



PUBLIC

Document Version: 1H 2025 – 2025-04-04

Integrating with SAP Build Work Zone

Content

1	Overview.	3
2	Prerequisites.	4
3	Creating a Navigational App Using Deep Links.	5
4	Integrating with SAP Start Using SAP SuccessFactors as a Cloud Content Provider.	6
4.1	Creating a Design-Time Destination.	7
4.2	Creating a Runtime Destination.	9
4.3	Creating a Runtime Destination for Dynamic Data.	10
4.4	Scheduling a Recurring Job to Refresh CDM Contents.	12
4.5	Adding a Content Provider to SAP Start.	13
4.6	Supported Cards for SAP Start.	15
5	Change History.	17

1 Overview

You can integrate SAP SuccessFactors with SAP Build Work Zone so that users can access SAP SuccessFactors content and navigate to its applications from SAP Build Work Zone.

The following integration scenarios are supported:

- Manual integration - using SAP SuccessFactors deep links to create navigational apps in SAP Build Work Zone.
- Content federation - SAP SuccessFactors acts as a cloud content provider and provides HR content to an SAP Start site in SAP Build Work Zone. The following scenarios are supported in this type of integration:
 - Accessing SAP SuccessFactors content through search
 - Displaying and processing to-do tasks from SAP SuccessFactors in SAP Start
 - Displaying UI integration cards from SAP SuccessFactors in SAP Start

In this guide, you'll learn how to configure your SAP SuccessFactors system and your SAP BTP subaccount to enable these integrations.

2 Prerequisites

Before you set up the integrations, make sure the following prerequisites are met.

Requirement	Documentation
You have set up your SAP SuccessFactors system with Identity Authentication Service (IAS) and Identity Provisioning Service (IPS).	Setting Up SAP SuccessFactors with Identity Authentication and Identity Provisioning Services
You have subscribed to the SAP Build Work Zone, Standard Edition.	SAP Build Work Zone, standard edition: Initial Setup
You have established trust between your Identity Authentication Service (IAS) instance and your SAP BTP subaccount.	Establish Trust Between the Identity Authentication Service and SAP BTP
If you want to display SAP SuccessFactors to-do tasks in SAP Start, make sure you have also completed the integration setup with SAP Task Center.	Integrating SAP SuccessFactors HCM suite with SAP Task Center
You have set up an SAP Start site in SAP Build Work Zone.	SAP Start: Setup

3 Creating a Navigational App Using Deep Links

You can manually integrate SAP SuccessFactors with SAP Build Work Zone by creating navigational apps that redirects to SAP SuccessFactors deep link pages.

Context

SAP SuccessFactors provides various deep links to application pages. Using these links, you can create manual integrations between SAP SuccessFactors and SAP Build Work Zone.

Procedure

1. Review the list of deep links available in SAP SuccessFactors to understand your options.
2. Create an app using one of the deep links in SAP Build Work Zone following the instructions at [Manual Integration of Apps](#).

4 Integrating with SAP Start Using SAP SuccessFactors as a Cloud Content Provider

You can integrate SAP SuccessFactors with SAP Start by displaying content in your SAP Start site such as search results, to-do tasks, and cards.

You can set up the following integration scenarios to access SAP SuccessFactors content:

- Search for SAP SuccessFactors apps and actions in SAP Start.
- Display to-do tasks from SAP SuccessFactors in the [To-Dos](#) section in SAP Start.
- Display SAP SuccessFactors cards in the [Insights](#) section in SAP Start.

As a content provider, SAP SuccessFactors provides a REST API to push CDM content and nominate cards to SAP Start through the nomination service. The integrations require a design time destination and two runtime destinations in the SAP BTP subaccount, and the content provider configuration in the SAP Build Work Zone Content Manager to push the CDM content.

To integrate SAP SuccessFactors with SAP Start, you need to perform the following:

1. Create a design-time destination to expose SAP SuccessFactors CDM content to SAP Start.
2. Create a runtime destination to consume dynamic data.
3. Create another runtime destination for launching the SAP SuccessFactors applications.
4. Add the content to your SAP Start site.
5. Update the role assignment for your SAP Start site and users. For more information, see the guide [SAP Start](#).
6. Launch SAP Start and verify the results.

