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**Exam** : **C\_S4CSV\_2308**

**Title** : SAP Certified Application  
Associate - SAP S/4HANA  
Cloud, public edition - Service

**Vendor** : SAP

**Version** : DEMO

**NO.1** What is a manual configuration step that is required before being able to use scope item Subscription Management with Sales Billing (57Z)?

- A. Set-up a special document type for the solution order.
- B. Define a new business partner category for a subscription user.
- C. Maintain a Communication User, System and Arrangement.
- D. Define an item category to identify a subscription in a service order.

**Answer:** B

**NO.2** Scope item Subscription Management with Sales Billing (57Z) has been activated. How can subscriptions be created?

Note: There are 2 correct answers to this question.

- A. As part of a solution order in SAP Subscription Billing
- B. Automatically out of a service contract
- C. Via an API (Application Programming Interface)
- D. Manually using a dedicated SAP Fiori app

**Answer:** A,C

**NO.3** Scope item Recurring Service (4X5) has been activated in your SAP S/4HANA Cloud system. You would like to plan a recurring service based on a time interval and a number of operating hours for a technical object.

Which type of maintenance plan would you create?

- A. A strategy plan
- B. A multiple counter plan
- C. A time-based single cycle plan
- D. A performance-based single cycle plan

**Answer:** A

**NO.4** What are some of the goals that scope item Service Monitoring and Analytics (43B) aims to achieve?

Note: There are 2 correct answers to this question.

- A. Helping to achieve on-time service delivery by monitoring service notifications for completeness
- B. Checking the fulfillment rate of service contracts across different dimensions by checking the released quantities
- C. Helping to achieve on-time service delivery by monitoring service orders for completeness
- D. Comparing and analyzing service orders across different dimensions to be able to act when needed

**Answer:** D

**NO.5** What are some responsibilities of a Customer Center of Expertise (CCOE)?

Note: There are 3 correct answers to this question.

- A. Serve as a central contact for SAP and manage interactions with the SAP Service Center.
- B. Conduct risk-based assessments to determine the value of activating new processes.
- C. Ensure the resources necessary for the project's success are available.

- D. Reduce the total cost of ownership for IT.
- E. Determine KPIs that will support a continuous improvement mindset.

**Answer:** B,D,E

**NO.6** You defined a service contract in SAP S/4HANA Cloud.

What is the effect of this service contract on service order creation?

Note: There are 2 correct answers to this question.

- A. Customer-specific price agreements are copied from the service contract to the service order, when creating a service order referencing the service contract.
- B. Service orders need to be created via an application programming interface (API) in which the service contract is referenced.
- C. The service contract contains a detailed description of all services provided, but customer-specific price agreements need to be maintained in every service order.
- D. For service orders, automatic service contract determination is available whenever a user creates a new service order for the customer for which the contract was created.

**Answer:** A

**NO.7** Which tool do you use to develop your own cloud applications for SAP S/4HANA Cloud?

- A. SAP HANA Studio
- B. SAPUI5 SDK
- C. SAP Cloud SDK
- D. SAP ADK

**Answer:** A

**NO.8** What roles are example roles required for testing the complete business process supported by scope item Intercompany for Service Documents (53Y)?

Note: There are 2 correct answers to this question.

- A. Customer Service Manager (SAP\_BR\_CUSTOMER\_SRVC\_MGR)
- B. Internal Sales Representative - Professional Services (SAP\_BR\_INTERNAL\_SALES\_REP\_PRSV)
- C. Solution Order Specialist (SAP\_BR\_SOLN\_ORDER\_SPCLST)
- D. Shipping Specialist (SAP\_BR\_SHIPPING\_SPECIALIST)

**Answer:** A,B