SAP SuccessFactors

PUBLIC

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

Integrating SAP SuccessFactors with Microsoft 365

THE BEST RUN

Content

1 Integrating SAP SuccessFactors with Microsoft 365

By integrating your SAP SuccessFactors system with Microsoft 365, you can empower users to collaborate with less friction and complete everyday HR tasks right inside Microsoft 365 applications.

Overview

This guide is designed to help you configure your SAP SuccessFactors system to get it ready for users to explore and collaborate in Microsoft 365 applications.

As your organization's administrator for the SAP SuccessFactors system, you'll need the following permissions to prepare for integration, or assistance from your Microsoft 365 implementation partners who have these roles:

- SAP SuccessFactors system administrator: to establish and configure the connection between SAP SuccessFactors and Microsoft 365 on the **Work Tech Configuration** page
- Microsoft 365 Global admin: to grant Microsoft Graph API permissions to SAP SuccessFactors
- Microsoft 365 Teams admin: to install the SAP SuccessFactors app in Teams and set up the permission policy

The following features become available with a successful integration:

- **Start Teams chat from SAP SuccessFactors**
  Users can start a Teams chat from a user's quickcard, profile header, or Profile Preview, depending on the status of your latest People Profile enablement.
- **Access quick actions and receive notifications through the SAP SuccessFactors app in Teams**
  - Users can use quick actions of Continuous Performance Management, Employee Central, Employee Central Payroll, and Time Tracking.
  - Users are notified of approvals, time-sensitive reminders, and other events.
- **Engage with SAP SuccessFactors processes that use Outlook or Teams online meetings**
  Currently, users can use features related to interview scheduling.
- **Take advantage of the AI-Assisted Microsoft Teams App Chat feature**
  Users can initiate HR transactions or view personal data using natural language through a built-in AI engine.

Users can take advantage of the features in both web and mobile applications.

Basic Microsoft Terms

Term	Description
Adaptive card	An actionable content snippet added to a conversation by a bot or message extension. Use text, graphics, and buttons with these cards for rich communication.

Term	Description
App package	A Teams app package is a ZIP file that contains the App manifest file, color icon, and outline icon.
Microsoft Entra ID	Microsoft's cloud-based identity and access management service. It helps authenticated users access internal and external resources.
Message extension	Message extensions are shortcuts for inserting app content or acting on a message. You can use a message extension without navigating away from the conversation.
Task module	A feature of Teams app to create modal pop-up for completing tasks, displaying videos, or dashboard.
Tenant ID	The unique identifier of the tenant where your app is registered in Microsoft Entra admin center.

Related Information

About admin roles in the Microsoft 365 admin center
Assign admin roles in the Microsoft 365 admin center
Common terms and definitions for Microsoft Teams

2 Microsoft Teams Chat from SAP SuccessFactors

2.1 Enabling Basic Integration Between SAP SuccessFactors and Microsoft Teams

Enable the basic integration between SAP SuccessFactors and Microsoft Teams to allow users to start Teams chat from SAP SuccessFactors.

Prerequisites

You have the *Administrator Permissions* > *Manage System Properties* > *Work Tech Configuration* permission.

Context

Completing this task alone just enables integration with Microsoft Teams chat.

> Note
>
> To enable the extended range of integration with Microsoft 365, refer to the **Related Information** section for detailed instructions.

Procedure

1. Go to *Admin Center* > *Work Tech Configuration*.
2. In the *Enablement* section, choose *Enable Integration*.

Results

You've enabled integration with Microsoft Teams chat. Users can start a Teams chat with one another from their quickcard, profile header, or Profile Preview, depending on the status of your latest People Profile enablement.

> ⓘ Note
>
> After the enablement, it takes 20 minutes for the integration to take effect in iOS and Android SAP SuccessFactors Mobile apps.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]
Enabling Microsoft Teams Online Meetings for SAP SuccessFactors Processes [page 58]
Enabling Microsoft Outlook and Teams Online Meetings for SAP SuccessFactors Processes [page 64]

2.2 Using Microsoft Teams Chat from SAP SuccessFactors

With the basic integration enabled, users can start a Microsoft Teams chat from their SAP SuccessFactors system.

Depending on the status of your latest People Profile enablement, a Teams chat can be triggered from different locations:

- If you haven't enabled the latest People Profile experience, The *Microsoft Teams Chat* icon (with a link) appears in users' quickcard or profile header.
- If Profile Preview of the latest People Profile experience is enabled, the *Microsoft Teams Chat* icon is available on users' Profile Preview.

After users choose the icon, a chat window is opened in their Teams desktop client for instant conversation. If they don't have a Teams desktop client installed, the chat window is opened in a web browser instead.

To facilitate smooth redirection from SAP SuccessFactors to a Teams chat window, it's recommended that users install the Teams desktop client.

Related Information

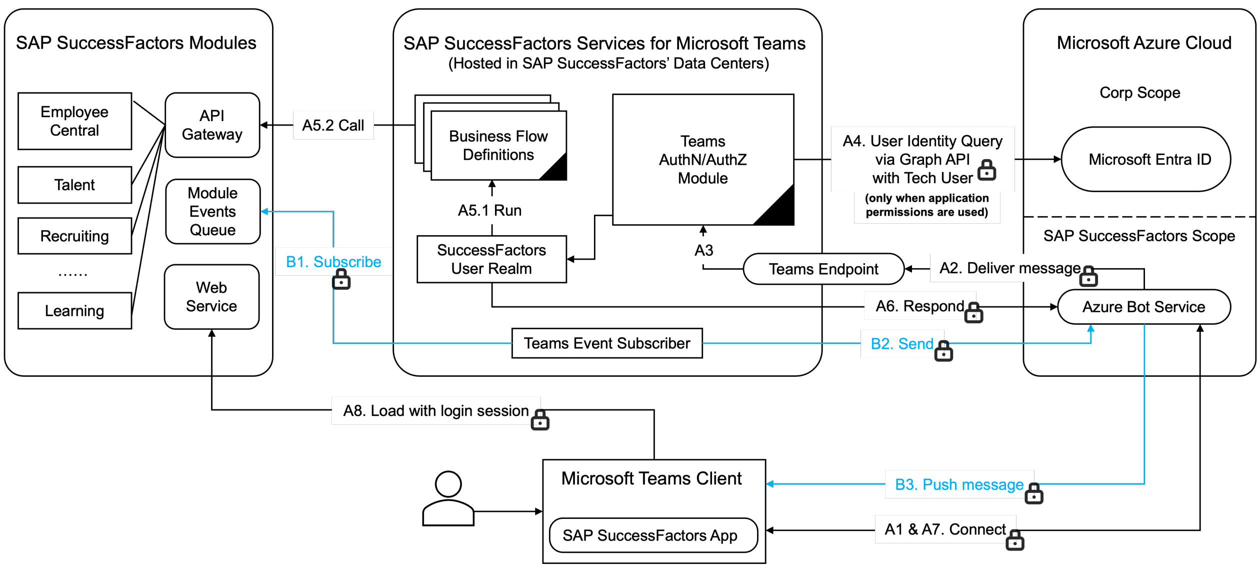
How-To Video: Start Microsoft Teams Chat from Quickcard and People Profile Header
How-To Video: Start Microsoft Teams Chat form People Profile Header on Mobile Devices
Enabling Basic Integration Between SAP SuccessFactors and Microsoft Teams [page 6]
Enabling Full Profile of Latest People Profile

3 SAP SuccessFactors App for Microsoft Teams

Learn about how SAP SuccessFactors works with Microsoft 365 to make successful transactions.

Communication Process

The communication process between SAP SuccessFactors and Microsoft 365 is illustrated and explained below:



> → Tip
>
> Understand the labeling convention to better navigate the diagram:
>
> - "A" with a number (A1, A2 ... A8) indicates steps for quick actions.
> - "B" with a number (B1, B2, and B3, in blue) indicates steps for notification cards.

