Objektliste
- C. Serviceauftragstyp
- D. Servicevertragsposition
- E. Wartungsintervall

Answer: A B E

Explanation:

A maintenance item in a maintenance plan specifies details about the maintenance activity. The correct answers are:

* Call horizon (A): Defines the lead time (as a percentage or days) before the planned date when the call object is generated.

* Object list (B): Lists the technical objects (e.g., equipment, functional locations) subject to maintenance.

* Service interval (E): Specifies the frequency or cycle (e.g., every 6 months) for the maintenance activity.

* Service order type (C): This is defined at the maintenance plan level or call object, not the

maintenance item.

* Service contract item (D): This relates to contracts, not maintenance items directly.

"A maintenance item includes information such as the call horizon, object list, and service interval to define the scope and timing of maintenance activities."

QUESTION NO: 3

Was passiert, wenn Sie in einem Inhouse-Reparaturprozess den Schritt „Freigabe zur Abrechnung“ ausführen?

A. Für jedes Reparaturobjekt werden Fakturavorratseinträge angelegt.

B. Für jede Reparaturauftragsposition wird ein Fakturabeleg erstellt.

C. Das System erstellt für jede ausgewählte Reparaturrückmeldeposition eine Fakturaanforderung.

D. Die Reparaturrückmeldepositionen werden automatisch auf erledigt gesetzt.

Answer: C

Explanation:

In their-house repair process in SAP S/4HANA Cloud Private Edition, Service, the "Release for Billing" step initiates the billing process for repair activities. The correct answer is C: "The system creates a billing document request for each selected repair confirmation item."

A repair confirmation (e.g., transaction type REPC) records the work done, and when released for billing, the system generates a billing document request (BDR) for each confirmed item that is billable. The BDR is a preliminary document that can later be converted into a billing document (e.g., an invoice) via the billing due list.

* A: Billing due list entries are an outcome of BDRs, not directly created per repair object.

* B: Billing documents are not created immediately; BDRs are created first.

* D: Completion status is separate from billing release.

"Upon executing 'Release for Billing' in an in-house repair process, the system generates a billing document request for each selected repair confirmation item, enabling subsequent invoicing."

QUESTION NO: 4

Welche Auftragsarten können Sie im erweiterten Ausführungsszenario einer Serviceauftragsart zuordnen?

A. Bestellarten

B. Kundendienstauftragsarten

C. Instandhaltungsauftragsarten

D. Kundenauftragsarten

Answer: C

Explanation:

The Service with Advanced Execution scenario in SAP S/4HANA Cloud Private Edition, introduced fully in release 2023, integrates service orders with detailed operational planning via maintenance orders. In this scenario:

* Maintenance order types: These can be mapped to a service order type to enable advanced execution capabilities, such as detailed planning of operations, spare parts, and task lists. This mapping is configured in Customizing under "Plant Maintenance Integration # Map Order Types," allowing a service order item to generate a corresponding maintenance

order.

* Purchase order types: These are used for procurement, not directly mapped to service orders in this context.

* Customer service order types: This is not a distinct order type category in SAP S/4HANA Service; service orders themselves are the focus.

* Sales order types: These are unrelated to the advanced execution scenario, which focuses on service and maintenance integration. This integration enhances planning and execution for complex or long- running services. "Map the transaction type and item category used in a maintenance service to a maintenance order type to enable creation of a maintenance order in the Service with Advanced Execution scenario." (SAP Help Portal, Configuring Service with Advanced Execution).

QUESTION NO: 5

In welcher Customizing-Aktivität definieren Sie die Servicevertragsfindung für Serviceaufträge?

- A. Artikelkategorien definieren
- B. Transaktionsarten definieren
- C. Einstellungen für Transaktionsarten definieren
- D. Einstellungen für Artikelkategorien festlegen

Answer: C

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."

