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**Exam** : **C\_TS470\_2412**

**Title** : SAP Certified Associate -  
SAP S/4HANA Cloud  
Private Edition, Service

**Version** : DEMO

1. For a maintenance plan, how do the call date and the planned date relate to each other?
- A. The call date is equal to the planned date if the previously called service order is not yet confirmed.
  - B. The call date is usually before the planned date, to create a preprocessing phase.
  - C. The goal of scheduling is to minimize the time period between the call date and the planned date.
  - D. The planned date is always before the call date, to not create inconsistencies.

**Answer: B**

**Explanation:**

In SAP S/4HANA Cloud Private Edition, Service, a maintenance plan is used to schedule recurring service or maintenance activities. The call date represents the date when the system generates a call object (e.g., a service order) based on the maintenance plan's scheduling parameters, such as cycles or intervals. The planned date, on the other hand, is the date when the actual execution of the service or maintenance activity is scheduled to occur.

Option B states that "the call date is usually before the planned date, to create a preprocessing phase," which aligns with standard SAP functionality. The call date typically precedes the planned date to allow time for preparation, such as resource allocation, spare parts planning, or technician scheduling. This preprocessing phase ensures that all prerequisites are in place before the service is executed. The difference between these dates is influenced by the call horizon, a parameter in the maintenance plan that defines how far in advance the call object is generated relative to the planned execution date. Option A is incorrect because the call date being equal to the planned date is not a default rule; it depends on specific configurations (e.g., a call horizon of 0%), which is not typical. Option C is a goal of scheduling but does not directly describe the relationship between the dates. Option D is incorrect because the planned date is not always before the call date—this would contradict the purpose of scheduling, as the call initiates the process leading to the planned execution.

"The call date is determined by the scheduling parameters of the maintenance plan, including the call horizon, which specifies the lead time before the planned date. This allows for a preprocessing phase to prepare for the service execution."

2. Which object can you assign a personnel number to?
- A. Organizational unit
  - B. Service team
  - C. Task list operation
  - D. Work center

**Answer: C**

**Explanation:**

In SAP S/4HANA Cloud Private Edition, Service, a personnel number refers to an identifier for an individual employee or resource, typically managed in the Human Resources (HR) module or linked via organizational management. The question asks which object allows direct assignment of such a personnel number.

The correct answer is task list operation (Option C). In a maintenance or service task list, operations define specific activities to be performed, and you can assign a personnel number to an operation to specify the responsible employee or technician. This assignment is part of capacity planning and resource allocation, ensuring that the right individual is scheduled for the task.

Organizational unit (A): This is a higher-level structure in organizational management (e.g., a department) and does not directly accept a personnel number assignment. Personnel are linked to it via

positions or roles, not directly.

Service team (B): While a service team consists of personnel, it is a group entity, and individual personnel numbers are not assigned to it as an object in this context.

Work center (D): A work center represents a location or group of resources (e.g., machines or people) and can be linked to capacity, but it does not directly accept a personnel number assignment. Instead, it uses capacity categories or links to HR indirectly.

"In task lists, operations can be assigned to specific personnel numbers to define the responsible employee for executing the task, facilitating detailed resource planning."

3.What can you use to speed up the creation of new service contracts by reusing existing information?

- A. Service contract quotations
- B. Service order templates
- C. Product bundles
- D. Service contract templates

**Answer: D**

**Explanation:**

Creating service contracts in SAP S/4HANA Cloud Private Edition, Service can be time-consuming if done from scratch. To streamline this process, SAP provides tools to reuse existing data. The correct answer is service contract templates (Option D).

A service contract template is a predefined structure that includes standard data such as items, pricing conditions, billing plans, and service objects. When creating a new service contract, you can select a template and adapt it to the specific customer or scenario, significantly reducing manual entry and ensuring consistency.

Service contract quotations (A): These are preliminary documents used to propose a contract to a customer, but they are not designed for reuse as templates for contract creation.

Service order templates (B): These are used to standardize service orders, not service contracts, and thus do not apply here.

Product bundles (C): These group products or services together but are not templates for creating contracts; they are more relevant to sales or service items.

"Service contract templates enable the rapid creation of new contracts by providing reusable structures with predefined data, such as items and conditions, which can be adjusted as needed."

4.Which feature is unique for solution quotations in SAP standard delivery?

- A. Using product proposals
- B. Using configurable products
- C. Using product bundles
- D. Determining service contracts

**Answer: C**

**Explanation:**

In SAP S/4HANA Cloud Private Edition, Service, the solution quotation is a specialized transaction type (e.g., SRVP in standard delivery) designed to offer customers a combination of products and services as a bundled solution. This capability is distinct from other quotation types, such as standard service quotations (e.g., scope item 4GA), and is part of the solution order management process introduced in SAP S/4HANA to support complex sales scenarios. Let's analyze each option to identify the unique

feature in the standard delivery:

Using product proposals (A): Product proposals are a feature in SAP S/4HANA Service that suggest items (e.g., spare parts or services) during order or quotation creation, based on predefined rules or bills of material (BOMs) with usage S (Service). While available in service quotations and orders, this feature is not unique to solution quotations; it's a broader functionality across service transactions and not specific to the solution quotation's purpose.

Using configurable products (B): Configurable products, supported via Advanced Variant Configuration (scope item 6GS), allow customization of products with variants in service quotations and orders. This feature enhances flexibility in pricing and product specification but is not exclusive to solution quotations. It's available in standard service quotations and sales orders as well, making it a shared capability rather than a unique feature.

Using product bundles (C): This is the defining feature of solution quotations in SAP S/4HANA standard delivery. Solution quotations enable the creation of quotations for product bundles, which are predefined combinations of different product types (e.g., tangible goods, services, and contract-relevant items) modeled in the master data. When a bundle is entered in a solution quotation, it automatically explodes into individual items, triggering follow-up transactions like sales orders, service orders, or service contracts upon acceptance. This bundling capability, introduced in release 1809 and enhanced in subsequent releases (e.g., 1909), is unique to solution quotations and distinguishes them from other quotation types, which do not natively support this integrated bundle explosion and multi-transaction generation.

Determining service contracts (D): Determining applicable service contracts (e.g., checking contract coverage for a technical object) is a feature in service processes, such as in-house repair (scope item 3XK) or service order management (scope item 3D2). While solution quotations can include contract-relevant items and create service contracts as follow-ups, this determination is not unique to them; it's a common functionality across service quotations and orders when linked to contract management (scope item 3MO).

The uniqueness of product bundles in solution quotations lies in their ability to streamline the sale of complex solutions by integrating diverse product types into a single quotation, with automated follow-up document creation (e.g., sales orders for goods, service orders for services, and contracts for subscriptions). This is explicitly supported in the standard delivery via Customizing (e.g., transaction type SRVP) and master data setup for bundles, as detailed in SAP's solution order management documentation.

Extract from SAP Documentation: "Solution quotations enable you to offer solutions to your customers by creating quotations for combinations of different types of products modeled as product bundles in your master data, a feature unique to this process in SAP S/4HANA." (SAP Community Blog, Solution Quotation in SAP S/4HANA Service 1909OP, 2019).

5. Which of the following are features of the clean core dashboard? Note: There are 2 correct answers to this question.

- A. Customers can use the dashboard in the dev, test, and production tenants.
- B. It can be accessed by using SAP For Me.
- C. Customers can grant access to the dashboard to partners.
- D. It can be used in all SAP S/4HANA Cloud editions.

**Answer:** BC

**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).