[Creating a Design-Time Destination \[page 7\]](#)

Create a design-time destination on SAP BTP to access the CDM content API from SAP SuccessFactors. In this task, you'll learn how to create a destination using Basic Auth.

[Creating a Runtime Destination \[page 9\]](#)

Create a runtime destination in SAP BTP to fetch dynamic content through the SAP SuccessFactors CDM API.

[Creating a Runtime Destination for Dynamic Data \[page 10\]](#)

Create a runtime destination so that you can display SAP SuccessFactors cards in SAP Start.

[Scheduling a Recurring Job to Refresh CDM Contents \[page 12\]](#)

The administrator can schedule a recurring background job to refresh CDM contents so that the CDM content API can return up-to-date data from SAP SuccessFactors.

[Adding a Content Provider to SAP Start \[page 13\]](#)

Add a new content provider to your SAP Start site to consume the contents from SAP SuccessFactors.

[Supported Cards for SAP Start \[page 15\]](#)

List the cards available on SAP Start, accessible on both web and mobile. The table below includes the supported cards and their corresponding module categories.

Related Information

[Supported SAP SuccessFactors Cards for the SAP Start Insights](#)

4.1 Creating a Design-Time Destination

Create a design-time destination on SAP BTP to access the CDM content API from SAP SuccessFactors. In this task, you'll learn how to create a destination using Basic Auth.

Prerequisites

The SAP SuccessFactors user you enter in the design-time destination must have the [Administrator Permissions](#) [Manage Integration Tools](#) [Allow Admin to Access OData API through Basic Authentication](#) permission.

Context

Accessing SAP SuccessFactors APIs using Basic Authentication has been deprecated. We recommend that you choose alternative authentication options. For more information, see [Deprecation of HTTP Basic Authentication for APIs](#).

Procedure

1. Log into your SAP BTP cockpit and open the subaccount for which you have set up your SAP Start site.
2. Go to [Connectivity](#) [Destinations](#) and create new destination with the following information:

Field	Value
Name	Enter a unique destination name. For example, <code>SAP_Start_SFSF_CDM_DT_Basic</code>
Type	<code>HTTP</code>
URL	The SAP SuccessFactors CDM content API endpoint: <code>https://<api-server>/rest/servicesfoundation/sfcdmcontentservice/v1/SFCDMContent</code>

Field	Value
	To look up the API server of your SAP SuccessFactors instance, go to List of SAP SuccessFactors API Servers .
Proxy Type	Internet
Authentication	BasicAuthentication
User	Enter your SAP SuccessFactors username and company in the format of username@COMPANY . <div> <div> <i>Note</i> </div> <div> Make sure the user has the proper permission to access the CDM API. </div> </div>
Password	Enter the password.

- In the *Additional Properties* section, enter the following information:

Property	Value
HTML5.DynamicDestination	true
Use default JDK truststore	Enable this option

- Save your changes.

Task overview: [Integrating with SAP Start Using SAP SuccessFactors as a Cloud Content Provider \[page 6\]](#)

Related Information

[Creating a Runtime Destination \[page 9\]](#)

[Creating a Runtime Destination for Dynamic Data \[page 10\]](#)

[Scheduling a Recurring Job to Refresh CDM Contents \[page 12\]](#)

[Adding a Content Provider to SAP Start \[page 13\]](#)

[Supported Cards for SAP Start \[page 15\]](#)

4.2 Creating a Runtime Destination

Create a runtime destination in SAP BTP to fetch dynamic content through the SAP SuccessFactors CDM API.

Procedure

1. Log into your SAP BTP cockpit and open the subaccount for which you have set up your SAP Start site.
2. Go to ► [Connectivity](#) ► [Destinations](#) ► and create new destination with the following information:

Field	Value
Name	Enter a unique destination name. For example, SAP_Start_SFSF_CDM_RT
Type	HTTP
URL	The domain URL of your SAP SuccessFactors.
Proxy Type	Internet
Authentication	NoAuthentication
sfsf.companyID	Enter SAP SuccessFactors company.
sap-start	true
Use default JDK truststore	Enable this option.