QUESTION NO: 6

Welchen der folgenden Elemente können Sie Produktionsressourcen und -werkzeuge zuordnen? Hinweis: Auf diese Frage gibt es 2 richtige Antworten.

- A. Serviceauftrag
- B. Aufgabenlistenvorgang
- C. Wartungsauftragsvorgang
- D. Produktbündel

Answer: B C

Explanation:

Production resources and tools (PRTs) in SAP S/4HANA Cloud Private Edition, Service are objects (e.g., tools, test equipment) used during maintenance or service activities. They are assigned to specific operational steps to ensure the right resources are available. The correct answers are task list operation (B) and maintenance order operation (C). Let's explore this in depth.

Understanding PRTs:

PRTs can be materials, equipment, or documents tracked in the system. They are not consumed like spare parts but are used temporarily during a task (e.g., a wrench or a calibration device). Assigning PRTs ensures proper planning and availability during execution.

Why Task List Operation and Maintenance Order Operation?

* Task list operation (B): A task list defines standard procedures for maintenance or service (e.g.,

"Inspect pump"). Within the task list, each operation (step) can have PRTs assigned in the operation details. For example, Operation 0010 might require a "Torque Wrench" as a PRT. This assignment is done in the task list maintenance screen (e.g., IA05 or IA06). When the task list is used in a plan or order, the PRTs carry over.

* Maintenance order operation (C): A maintenance order schedules specific work on a technical object.

PRTs can be assigned directly to operations within the order (e.g., in transaction IW31/IW32). For instance, Operation 0020 in a maintenance order might list a "Lifting Crane" as a required PRT. This supports detailed execution planning.

Why Not the Other Options?

* Service order (A): PRTs are not assigned at the header level of a service order. They are linked to specific operations within the order, which aligns with maintenance order operations (C), not the order as a whole.

* Product bundle (D): A product bundle groups items for sales or service offerings but has no operational context for PRT assignment—it's a commercial construct, not a work execution object.

Additional Context:

In practice, PRTs assigned to a task list operation can automatically populate a maintenance order when the task list is referenced, streamlining the process. Availability checks for PRTs can also be configured to ensure they're ready before work begins.

"Production resources and tools (PRTs) can be assigned to task list operations and maintenance order operations to specify the tools or resources required for execution."

QUESTION NO: 7

Was ist der Zweck eines Strategieplans im SAP S/4HANA Cloud Private Edition-Service?

- A. Zur Dokumentation der Ausrichtung Ihres Unternehmens hinsichtlich der zu implementierenden Service-Szenarien
- B. Zur Unterstützung eines Service-Szenarios, bei dem alle X Monate und Y Kilometer eine Aktivität erforderlich ist
- C. Zur Unterstützung der Planung und Terminierung von Aktivitäten mit unterschiedlichen Intervallen

D. Zum automatischen Generieren von Kundendienstaufträgen

Answer: C

Explanation:

A strategy plan in SAP S/4HANA Cloud Private Edition, Service is a type of maintenance plan. The correct answer is C. Let's dive into this.

What is a Strategy Plan?

A strategy plan uses a maintenance strategy (e.g., time-based, performance-based cycles) to schedule tasks with varying intervals (e.g., 3 months, 6 months, 1,000 km). It's linked to a task list with operations tied to maintenance packages.

Why C?

The purpose is to support the planning and scheduling of activities with different intervals. For example, a strategy might include Package 1 (every 3 months) for an oil check and Package 2 (every 12 months) for a full inspection. The plan schedules these flexibly based on the strategy's rules.

Why Not the Others?

* A: This is a business strategy, not a maintenance plan function.

* B: This describes a multiple counter plan, not a strategy plan.

* D: Orders are generated by scheduling, not the plan's purpose.

Example:

Strategy "STR1" has packages: 3M (oil) and 12M (inspection). The plan schedules calls accordingly.

"A strategy plan supports the planning and scheduling of maintenance activities with different intervals using a maintenance strategy."