(lock icon) means that data transited between Azure Bot Service, Teams client, and SAP SuccessFactors Service endpoint is encrypted using SSL.

A1. The Teams client sends a message to Azure Bot Service when users chat with the SAP SuccessFactors app or perform a quick action.

A2. Azure Bot Service forwards the message to the SAP SuccessFactors Service endpoint with mandatory decoration, including Microsoft Entra tenant information and security validations.

A3. The SAP SuccessFactors Service endpoint validates the message by invoking the Teams SDK to ensure message security.

A4. With the Microsoft Entra tenant and user information embedded in the message, SAP SuccessFactors queries Microsoft Graph APIs from customer's Microsoft Entra ID, and then exchanges the information into an SAP

SuccessFactors user's realm with proper permissions. Please note that these permissions are for our app's use, not for users. They're utilized to call Microsoft Graph APIs and retrieve user information without user intervention. No data is stored during this process. Additionally, access to another customer's data is not possible, as all Microsoft Entra tenants and SAP SuccessFactors instances are isolated.

> ⓘ Note
>
> This transaction applies **only** when application permissions are used. In delegated access scenarios, the equivalent process is the connection procedure users must complete in the SAP SuccessFactors app in Teams.

A5. SAP SuccessFactors Service invokes proper business APIs based on different business scenarios. Data that can be requested by end users (not a tech user) is subject to the permissions configured for those end users.

A6. SAP SuccessFactors Service sends a message back to Azure Bot Service when a business API call is completed.

A7. Azure Bot Service sends the message back to the Teams client.

A8. In some WebView-based business scenarios, the Teams client visits the target Web content from SAP SuccessFactors Web Service with a login session (this may require account login based on IDP configurations).

B1. Teams Event Subscriber monitors events sent by various modules by subscribing to Module Events Queue. These modules generate events based on specific business rules and conditions.

B2. Teams Event Subscriber constructs a bot message (that follows a predefined data structure) based on the event and sends it to Azure Bot Service.

B3. Azure Bot Service pushes the message to the Teams client, displaying the notification to end users in the form of a card.

For more information about Microsoft concepts and techniques, please review relevant Microsoft documentation.

Security Considerations

- Microsoft Graph APIs are used to map users in SAP SuccessFactors and Microsoft Entra ID based on correlation ID. SAP SuccessFactors doesn't read or store any other information about users.
- SAP SuccessFactors APIs are used **only** for SAP SuccessFactors transactions or user interactions that happen within the SAP SuccessFactors app. SAP SuccessFactors APIs don't read or access users' business data produced in Teams, for example, chat messages or calendar events.
- Users' SAP SuccessFactors data produced by quick action transactions isn't stored in Teams. SAP SuccessFactors data shown in notification cards is stored in Teams and subject to the retention policy defined by Teams.

Reduced Scope

Be aware of the restrictions and reduced scope before you implement the integration:

- Text Replacement isn't supported.
- Data Protection and Privacy (DPP) dependency on Microsoft 365: When data is purged in the SAP SuccessFactors system, SAP SuccessFactors doesn't erase notifications users received from the SAP

SuccessFactors app in Teams. Retention of the notifications follows the retention policy defined by Teams. For details, see *Manage retention policies for Microsoft Teams*.

Related Information

[Azure AI Bot Service documentation]

[Manage retention policies for Microsoft Teams]

3.1 Enabling the SAP SuccessFactors App for Microsoft Teams

Set up service connection and grant admin consent to enable the SAP SuccessFactors app for Microsoft Teams.

Prerequisites

- You've enabled basic integration between SAP SuccessFactors and Microsoft Teams.
- You have the *Administrator Permissions* > *Manage System Properties* > *Work Tech Configuration* permission.
- You have Microsoft 365 Global admin role permissions.

Context

By enabling the integration, you establish service connection between SAP SuccessFactors and Microsoft 365. Users can then use services powered by both sides wherever integration is applied. As long as your Teams environment is hosted on a public cloud and running a Microsoft-supported version, the SAP SuccessFactors app should work as expected.

If you own multiple SAP SuccessFactors instances, you need to repeat **steps 2 and 3** for each of the instances.

Mapping one SAP SuccessFactors instance to multiple Microsoft Entra tenants is supported. In that case, if you have multiple Microsoft Entra tenants and want to map each of them to the same SAP SuccessFactors instance, you need to repeat **steps 2 and 3** to add each connection.

Across all data centers, the mapping between an SAP SuccessFactors instance and an Microsoft Entra tenant should be unique. This means it won't work if you own multiple Microsoft Entra tenants but only one SAP SuccessFactors instance. In such a case, you need to connect each of the tenants to a unique instance, separately.

Procedure

1. Go to *Admin Center* > *Work Tech Configuration* > *Settings* > *SAP SuccessFactors App in Teams*.
2. In the *Connection and Authentication* area, do the following:
   a. Review *Service Type*.
      We've set it to *Global* for you by default, meaning the app is offered by SAP SuccessFactors, so no extra configurations are needed from customers.
   b. Set *Microsoft API Permission Type* to the one that best suits your usage scenario.
      - *Application*: The app calls Microsoft Graph with its own identity, without a signed-in user.
      - *Delegated*: The app calls Microsoft Graph on behalf of a signed-in user.

> Note
>
> If you previously chose *Application* and now want to switch to *Delegated*, you need to disconnect and then start the connection process from scratch.

Expand to understand the similarities and differences between application permissions and delegated permissions.

	Application Permissions	Delegated Permissions
Who is responsible for tenant connection?	SAP SuccessFactors administrator and Microsoft 365 Global admin	
Who is responsible for user mapping?	SAP SuccessFactors administrator on behalf of end users	End users, at the first time they use the SAP SuccessFactors app in Teams
Is login required to receive notification cards?	No	No, after the user mapping procedure is complete
Is login required to use quick actions?	Not required in these scenarios: • Request or give feedback • Clock my time • View my pay statement • Manage my team - view type • Manage my data - view type Required in these scenarios, if no active session running: • Create activity • Manage my team - edit type • Manage my data - edit type • Recognize • Access the *Home* tab	
Other considerations	Require more Microsoft Graph permissions, but simpler end user experience	Require less Microsoft Graph permissions, but additional user mapping procedure for end users

3. Choose *Connect*.
   a. In the displayed dialog, choose *Connect*.
   b. Review the permissions requested by the SAP SuccessFactors app. The permissions vary based on your choice of *Microsoft API Permission Type*.

Expand to understand the permission capabilities and purposes.

Microsoft API Permission Type	What the App Can Do with the Requested Permissions	Purpose
Application	• Send a teamwork activity to any user • Read all users' full profiles • Allow the app to manage itself for all users	Service connection, user mapping, and user notification
Delegated	• Read cross-tenant basic information • View your basic profile • Maintain access to data you have given it access to → Tip You're recommended to leave the *Consent on behalf of your organization* option unselected as connection requirements are already met without it.	Service connection

For details about the permissions, see *Required Permissions for the SAP SuccessFactors App in Microsoft Teams*.

c. To agree to the request and grant consent, choose *Accept*.

> ⓘ Note
>
> - This step requires Microsoft 365 Global admin role permissions. If you don't have the permissions, follow the onscreen instructions, copying and securely sending the link to your Microsoft 365 Global admin. For security considerations, the link expires in 30 minutes.
>   After your Microsoft 365 Global admin grants consent, you're supposed to refresh the page to verify the connection is successfully established.
> - In case that the permissions you've granted are not sufficient for the enablement, follow the onscreen instructions to grant all the required Microsoft Entra permissions. It can take up to 1 hour for the permissions to take effect in both SAP SuccessFactors and Microsoft Entra ID.