3. Save your changes.

Task overview: [Integrating with SAP Start Using SAP SuccessFactors as a Cloud Content Provider \[page 6\]](#)

Related Information

[Creating a Design-Time Destination \[page 7\]](#)

[Creating a Runtime Destination for Dynamic Data \[page 10\]](#)

[Scheduling a Recurring Job to Refresh CDM Contents \[page 12\]](#)

[Adding a Content Provider to SAP Start \[page 13\]](#)

[Supported Cards for SAP Start \[page 15\]](#)

4.3 Creating a Runtime Destination for Dynamic Data

Create a runtime destination so that you can display SAP SuccessFactors cards in SAP Start.

Context

SAP SuccessFactors offers a variety of UI integration cards that can be consumed by SAP BTP services such as SAP Build Work Zone and SAP SuccessFactors Work Zone. For SAP Start, you can configure your service to display the following cards:


- Activity
- Compliance Forms
- Compensation Statement
- Goals
- Job Application
- Onboarding Status
- Onboarding Guide
- Spot Award Congratulations
- Time for a break?

Procedure

1. Log into your SAP SuccessFactors instance as an administrator.
2. Go to ► [Admin Center](#) ► [Manage OAuth2 Client Applications](#) ►, and register an OAuth application. Take note of the [API Key](#).

For more information about registering OAuth client applications, see the Related Information section.

3. Go to your SAP BTP subaccount, and create a new destination with the following information:

Field	Value
Name	SuccessFactors_API <div> Caution Do not use other names.</div>
Type	HTTP
URL	Enter the API server endpoint of your SAP SuccessFactors instance in the format of <code>https://<api-server></code> . For a list of SAP SuccessFactors API servers, see the Related Information section.
Proxy Type	Internet

Field	Value
Authentication	OAuth2SAMLBearerAssertion
Audience	www.successfactors.com
AuthnContextClassRef	urn:oasis:names:tc:SAML:2.0:ac:classes:PreviousSession
Use mTLS for token retrieval	Unchecked
Client Key	Enter the API key you obtained in step 2.
Token Service URL Type	Dedicated
Token Service URL	Enter the OAuth token endpoint of your SAP SuccessFactors instance: https://<api-server>/oauth/token To look up the API server of your SAP SuccessFactors instance, go to List of SAP SuccessFactors API Servers .
Token Service User	Leave blank
Token Service Password	Leave blank

4. In the [Additional Properties](#) section, add the following properties:

Property	Value
apiKey	Enter the API key you obtained in step 2.
companyId	Enter the SAP SuccessFactors company ID.
HTML5.DynamicDestination	true
nameIdFormat	urn:oasis:names:tc:SAML:1.1:nameid-format:unspecified
sap-card-nominations-path	/rest/experience/cardservice/v1/nominations?nominationType=sapStart
sap-company	Enter the SAP SuccessFactors company ID.
sfsf.companyID	Enter the SAP SuccessFactors company ID.
tokenService.body.primaryemployment	true
Use default JDK truststore	Enable this option.
sap-start	true

5. Save your entry.

Task overview: [Integrating with SAP Start Using SAP SuccessFactors as a Cloud Content Provider \[page 6\]](#)

Related Information

[Creating a Design-Time Destination \[page 7\]](#)

[Creating a Runtime Destination \[page 9\]](#)

[Scheduling a Recurring Job to Refresh CDM Contents \[page 12\]](#)

[Adding a Content Provider to SAP Start \[page 13\]](#)

[Supported Cards for SAP Start \[page 15\]](#)

[Creating an OAuth Client in SAP SuccessFactors](#)

4.4 Scheduling a Recurring Job to Refresh CDM Contents

The administrator can schedule a recurring background job to refresh CDM contents so that the CDM content API can return up-to-date data from SAP SuccessFactors.