QUESTION NO: 8

Welche der folgenden Funktionen sind im Clean Core Dashboard enthalten? Hinweis: Auf diese Frage gibt es zwei richtige Antworten.

A. Kunden können das Dashboard in den Entwicklungs-, Test- und Produktionsmandanten verwenden.

B. Der Zugriff ist über SAP For Me möglich.

C. Kunden können Partnern Zugriff auf das Dashboard gewähren.

D. Es kann in allen SAP S/4HANA Cloud-Editionen verwendet werden.

Answer: B C

Explanation:

The Clean Core Dashboard is a tool provided by SAP to help customers monitor and maintain a clean core strategy in their SAP S/4HANA systems. A clean core approach ensures that the ERP system remains up-to-date, cloud-compliant, and free of unnecessary modifications, facilitating smooth upgrades and innovation adoption. This dashboard provides insights into system customizations, extensions, and compliance with clean core principles. Let's evaluate each option based on official SAP documentation and functionality as of March 2025:

* A. Customers can use the dashboard in the dev, test, and production tenants: The Clean Core Dashboard is primarily designed to monitor the clean core compliance of productive SAP S/4HANA systems, as its purpose is to provide actionable insights into the live environment where business processes are executed. While development (dev) and test tenants are

critical for building and validating extensions, the dashboard's focus is on the production tenant to ensure operational stability and upgrade readiness. SAP documentation specifies that it targets productive systems (e.g., SAP S/4HANA Cloud Private Edition production tenants), and there's no explicit mention of it being available across all tenant types (dev, test, production) in a unified manner. Thus, this option is not a confirmed feature.

* B. It can be accessed by using SAP for Me: This is a key feature of the Clean Core Dashboard. SAP for Me is SAP's customer portal, providing a centralized interface for accessing various tools, services, and insights related to SAP solutions. The Clean Core Dashboard is integrated into SAP for Me, offering customers a user-friendly way to view tiles and reports on their system's clean core status (e.g., custom code usage, API compliance, and extension metrics). This accessibility aligns with SAP's strategy to consolidate customer-facing tools in a single portal, making it a verified feature.

* C. Customers can grant access to the dashboard to partners: This is another confirmed feature. SAP allows customers to share access to the Clean Core Dashboard with implementation partners or service providers via SAP for Me's authorization management. This capability supports collaboration, enabling partners to assist in analyzing and optimizing the system for clean core compliance (e.g., during RISE with SAP engagements). The dashboard's design facilitates transparency and joint efforts between customers and partners, making this a standard feature in the private cloud context.

* D. It can be used in all SAP S/4HANA Cloud editions: This is not entirely accurate. The Clean Core Dashboard is specifically tailored for SAP S/4HANA Cloud Private Edition and, to some extent, SAP S/4HANA on-premise systems, where customizations and extensions are more prevalent and need monitoring. In SAP S/4HANA Cloud Public Edition, the system is inherently clean by design (no source code modifications are allowed, only extensions via SAP BTP or in-app tools), reducing the need for such a dashboard. While clean core principles apply across all editions, the dashboard's functionality is most relevant to Private Edition and on-premise deployments, where customers have greater control over customizations. SAP documentation highlights its use in Private Edition contexts (e.g., RISE with SAP), not universally across all editions.

The correct answers, B and C, reflect the dashboard's accessibility via SAP for Me and its collaborative feature with partners, as outlined in SAP's clean core strategy resources. These features enhance its utility in maintaining a modern, flexible, and cloud-compliant ERP system, particularly in SAP S/4HANA Cloud Private Edition.

Extract from SAP Documentation: "The Clean Core Dashboard, accessible via SAP for Me, provides transparency on system customizations and allows customers to collaborate with partners to ensure clean core compliance in productive SAP S/4HANA Cloud Private Edition systems." (SAP Community, 10 Steps to Clean Core for SAP S/4HANA Cloud Private Edition for Customers, 2024).