4. (Mandatory only if you set *Microsoft API Permission Type* to *Application*) In the *User Mapping* area, set *User Identifier in SAP SuccessFactors* and *User Identifier in Entra ID* and choose *Save*.

The *Mapping Status* field shows the current mapping status based on your selected user identifiers, validated with your own user account. To further verify whether the user mapping works for other users, use the search function.

> ⓘ Note
>
> The identifiers are used to uniquely match a user between SAP SuccessFactors and Microsoft Entra ID. Ensure the following for them to work properly:
>
> - Confirm that a user is allocated a unique user identifier in SAP SuccessFactors and Microsoft Entra ID, separately.
> - Set the two user identifiers to exactly the same value for a user.
> - Consider user identifiers that are not likely to be changed often, for example, email addresses.

> → Remember
>
> To ensure successful user mapping, the following requirements for role-based permissions must be met:

- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Results

You've enabled the integration for using the SAP SuccessFactors app in Teams. Microsoft Graph APIs are ready for service connection.

Next Steps

- If you set *Microsoft API Permission Type* to *Application*: Install the SAP SuccessFactors app from the Teams app store for all users in your organization. No actions are required from users.
- If you set *Microsoft API Permission Type* to *Delegated*: In Teams, users need to complete the connection procedure for user mapping by sending any text to the bot chat or go to the *Home* tab.

Related Information

How-To Video: Set Up Connection to the Latest App and Install the Latest App from the Teams App Store
Frequently Asked Questions on Setting Up the SAP SuccessFactors App in Microsoft Teams
Enabling Basic Integration Between SAP SuccessFactors and Microsoft Teams [page 6]
Required Permissions for the SAP SuccessFactors App in Microsoft Teams [page 14]

3.2 Required Permissions for the SAP SuccessFactors App in Microsoft Teams

Learn about permissions requested by the integration and Microsoft APIs called to make service requests for specific purposes.

App-Level Permissions

The permissions listed below are required when **application permissions** are used. In this case, the SAP SuccessFactors app accesses Microsoft Graph API endpoints without requiring a user to be logged in.

Requested Permission	Purpose	API Called	Data Sent by SAP SuccessFactors	Parameter Mapped in the Microsoft Teams API
TeamsActivity.Send	To send notifications to users.	• `/users/{userID}/teamwork/installedApps?$filter=teamsApp/externalId eq '{appID}'` • `/users/{userID}/teamwork/installedApps/{appInstallationID}/chat` • `POST {BotTrafficManagerEndpoint}/v3/conversations/{chatID}/activities`	Business data that displays as a Teams notification, for example, a feedback request or a piece of feedback	A Bot Activity (An Activity is the basic communication type for the Bot Framework 3.0 protocol.)
TeamsAppInstallation.ReadWriteSelfForUser.All	We don't utilize these permissions to trigger installation for everyone. Instead, we use it solely to check whether the user has installed the app or not. Notifications are only sent to users who have installed the app.			

Requested Permission	Purpose	API Called	Data Sent by SAP SuccessFactors	Parameter Mapped in the Microsoft Teams API
User.Read.All	We use this permission to map users between Teams and SAP SuccessFactors. The Application type specifically requires this permission, rather than a basic one.	`/users/{userID}` To allow users to be searched by Microsoft Entra user ID	-	-
		`/users?$filter={filterExpression}` To allow users to be searched by other correlation ID	The value of the field used for correlation with Microsoft Teams, for example, email address or user name	Values used in `{filterExpression}`

These permissions are required when **delegated permissions** are used.

Requested Permission	Purpose	API Called	Data Sent by SAP SuccessFactors	Parameter Mapped in the Microsoft Teams API
CrossTenantInformation.ReadBasic.All	To read the Microsoft Entra Tenant ID. This permission allows the application to obtain basic tenant information about another target tenant within the Microsoft Entra ID ecosystem on behalf of the signed-in user.	`/me/checkMemberObjects`	N/A	A list of fixed admin role IDs, for example, `{"ids": ["62e90394-69f5-4237-9190-012177145e10"]}`
User.Read	To read the operating user's roles in Microsoft Entra ID. This permission allows users to sign-in to the app, and allows the app to read the profile of signed-in users. It also allows the app to read basic company information of signed-in users.		N/A	

Feature-Level Permissions

The `Calendars.ReadWrite` permission is required for syncing events through the *Sync Absences to Calendar* and *Sync Holidays to Calendar* quick actions. It allows the SAP SuccessFactors app to read and modify users' calendar events in Teams.

3.3 Installing the SAP SuccessFactors App from Microsoft Teams App Store

Install the latest SAP SuccessFactors app from the Microsoft Teams app store for all users in your organization.

Prerequisites

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have Microsoft 365 Teams admin role permissions.
- You have an active Microsoft 365 group that consists of all users in your organization.

Context

> → Recommendation
>
> To avoid app duplication and possible confusion caused, we recommend you remove the earlier app before installing the latest one:
>
> - Unpin the earlier app from the app bar or message extension if you've pinned it before.
> - Delete the earlier app from your organization's app store.
>   The old app has an external app ID, which you can use to differentiate it from the latest app. The latest app doesn't has an external ID but has the following app ID:
>   b686b51f-7fd4-4c11-913b-f92025bd22ea

Procedure

1. Log in to the Microsoft Teams admin center.
2. In the left navigation menu, choose *Teams Apps* > *Setup policies*.
3. In the *Manage policies* tab, choose *Add*.
   a. Specify a name for the setup policy.
   b. In the *Installed apps* section, choose *Add apps*, search for *SAP SuccessFactors*, and add it to the app list.
   c. (Recommended) In the *Pinned apps* section, choose *Add apps*, search for *SAP SuccessFactors*, and add it to the list of *App bar*.
   d. Choose *Save*.
4. In the *Group policy assignment* tab, choose *Add*.
   a. Select your Microsoft 365 group.
   b. Select the setup policy you just created.
   c. Choose *Apply*.

Results

You've installed the SAP SuccessFactors app for all users in your organization.

Next Steps

(Recommended) Create an app permission policy and allow the SAP SuccessFactors app so that users can install or upgrade the app on their own. For more information, see *Use app permission policies to control user access to apps*.

Related Information

How-To Video: Set Up Connection to the Latest App and Install the Latest App from the Teams App Store
Video: Overview of Features Available in the SAP SuccessFactors App
Assign policies to users and groups
Use app setup policies to pin and auto install apps for users
Use app permission policies to control user access to apps

3.4 Home Tab of the SAP SuccessFactors App in Microsoft Teams

Learn about the home page of the SAP SuccessFactors app in Microsoft Teams.

Users are offered a one-stop home page in the SAP SuccessFactors app that has been installed from the Teams app store.

There's a *Home* tab in the bot chat with the SAP SuccessFactors app. It consists of four parts:

- Users' personal information: includes the display name, cost center, HR contact, and current employments if users have multiple active employments. Users can switch between their employments to access home pages for different profiles.
- *Recommended for You* section: integrates recommendations from various modules, providing personalized insights to help users discover relevant learning, opportunities, and skills. Data displayed here matches exactly what appears in users' SAP SuccessFactors system.
    - **Learning**: suggestions based on a user's profile information, growth portfolio attributes, and system interactions and activities
    - **Opportunity Marketplace**: personalized recommendations for assignments, open jobs, job roles, mentors, and mentoring programs
    - **Growth Portfolio**: skill suggestions tailored to a user

  Users can bookmark learning and opportunity recommendations, mark them as not interested, and add or skip skill recommendations. These preferences automatically sync to their SAP SuccessFactors system. Clicking a recommendation card redirects users to the corresponding SAP SuccessFactors module page in their web browser for more details.