Procedure

1. Go to [Admin Center](#) > [Scheduled Job Manager](#).
2. On the [Job Scheduler](#) tab, choose [Create Job Request](#) to schedule a background job with the following information:

Field	Value
Job Name	The name given to the job.
Job Type	Refresh Synthetic Group Data
Job Owner	System user is automatically selected.
Job Parameters	Common Data Model Content Deep-Link Access User Group
Occurrence	Recurring
Recurrence Pattern	Daily
Start	Select the start time.
End	Select the end time.

For more information about scheduling jobs, see [Creating a Scheduled Job Request in Admin Center](#).

3. Choose [Submit](#) to save the job request and submit it to the job scheduler.

Results

The new job request for refreshing CDM contents is now scheduled.

Next Steps

When you set up the recurring job for the first time, you can run the job immediately using the [Run It Now](#) option to do an initial refresh. After that, changes to SAP SuccessFactors CDM contents can take up to 24 hours to be effective, depending on the job occurrence.

Task overview: [Integrating with SAP Start Using SAP SuccessFactors as a Cloud Content Provider \[page 6\]](#)

Related Information

[Creating a Design-Time Destination \[page 7\]](#)

[Creating a Runtime Destination \[page 9\]](#)

[Creating a Runtime Destination for Dynamic Data \[page 10\]](#)

[Adding a Content Provider to SAP Start \[page 13\]](#)

[Supported Cards for SAP Start \[page 15\]](#)




4.5 Adding a Content Provider to SAP Start

Add a new content provider to your SAP Start site to consume the contents from SAP SuccessFactors.

Prerequisites

You have SAP Start site in your subaccount.




Procedure

1. Go to the [Site Manager](#) page of your SAP Start site and open the [Channel Manager](#) tab.
2. Choose  [+ New](#)  [Content Provider](#)  to add a new content provider.
3. Enter the information from the table below:

→ Remember

Note that whether you've subscribed to the standard or foundation plan of SAP Build Work Zone, standard edition, the configurations for both plans in this step are mostly the same. Some properties are set by default and can not be changed in the foundation plan. See the table below for details.

Field	Value
Title	Enter a name for the content provider.
Description	Enter a description for the content provider.
ID	Automatically generated from the title.
Design-Time Destination	Select the design time destination you created previously.

Field	Value
Runtime Destination	Select the runtime destination you created previously. Must have set the additional property <code>sap-start</code> to True .
Runtime Destination for Dynamic Data	SuccessFactors_API
Content Addition Mode	Make sure this option is On. <div>  Note This option is turned on by default and not editable in the foundation plan. </div>
Use the Identity Provisioning service to provision user authorizations.	Make sure this option is On. <div>  Note This option is turned on by default and not editable in the foundation plan. </div>
Include group and catalog assignments to roles	Make sure this option is Off. <div>  Note This option is not available in the foundation plan. </div>

4. Save the entry.

Results

Now, a new content provider is added to SAP Start site. But, if you make changes to any of the required properties that don't comply with the information provided above, SAP SuccessFactors contents will not be accessible from SAP Start.

Next Steps

1. For synchronization of necessary roles between SAP SuccessFactors and SAP Build Work Zone, you need to follow:
 - [Set up SAP SuccessFactors as a Source System for Identity Provisioning Service](#)
 - [Set up SAP Build Work Zone, standard edition as a Target System for Identity Provisioning Service](#)
2. Go to your site and check the integration result:
 - Search for keywords such as "goals" and "activities", and see whether SAP SuccessFactors content appears in the search result.
 - Trigger a to-do task for your user and check whether a task appears in the [To-Dos](#) section of the SAP Start site.
 - Check the [Insights](#) section and verify the interest cards.

Task overview: [Integrating with SAP Start Using SAP SuccessFactors as a Cloud Content Provider \[page 6\]](#)

Related Information

[Creating a Design-Time Destination \[page 7\]](#)

[Creating a Runtime Destination \[page 9\]](#)

[Creating a Runtime Destination for Dynamic Data \[page 10\]](#)

[Scheduling a Recurring Job to Refresh CDM Contents \[page 12\]](#)

[Supported Cards for SAP Start \[page 15\]](#)

4.6 Supported Cards for SAP Start

List the cards available on SAP Start, accessible on both web and mobile. The table below includes the supported cards and their corresponding module categories.