- *To-Do* section: consolidates reminders about users' pending to-do tasks, including pending approvals, learning assignments, performance reviews, and 360 evaluations. With this view, users don't need to browse the chat history to find uncompleted tasks.
- *Quick Actions* section: collects available quick actions so that users can quickly initiate an HR transaction. Each quick action tile includes a headline that identifies a topic or a related module, key facts or recent activities, and a button for initiating the quick action. Clicking anywhere on the tile (except for the button) takes users to the corresponding SAP SuccessFactors module page in their web browser for more details.

When navigating to the *Home* tab, users might be asked to log in to their SAP SuccessFactors account in Teams. The experience is consistent with your current SAP SuccessFactors authentication process in a web browser. The frequency at which users are asked to log in depends on their current IDP session timeout period.

In delegated access scenarios, users can go to the *Home* tab to initiate their connection procedure for user mapping.

Related Information

SAP SuccessFactors Quick Actions in Microsoft Teams [page 22]
SAP SuccessFactors Notification Cards in Microsoft Teams [page 33]
Video: Home Page of the SAP SuccessFactors App in Microsoft Teams
Recommending Skills Based on Continuous Performance Management Data
Opportunities and Recommendation Logic of Sections in Opportunity Marketplace

3.5 Commands Supported for the SAP SuccessFactors App in Microsoft Teams

Learn about commands users can send to the bot chat with the SAP SuccessFactors app in Microsoft Teams to complete certain tasks.

Users can use commands to interact with the SAP SuccessFactors app that has been installed from the Teams app store.

The commands are case-insensitive and don't yet support internationalization, so only commands sent in English will receive a response. There are there types of the commands:

- General commands such as `hi`, `hello`, or `help` to get the list of available quick actions and help information
- Service commands such as `connect` or `disconnect` to initiate or terminate the connection between SAP SuccessFactors and Microsoft 365. The commands are available only in delegated access scenarios.
- Commands for triggering specific SAP SuccessFactors quick actions to initiate or respond to associated HR tasks
  Here's a list of supported commands but what is available to users depends on the settings configured in the Admin Center.
  - `manage my team`

- `manage my data`
- `request feedback`
- `give feedback`
- `clock my time`
- `view my pay statement`
- `create activity`
- `recognize`
- `delegate my workflows`
- `request time off`

The following commands are supported only when Employee Central Quick Actions are properly configured. These commands are expected to work seamlessly unless you customize the task names in the Admin Center.

In such cases, users must use the customized task names, visible in the *Manage My Data* > *View* list, as the commands to trigger the corresponding tasks.

> **Note**
>
> Currently, the following commands are supported exclusively in the en-US locale.

- `view addresses`
- `view cost center`
- `view email addresses`
- `view emergency contacts`
- `view job`
- `view job relationships`
- `view legal name`
- `view location`
- `view marital status`
- `view phone numbers`

Global Assignment and Concurrent Employment (GA/CE) are supported for commands. When users send a command, they will be asked to choose an employment if they have multiple active employments.

Related Information

How-To Video: Use Commands to Get the Quick Action List and Initiate HR Tasks in Microsoft Teams
SAP SuccessFactors Quick Actions in Microsoft Teams [page 22]

3.6 Customizing Messaging Experience for the SAP SuccessFactors App in Microsoft Teams

Learn about the messaging experience you can customize for users within the SAP SuccessFactors app in Microsoft Teams.

You can modify certain default messages to better align with your organization's terminology, branding, and communication style. This allows a more relevant and consistent information experience when users interact with the app.

To customize these messages, refer to *Modifying Screen Text with the Manage Languages Tool*. The following messages can be edited:

- On the **"Quick Actions for You" card** returned upon user input "hi", "help", or "hello": title, description, embedded documentation link, and the *Learn More* button (which you can also remove by setting its value to empty)
- On the **Welcome card** when users first use the app: title and description

The modified messages take approximately 20 minutes to reflect on end-user interfaces of the SAP SuccessFactors app in Microsoft Teams.

If the language a user set for their Teams client is not supported by the **Manage Languages** tool, the default messages and corresponding translations will be shown instead. For any customizations requiring special formatting, you need to use HTML standards. For example, use `\n` to create line breaks and `[text](link)` to add hyperlinks.

Related Information

Modifying Screen Text with the Manage Languages Tool

3.7 AI-Assisted Microsoft Teams App Chat

Users can interact with the SAP SuccessFactors app in Microsoft Teams to initiate HR transactions or view personal data using natural language through a built-in AI engine.

The AI-Assisted Microsoft Teams App Chat feature focuses on mapping user inputs to available quick actions using AI. The system always attempts to match a user's request with a specific HR transaction. This means the response will either successfully match a transaction or return no match, without open-ended responses. The system is designed to provide clear, structured results, based on available quick actions, rather than engaging in free-form conversation.

This feature supports multiple locales and adds flexibility for more conversational interactions. It complements the fixed commands, offering a more intuitive and seamless way to interact with the SAP SuccessFactors app.

Enabling AI-Assisted Microsoft Teams App Chat [page 21]
Take advantage of the AI-Assisted Microsoft Teams App Chat feature to enable users to interact with the SAP SuccessFactors app in Microsoft Teams through natural-language requests.

[Tasks Supported by AI-Assisted Microsoft Teams App Chat [page 22]]
Learn about tasks supported by the AI-Assisted Microsoft Teams App Chat feature.

3.7.1 Enabling AI-Assisted Microsoft Teams App Chat

Take advantage of the AI-Assisted Microsoft Teams App Chat feature to enable users to interact with the SAP SuccessFactors app in Microsoft Teams through natural-language requests.

Prerequisites

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You've installed the latest SAP SuccessFactors app for users.
- You've purchased the AI units license. For more information about AI units license, contact your Account Executive.
- You've enabled *Assisted Microsoft Teams App Chat* in *Admin Center* > *AI Services Administration*.
- You have the *Administrator Permissions* > *Manage AI Capabilities* > *AI Services Administration* permission.

Context

> ⚠ Caution
>
> Check the legal and regulatory framework of your organization before you enable this function. For details on how SAP SuccessFactors processes user data, please refer to SAP Sub-processors & Data Transfer Factsheets.

By enabling NLP capabilities, you empower users to trigger quick actions and complete tasks through natural, conversational inputs, enhancing the overall flexibility and user experience of the app.

Procedure

1. Go to *Admin Center* > *AI Services Administration*.
2. Enable *Assisted Microsoft Teams App Chat*.

Next Steps

Grant users the *User Permissions* > *AI Access* > *Assisted Microsoft Teams App Chat* permission.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]
Accessing the AI Services Administration Page
SAP Sub-processors & Data Transfer Factsheets
SAP Trust Center

3.7.2 Tasks Supported by AI-Assisted Microsoft Teams App Chat

Learn about tasks supported by the AI-Assisted Microsoft Teams App Chat feature.

The scope of supported tasks is consistent with those available through command-based interactions. For a detailed list of supported tasks, see *Commands Supported for the SAP SuccessFactors App in Microsoft Teams*.

Related Information

Commands Supported for the SAP SuccessFactors App in Microsoft Teams [page 18]
How-To Video: Initiate Tasks Using AI-Assisted Microsoft Teams App Chat

3.8 SAP SuccessFactors Quick Actions in Microsoft Teams

In Microsoft Teams, users can send commands to the bot chat with the SAP SuccessFactors app to trigger certain quick actions.

Quick actions allow users to quickly navigate to and complete an HR task inside Teams.

Global Assignment and Concurrent Employment (GA/CE) are supported for quick actions. When users choose a quick action, they will be asked to choose an employment if multiple active employments exist for themselves or for the target user.

Using quick actions in Teams respects the same rules for using quick actions on the home page. Data produced in Teams is synchronized to users' SAP SuccessFactors system in real time.

Compensation Quick Actions in the SAP SuccessFactors App [page 23]
    Learn about Compensation quick actions available through the SAP SuccessFactors app in Microsoft Teams.

Continuous Performance Management Quick Actions in the SAP SuccessFactors App [page 24]
    Learn about Continuous Performance Management quick actions available through the SAP SuccessFactors app in Microsoft Teams.

Employee Central Quick Actions in the SAP SuccessFactors App [page 26]

Learn about employee self-service (ESS) and manager self-service (MSS) quick actions available through the SAP SuccessFactors app in Microsoft Teams.

Employee Central Payroll Quick Actions in the SAP SuccessFactors App [page 28]
Learn about Employee Central Payroll quick actions available through the SAP SuccessFactors app in Microsoft Teams.

Employee Central Workflows Quick Actions in the SAP SuccessFactors App [page 29]
Learn about Employee Central Workflows quick actions available through the SAP SuccessFactors app in Microsoft Teams.

Time Management Quick Actions in the SAP SuccessFactors App [page 30]
Learn about Time Management quick actions available through the SAP SuccessFactors app in Microsoft Teams.

Time Tracking Quick Actions in the SAP SuccessFactors App [page 32]
Learn about Time Tracking quick actions available through the SAP SuccessFactors app in Microsoft Teams.

Related Information

Cards and Quick Actions on the Home Page

3.8.1 Compensation Quick Actions in the SAP SuccessFactors App

Learn about Compensation quick actions available through the SAP SuccessFactors app in Microsoft Teams.

Prerequisites

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have a Compensation license.
- Reward and Recognition is enabled.
- *Recognize* is enabled in *Admin Center* > *Manage Home Page* > *Quick Actions*.
- Users have proper permissions based on their roles and spot award program types. For more information, see *Permissions for Different Roles in Reward and Recognition* and *Spot Award Permissions*.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Quick Actions

Name	Description
Recognize	Allows users to recognize someone with a spot award directly from Teams.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]
Permissions for Different Roles in Reward and Recognition
Spot Award Permissions
How-To Video: Recognize (Give Spot Awards) in Microsoft Teams

3.8.2 Continuous Performance Management Quick Actions in the SAP SuccessFactors App

Learn about Continuous Performance Management quick actions available through the SAP SuccessFactors app in Microsoft Teams.

General Requirements

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have a Performance & Goals license.
- Continuous Performance Management is enabled.
- Users have the *User Permissions* > *Continuous Performance Management User Permission* > *Access Continuous Performance Data* and *Access Continuous Feedback Data* permissions.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Quick Actions

Name	Description	Prerequisites
Request Feedback	Allows users to send feedback requests directly from Teams.	• The Continuous Feedback feature is enabled. • *Request Feedback* is enabled in *Admin Center* > *Manage Home Page* > *Quick Actions*. • Users have the *User Permissions* > *Continuous Performance Management User Permission* > *Give Continuous Feedback* permission.
Give Feedback	Allows users to provide feedback for others directly from Teams.	• The Continuous Feedback feature is enabled. • *Give Feedback* is enabled in *Admin Center* > *Manage Home Page* > *Quick Actions*. • Users have the *User Permissions* > *Continuous Performance Management User Permission* > *Request feedback from others* permission.

Create Activity	Allows users to create activities and link them to relevant performance or development goals.	• *Create Activity* is enabled in *Admin Center* > *Manage Home Page* > *Quick Actions*.
		• To link activities to performance or development goals: you've enabled the latest Goal Management or Development Goals.
		• Users have these permissions:
		  • Permission to *view* and *edit* the item *Activity* under *User Permissions* > *Continuous Performance Management*
		  • Permission to *view* and *edit* the item *Achievement* under *User Permissions* > *Continuous Performance Management*
		  • To link activities to performance goals: *User Permissions* > *Goals* > *Goal Management Access*
		  • To link activities to development goals: *User Permissions* > *Career Development Planning* > *Career Development Plan (CDP) Access Permission*

Important Notes

- *Create Activity* doesn't support multiple roles. Activities created in Teams only appear in a user's channel with their line manager.
- When using *Create Activity*, users might be asked to log in to their SAP SuccessFactors account in Teams. The experience is consistent with your current SAP SuccessFactors authentication process in a web browser. The frequency at which users are asked to log in depends on their current IDP session timeout period.
- In delegated access scenarios, feedback can't be requested from or sent to users who haven't connected their accounts for user mapping in Teams.

Related Information

[Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]]
How-To Video: Request and Give Feedback in Microsoft Teams
How-To Video: Create Activity in Microsoft Teams
Enabling Continuous Performance Management from the Admin Center
Configuring Continuous Feedback

3.8.3 Employee Central Quick Actions in the SAP SuccessFactors App

Learn about employee self-service (ESS) and manager self-service (MSS) quick actions available through the SAP SuccessFactors app in Microsoft Teams.

General Requirements

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have an Employee Central license.
- You've defined the tasks users can complete through quick actions, based on templates for ESS and MSS transactions. For more information about the templates and how to configure them, see *Employee Central Quick Actions*.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Quick Actions

Name	Description	Prerequisites
Manage My Team (for managers)	Displays a list of users' direct reports. Displays tasks available for a chosen user. Allows users to view and change data for their team members.	*Manage My Team* is enabled in *Admin Center* > *Manage Home Page* > *Quick Actions*.

Name	Description	Prerequisites
Manage My Data	Displays available tasks. Allows users to view and change some of their own data.	*Manage My Data* is enabled in *Admin Center* > *Manage Home Page* > *Quick Actions*.

Important Notes

- The full scope of tasks supported by these quick actions is listed below. Task availability and their placement under *Manage My Team* or *Manage My Data* depend on the settings configured in the Admin Center.

View-Type Tasks	Change-Type Tasks
View Job Relationship	Change Job Relationship (includes the ability to add or delete a record)
View Email Addresses	Change Email Addresses (includes the ability to add or delete a record)
View Phone Numbers	Change Phone Numbers (includes the ability to add or delete a record)
View Emergency Contacts	Change Emergency Contacts (includes the ability to add or delete a record)
View Addresses	Change Addresses (includes the ability to add or delete a record)
View Cost Center	Change Cost Center
View Location	Change Location
View Job	Change Job
View Legal Name	Change Legal Name
View Marital Status	Change Pronouns
	Change Chosen Name
	Change Working Time
	Change Contract End Date
	Change Probation
	Change Marital Status
	Transfer
	Promotion
	Furlough
	End Furlough
	Suspension
	End Suspension
	Create One-Time Payment

- Tasks in *Manage My Team* include only those under *Manage My Team* > *Actions* > *Change/View* accessed through the SAP SuccessFactors home page. On the home page, the availability of the *Change* or *View* section depends on individual user permissions, meaning the tasks visible may vary by user.
- For the tasks that allow edits to user data, users might be asked to log in to their SAP SuccessFactors account in Teams.
  The experience is consistent with your current SAP SuccessFactors authentication process in a web browser. The frequency at which users are asked to log in depends on their current IDP session timeout period.
- If you've configured an approval workflow for a task of the "change" type in Admin Center, approvers will receive approval cards in Teams once approval requests are triggered.
- For a 'view' type task that supports a single attachment, users can only see the attachment's name and cannot download it.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]
How-To Video: Use Employee and Manager Self-Service in Microsoft Teams
Employee Central Quick Actions

3.8.4 Employee Central Payroll Quick Actions in the SAP SuccessFactors App

Learn about Employee Central Payroll quick actions available through the SAP SuccessFactors app in Microsoft Teams.

Prerequisites

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have an Employee Central Payroll license.
- Pay Statement (direct) integration is enabled in your Employee Central instance.
- Synchronization Support Package EA-HR SP86 or above is installed in your Employee Central Payroll system.
- *View My Pay Statement* is enabled in *Admin Center* > *Manage Home Page* > *Quick Actions*.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Quick Actions

Name	Description
View My Pay Statement	Displays users' basic payroll information such as payout amount, gross amount, and pay date. Takes users to their SAP SuccessFactors system to view pay statement details and pay history.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]

[How-To Video: View My Pay Statement in Microsoft Teams]

3.8.5 Employee Central Workflows Quick Actions in the SAP SuccessFactors App

Learn about Employee Central Workflows quick actions available through the SAP SuccessFactors app in Microsoft Teams.