Module	Card Name
Compensation	Compensation Statement
Compensation	Spot Award Congratulations
Continuous Performance Management	Activity
Goal Management	Goals
Onboarding	Onboarding Guide
Onboarding	Welcome Aboard!
Onboarding	Your Onboarding Checklist
Recruiting	Job Application
Time Management	Time for a break?
N/A	Birthday Reminder for Managers
N/A	Work Anniversary Reminder for Managers

Parent topic: [Integrating with SAP Start Using SAP SuccessFactors as a Cloud Content Provider \[page 6\]](#)

Related Information

[Creating a Design-Time Destination \[page 7\]](#)

[Creating a Runtime Destination \[page 9\]](#)

[Creating a Runtime Destination for Dynamic Data \[page 10\]](#)

[Scheduling a Recurring Job to Refresh CDM Contents \[page 12\]](#)

[Adding a Content Provider to SAP Start \[page 13\]](#)
[Cards and Quick Actions on the Home Page](#)

5 Change History

Learn about changes to the documentation for integrating with SAP Build Work Zone in recent releases.

1H 2024



Type of Change	Description	More Info
Aug 16, 2024		
Added	We added this new topic to list all cards available on SAP Start.	Supported Cards for SAP Start [page 15]
April 19, 2024		
Changed	We updated the Next Steps section to include synchronization details.	Adding a Content Provider to SAP Start [page 13]

Important Disclaimers and Legal Information

Hyperlinks

Some links are classified by an icon and/or a mouseover text. These links provide additional information.

About the icons:

- Links with the icon  : You are entering a Web site that is not hosted by SAP. By using such links, you agree (unless expressly stated otherwise in your agreements with SAP) to this:
 - The content of the linked-to site is not SAP documentation. You may not infer any product claims against SAP based on this information.
 - SAP does not agree or disagree with the content on the linked-to site, nor does SAP warrant the availability and correctness. SAP shall not be liable for any damages caused by the use of such content unless damages have been caused by SAP's gross negligence or willful misconduct.
- Links with the icon  : You are leaving the documentation for that particular SAP product or service and are entering an SAP-hosted Web site. By using such links, you agree that (unless expressly stated otherwise in your agreements with SAP) you may not infer any product claims against SAP based on this information.

Videos Hosted on External Platforms

Some videos may point to third-party video hosting platforms. SAP cannot guarantee the future availability of videos stored on these platforms. Furthermore, any advertisements or other content hosted on these platforms (for example, suggested videos or by navigating to other videos hosted on the same site), are not within the control or responsibility of SAP.

Beta and Other Experimental Features

Experimental features are not part of the officially delivered scope that SAP guarantees for future releases. This means that experimental features may be changed by SAP at any time for any reason without notice. Experimental features are not for productive use. You may not demonstrate, test, examine, evaluate or otherwise use the experimental features in a live operating environment or with data that has not been sufficiently backed up.

The purpose of experimental features is to get feedback early on, allowing customers and partners to influence the future product accordingly. By providing your feedback (e.g. in the SAP Community), you accept that intellectual property rights of the contributions or derivative works shall remain the exclusive property of SAP.

Example Code

Any software coding and/or code snippets are examples. They are not for productive use. The example code is only intended to better explain and visualize the syntax and phrasing rules. SAP does not warrant the correctness and completeness of the example code. SAP shall not be liable for errors or damages caused by the use of example code unless damages have been caused by SAP's gross negligence or willful misconduct.

Bias-Free Language

SAP supports a culture of diversity and inclusion. Whenever possible, we use unbiased language in our documentation to refer to people of all cultures, ethnicities, genders, and abilities.

© 2025 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company. The information contained herein may be changed without prior notice.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

Please see <https://www.sap.com/about/legal/trademark.html> for additional trademark information and notices.