Prerequisites

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have an Employee Central license.
- *Delegate My Workflows* is enabled in *Admin Center* > *Manage Home Page* > *Quick Actions*.
- Users have the *Administrator Permissions* > *Manage Workflows* > *Allow Auto Delegation* permission.
- Users have MDF object permission.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Quick Actions

Name	Description
Delegate My Workflows	Allows users to request a delegatee, either an individual or a group, to manage tasks on their behalf during a specified period. Each workflow group can be delegated separately to a specific delegatee, allowing the flexibility to delegate all workflows the user is responsible for or just a specific workflow group.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]
Delegating Workflows
How-To Video: Delegate My Workflows in Microsoft Teams

3.8.6 Time Management Quick Actions in the SAP SuccessFactors App

Learn about Time Management quick actions available through the SAP SuccessFactors app in Microsoft Teams.

General Requirements

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have an Employee Central license.
- Time Off is enabled.
- Users have the *User Permissions* > *Employee Views* > *Time Off* permission.
- Users have proper permissions listed in *Permissions Required for Time Management in General* and *Permissions for User Interfaces in Time Off* in the **Related Information** section.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Quick Actions

Name	Description	Prerequisites
Request Time Off	Allows users to request time off directly from Teams, such as a standard annual leave or an unexpected sick leave. Allows users to sync the submitted time off to the Teams calendar.	• *Request Time Off* is enabled in *Admin Center* > *Manage Home Page* > *Quick Actions*. • Users have permission to both view and edit the EmployeeTime object.
Sync Absences to Calendar	Displays absence details about users' upcoming absences for the next 12 months. Allows users to sync a single upcoming absence or all absences for the next 12 months at once to their Teams calendar.	Users have permission to view the EmployeeTime object.
Sync Holidays to Calendar	Displays absence details about users' upcoming holidays for the next 12 months. Allows users to sync a single upcoming holiday or all holidays for the next 12 months at once to their Teams calendar.	

Important Notes

Please be aware of the following when using the *Sync Absences to Calendar* and *Sync Holidays to Calendar* quick actions:

- The Microsoft Graph permission `Calendars.ReadWrite` is required for syncing events to the Teams calendar. It allows the SAP SuccessFactors app to read and modify users' calendar events in Teams. To set this up, follow the instructions in *Configure how users consent to applications* and choose one of the following options in *Microsoft Entra admin center* > *Consent and permissions* > *User consent settings*:
  - If you choose *Allow user consent for apps from verified publishers, for selected permissions (Recommended)*, classify the basic permissions (`openid`, `profile`, `email`, and `offline_access`) as listed in *Configure permission classifications*, including `Calendars.ReadWrite`, as low impact and add them.
  - If you choose *Allow user consent for apps*, no further action is needed.
- Since the synchronization is one-way from the SAP SuccessFactors system to the Teams calendar, any inconsistencies between the two will prompt a re-sync option to maintain data consistency. If changes are made to the event either in the SAP SuccessFactors system or manually in the Teams calendar, we will re-surface the *Sync to Calendar* button for users to sync the updated SAP SuccessFactors data. This ensures that SAP SuccessFactors data always takes precedence. For example:
  - If users modify an event's start date, end date, or time of it in the SAP SuccessFactors system after syncing it to the Teams calendar, the *Sync to Calendar* button will be active again.
  - For a synced event that has specified start time and end time, if users change its start date, end date, or time directly in the Teams calendar (the changes won't reflect back in the SAP SuccessFactors system), the *Sync to Calendar* button will be active again. This allows users to override those changes with the original SAP SuccessFactors data.
- Events without a specified start and end time (such as a half-day absence) will appear as all-day events in the Teams calendar. Users can edit these events directly in Teams to set a start and end time if needed. Making these changes won't trigger the *Sync to Calendar* button to be active again for that event.
- By default, synced events in the Teams calendar will display with an "Out of Office" (OOO) status.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]
How-To Video: Request Time Off in Microsoft Teams
How-To Video: Sync Absences and Holidays to Microsoft Teams Calendar
Permissions Required for Time Management in General
Permissions for User Interfaces in Time Off
Configure how users consent to applications
Configure permission classifications

3.8.7 Time Tracking Quick Actions in the SAP SuccessFactors App

Learn about Time Tracking quick actions available through the SAP SuccessFactors app in Microsoft Teams.

Prerequisites

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have a Time Tracking license.
- *Clock My Time* is enabled in *Admin Center* > *Manage Home Page* > *Quick Actions*.
- Users have the following permissions:
  - *User Permissions* > *Clock In Clock Out* > *Access Clock Time*
  - *User Permissions* > *Clock In Clock Out* > *View Time Events*
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Quick Actions

Name	Description
Clock My Time	Allows users to clock in and clock out and record time events directly from Teams. Allows users to add missed punch for a time event that occurred in the past but wasn't recorded at the time. Displays a maximum of 6 most recent time events and the corresponding time points. Takes users to their SAP SuccessFactors system to view timesheet details.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]
How-To Video: Clock My Time in Microsoft Teams
Time Tracking on the Home Page
Clock In Clock Out in SAP SuccessFactors Time Tracking
Accessing Manage Clock In Clock Out from the Home Page

3.9 SAP SuccessFactors Notification Cards in Microsoft Teams

In Microsoft Teams, the SAP SuccessFactors app sends notification cards to its bot chat to remind users of their HR tasks to be completed.

Notification cards have the following capabilities:

- Display general information about an HR task.
- Allow users to complete the task inside Teams.
- Take users to their SAP SuccessFactors system.

Sending notification cards to Teams respects the same rules for generating cards on the home page, except for Recruiting notification cards. Data produced in Teams is synchronized to users' SAP SuccessFactors system in real time.

Global Assignment and Concurrent Employment (GA/CE) are supported for notification cards. For users who have multiple active employments, they receive notifications for all their employments in the bot chat with the SAP SuccessFactors app.

If users receive a card with interactive buttons in Teams and later on they respond to the task elsewhere, such as SAP SuccessFactors system and SAP Build Work Zone (if applicable), the card will automatically disappear from Teams. This ensures that only active and relevant tasks remain visible in Teams.

360 Reviews Notification Cards in the SAP SuccessFactors App [page 34]
Learn about 360 Reviews notification cards users can receive in Microsoft Teams.

Compensation Notification Cards in the SAP SuccessFactors App [page 35]
Learn about Compensation notification cards users can receive in Microsoft Teams.

Continuous Performance Management Notification Cards in the SAP SuccessFactors App [page 37]
Learn about Continuous Performance Management notification cards users can receive in Microsoft Teams.

Employee Central Workflows Notification Cards in the SAP SuccessFactors App [page 38]
Learn about Employee Central Workflows notification cards users can receive in Microsoft Teams.

Global Benefits Notification Cards in the SAP SuccessFactors App [page 39]
Learn about Global Benefits notification cards users can receive in Microsoft Teams.

Learning Notification Cards in the SAP SuccessFactors App [page 42]
Learn about Learning notification cards users can receive in Microsoft Teams.

MDF Workflows Notification Cards in the SAP SuccessFactors App [page 43]
Learn about Metadata Framework (MDF) Workflows notification cards users can receive in Microsoft Teams.

Performance Management Notification Cards in the SAP SuccessFactors App [page 44]
Learn about Performance Management notification cards users can receive in Microsoft Teams.

Position Management Notification Cards in the SAP SuccessFactors App [page 45]
Learn about Position Management notification cards users can receive in Microsoft Teams.

Recruiting Notification Cards in the SAP SuccessFactors App [page 46]
Learn about Recruiting notification cards users can receive in Microsoft Teams.

Time Management Notification Cards in the SAP SuccessFactors App [page 48]

Learn about Time Management notification cards users can receive in Microsoft Teams.

Time Tracking Notification Cards in the SAP SuccessFactors App [page 50]

Learn about Time Tracking notification cards users can receive in Microsoft Teams.

Succession & Development Notification Cards in the SAP SuccessFactors App [page 52]

Learn about Succession & Development notification cards users can receive in Microsoft Teams.

Opportunity Marketplace Notification Cards in the SAP SuccessFactors App [page 53]

Learn about Opportunity Marketplace notification cards users can receive in Microsoft Teams.

Related Information

Cards and Quick Actions on the Home Page

3.9.1 360 Reviews Notification Cards in the SAP SuccessFactors App

Learn about 360 Reviews notification cards users can receive in Microsoft Teams.

General Requirements

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have a Performance & Goals license.
- 360 Reviews is enabled.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Cards

Name	Description	When Received	Prerequisites
Complete 360 Evaluation (for others)	Displays basic information about a 360 evaluation users need to complete for others. Takes users to their SAP SuccessFactors system to complete the 360 Reviews form.	Users are added as a rater on a 360 Reviews form for someone else and the form is now in the users' inbox.	*Complete 360 Evaluation* is enabled in *Admin Center* > *Manage Home Page* > *Card Settings*.
Complete Your 360 Evaluation (self-review)	Displays basic information about a 360 evaluation users need to complete for themselves. Takes users to their SAP SuccessFactors system to complete the 360 Reviews form.	Users are the subject of a 360 Reviews form that is in the Modify, Evaluation, or Signature stage (and the form can be found in users' inbox).	*Complete Your 360 Evaluation* is enabled in *Admin Center* > *Manage Home Page* > *Card Settings*.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]

3.9.2 Compensation Notification Cards in the SAP SuccessFactors App

Learn about Compensation notification cards users can receive in Microsoft Teams.

General Requirements

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have a Compensation license.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Cards

Name	Description	When Received	Prerequisites
Compensation Statement	Displays basic information about compensation statement. Takes users to their SAP SuccessFactors system to view their compensation letter.	Compensation statement has been generated and notification is triggered.	• You have the *Administrator Permissions* > *Manage Compensation and Varpay* > *Send Personal Statement and Bonus Plan Notifications* permission. • Users have the permission to *view* the item Compensation Statement under *User Permissions* > *Employee Data* > *Employee Profile*.
Create Spot Award (approval)	Displays basic information about a spot award pending approval. Allows approvers to approve or decline (with comments) a spot award inside Teams. Takes approvers to the SAP SuccessFactors system to review more details about a spot award.	Someone requests a spot award review from approvers.	• Reward and Recognition is enabled. • *Awards* is enabled in *Admin Center* > *Manage Home Page* > *Card Settings*. • Users have proper permissions based on their roles and spot award program types. For more information, see *Permissions for Different Roles in Reward and Recognition* and *Spot Award Permissions* in the **Related Information** section.
Congratulations! You received an award: <award program type>	Display basic information about a spot award users received. Takes users to their SAP SuccessFactors system to check details.	The spot award is in an approved state. (Awards without an approval workflow are auto-approved).	

Related Information

[Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]]
[Permissions for Different Roles in Reward and Recognition]
[Spot Award Permissions]

3.9.3 Continuous Performance Management Notification Cards in the SAP SuccessFactors App

Learn about Continuous Performance Management notification cards users can receive in Microsoft Teams.

General Requirements

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have a Performance & Goals license.
- Continuous Performance Management is enabled.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Cards

Name	Description	When Received	Prerequisites
Feedback Request	Displays the feedback requestor and feedback topic. Allows users to give feedback inside Teams.	Someone sends a feedback request to users.	The Continuous Feedback feature is enabled.
New Feedback	Displays the feedback provider and feedabck topic. Allows users to view more details about the feedback inside Teams. Takes users to their SAP SuccessFactors system to check feedback details.	Someone provides feedback for users.	
Activities	Displays basic information about an activity that has been recently updated.	A manager adds comments to one of the users' activities.	

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]

3.9.4 Employee Central Workflows Notification Cards in the SAP SuccessFactors App

Learn about Employee Central Workflows notification cards users can receive in Microsoft Teams.

Prerequisites

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have an Employee Central license.
- Workflows is enabled.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Cards

Name	Description	When Received
`<Employee Central workflow approval type>` `<Employee Central workflow approval type - sent back>`	Displays basic information about a workflow request for a pending Employee Central object. Allows approvers to approve or reject a request inside Teams. If a task is sent back by a subsequent approver in the workflow, the initial approver will get the notification inside Teams, and can review and update it as necessary.	Approvers have a workflow request for a pending Employee Central object to approve. A request is sent back by an approver in the workflow.
Workflow Delegation Request	Displays basic information about a workflow delegation for users to decide whether to accept or reject the request. Allows approvers to approve (with comments) a workflow delegation inside Teams. Takes users to the SAP SuccessFactors system to review more details about a workflow delegation.	Appears when someone requests to have their workflow tasks automatically delegated to you (end user), so you can process workflows on their behalf during a specified period. The card status will be set to *Done* after you accept or reject the delegation request; when the delegator changes the delegatee or turns off auto-delegation; after the auto-delegation end date; or after the due date (if set) or the Last Modified date (if there's no due date).

Name	Description	When Received
Upcoming Delegation	Displays basic information about an upcoming or ongoing workflow delegation. Takes users to the SAP SuccessFactors system to review more details about a workflow delegation.	Appears after a delegation request was accepted by you (or automatically by the system for you). The card status will be set to *Done* when dismissed; if the delegator changes the delegatee or turns off auto-delegation; after the auto-delegation end date; or after the due date (if set) or the Last Modified date (if there's no due date).

Important Notes

Depending on your configuration, `<Employee Central workflow approval type>` can be any of the Employee Central workflows listed in *Supported Workflows* (except for the last two rows for MDF objects and Foundations objects).

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]
Supported Workflows

3.9.5 Global Benefits Notification Cards in the SAP SuccessFactors App

Learn about Global Benefits notification cards users can receive in Microsoft Teams.

General Requirements

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have an Employee Central license.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Cards

Name	Description	When Received	Prerequisites
Create Benefit Employee Claim	Displays basic information about an employee's benefit claim that is pending approval. Allows approvers to approve or decline (with comments) a benefit claim inside Teams. Takes approvers to the SAP SuccessFactors system to review more details about a benefit claim. If a task is sent back by a subsequent approver in the workflow, the initial approver will get the notification inside Teams, and can review and update it as necessary.	Someone requests a benefit claim or if the request is sent back by a subsequent approver in the workflow.	Global Benefits is enabled and properly configured.
Create Benefit Enrollment	Displays basic information about a benefit enrollment pending approval. Allows approvers to approve or decline (with comments) a benefit enrollment inside Teams. Takes approvers to the SAP SuccessFactors system to review more details about a benefit enrollment. If a task is sent back by a subsequent approver in the workflow, the initial approver will get the notification inside Teams, and can review and update it as necessary.	Someone requests a benefit enrollment or if the request is sent back by a subsequent approver in the workflow.	

Name	Description	When Received	Prerequisites
Create Benefit Enrollment Group	Displays basic information about a new benefit enrollment group that is pending approval. Allows approvers to approve or decline (with comments) a benefit enrollment group inside Teams. Takes approvers to the SAP SuccessFactors system to review more details about a benefit enrollment group. If a task is sent back by a subsequent approver in the workflow, the initial approver will get the notification inside Teams, and can review and update it as necessary.	Someone requests to create a new benefit enrollment group or if the request is sent back by a subsequent approver in the workflow.	
Create Income Tax Declaration	Displays basic information about an employee's income tax declaration that is pending approval. Allows approvers to approve or decline (with comments) an income tax declaration inside Teams. If a task is sent back by a subsequent approver in the workflow, the initial approver will get the notification inside Teams, and can review and update it as necessary.	Someone requests a personal income tax declaration or if the request is sent back by a subsequent approver in the workflow.	• You've enabled the areas *IT Declarations* and *Fiscal Year* under *Admin Center* > *Manage Employee Central Settings*. • *Enable Payroll Integration* is activated in Provisioning (if you want the **Income Tax Declarations** data to be replicated to Employee Central Payroll).

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]

3.9.6 Learning Notification Cards in the SAP SuccessFactors App

Learn about Learning notification cards users can receive in Microsoft Teams.

General Requirements

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have a Learning license.
- Learning is enabled.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Cards

Name	Description	When Received	Prerequisites
Learning Assignment	Displays basic information about a learning assignment. Allows users to view more details about the learning assignment inside Teams.	Users have a learning assignment due in the next 30 days, or an overdue learning assignment.	
`<learning approval type>`	Displays basic information about a learning assignment approval. Allows approvers to view more details about an approval request and approve or decline it (with comments) inside Teams. Takes approvers to the SAP SuccessFactors system to check details.	Someone requests a learning assignment review from approvers.	

Important Notes

- Depending on your configuration, `<learning approval type>` can be any of the following: **Completion Verification**, **E-Signature**, **External Training**, **Internal Class**, **Internal Training**, or **User Account Request**.
- A card is actually a snapshot showing information about the learning assignment when it was generated. In this case, cards received in Teams won't be updated even if the learning assignment information has changed in the SAP SuccessFactors system.

Related Information

[Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]]
How-To Video: Respond to Learning Assignment Approvals in Microsoft Teams
Video: Receive Reminders for Learning Assignments in Microsoft Teams

3.9.7 MDF Workflows Notification Cards in the SAP SuccessFactors App

Learn about Metadata Framework (MDF) Workflows notification cards users can receive in Microsoft Teams.

Prerequisites

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Cards

Name	Description	When Received
`<MDF workflow approval type>` `<MDF workflow approval type - sent back>`	Displays basic information about a requested MDF workflow pending approval, for changes to an MDF object that isn't employee-related. Allows approvers to approve or decline (with comments) an MDF workflow that isn't employee-related inside Teams. Takes approvers to the SAP SuccessFactors system to review more details about a non-employee MDF workflow. If a task is sent back by a subsequent approver in the workflow, the initial approver will get the notification inside Teams, and can review and update it as necessary.	Someone requests a non-employee MDF workflow or if the request is sent back by a subsequent approver in the workflow.

Name	Description	When Received
`<MDF workflow employee-related approval type>` `<MDF workflow employee-related approval type - sent back>`	Displays basic information about a requested MDF workflow pending approval, for changes to an MDF object that's employee-related. Allows approvers to approve or decline (with comments) an employee-related MDF workflow inside Teams. Takes approvers to the SAP SuccessFactors system to review more details about an employee's MDF workflow. If a task is sent back by a subsequent approver in the workflow, the initial approver will get the notification inside Teams, and can review and update it as necessary.	Someone requests an employee-related MDF workflow or if the request is sent back by a subsequent approver in the workflow.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]
Workflows in MDF

3.9.8 Performance Management Notification Cards in the SAP SuccessFactors App

Learn about Performance Management notification cards users can receive in Microsoft Teams.

General Requirements

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have a Performance & Goals license.
- Performance Management is enabled.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Cards

Name	Description	When Received	Prerequisites
Review Employee Performance (for others)	Displays basic information about performance reviews users need to complete for their team. Takes users to their SAP SuccessFactors system to complete the performance review form.	A performance review form is added to the users' form inbox.	*Review Employee Performance* is enabled in *Admin Center* > *Manage Home Page* > *Card Settings*.
Review Your Performance (self-review)	Displays basic information about performance reviews users need to complete for themselves. Takes users to their SAP SuccessFactors system to complete the performance review form.	A performance review form is added to the users' form inbox.	*Review Your Performance* is enabled in *Admin Center* > *Manage Home Page* > *Card Settings*.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]

3.9.9 Position Management Notification Cards in the SAP SuccessFactors App

Learn about Position Management notification cards users can receive in Microsoft Teams.

General Requirements

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have an Employee Central license.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Cards

Name	Description	When Received	Prerequisites
Approve Position Change	Displays basic information about a position change that is pending approval. Allows approvers to approve or decline (with comments) a position change inside Teams. Takes approvers to the SAP SuccessFactors system to review more details about a position change request. If a task is sent back by a subsequent approver in the workflow, the initial approver will get the notification inside Teams, and can review and update it as necessary.	Someone requests a position change or if the request is sent back by a subsequent approver in the workflow.	When the *Prevent Quick Approval for Workflow* permission is enabled for approvers, they cannot approve the request directly from the card; instead, they have to use the *View Details* link to open the workflow details page to approve the request.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]
Demo Video: Position Change Approval and Time Sheet Approval

3.9.10 Recruiting Notification Cards in the SAP SuccessFactors App

Learn about Recruiting notification cards users can receive in Microsoft Teams.

General Requirements

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have a Recruiting license.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Cards

Name	Description	When Received	Prerequisites
Job Offer (approval)	Displays basic information about a job offer. Takes users to their SAP SuccessFactors system to view more details about the offer and decide to approve or decline it.	Users are added as an approver and a job offer is sent for approval.	
Job Requisition (approval)	Displays basic information about a pending job requisition. Takes users to their SAP SuccessFactors system to view more details about the requisition and decide to approve or decline it.	Users are added as an approver and a job requisition is sent for approval.	
Job Application (for internal candidates)	Displays basic information about a job application users have applied to recently or that users have applied to and have changed. Takes users to their SAP SuccessFactors system to view more details about the application and the list of all their applications.	Users apply for a job. The status for the application changes.	Users have the *User Permissions* > *Recruiting Permissions* > *Careers Tab Permission* permission.
Applicant Information	Displays basic information about the applicant. Allows the interviewer to generate interview questions using AI. Allows the interviewer to provide real-time feedback on the AI-assisted interview questions by rating them and providing additional comments. For how we run the User Feedback capability, see User Feedback on AI Features. Takes the interviewer to SAP SuccessFactors Interview Central to view the applicant's profile.	24 hours before a scheduled interview starts.	For users to use the Generate Interview Questions Using AI feature (which only impacts availability of the *Generate Interview Questions Using AI* button on cards): • You've purchased the **SAP AI Units** license. For more information about the license, contact your Account Executive. • You've enabled *Assisted Interview Questions* in *Admin Center* > *AI Services Administration*. • Users have the *User Permissions* > *AI Access* > *Assisted Interview Questions* permission.

Name	Description	When Received	Prerequisites
Interview Evaluation	Displays basic information about the applicant. Allows the interviewer to preview skills and competencies they can use to evaluate the applicant. Allows the interviewer to rate the applicant and give additional feedback inside Teams. Takes the interviewer to SAP SuccessFactors Interview Central to complete the evaluation.	24 hours before a scheduled interview starts.	You've selected the following options in *Admin Center* > *Manage Recruiting Settings* > *Interview Settings* > *Interviews in Microsoft Teams SAP SuccessFactors App*: • *Enable Interview Alerts in Microsoft Teams* • *Enable Interview Assessment in Microsoft Teams*

Important Notes

- Interview questions are generated using a language specified in the language settings of your SAP SuccessFactors system.
- The Generative AI feature is available only in some of the data centers. For details, see SAP Note 3391334.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]
How-To Video: Generate Interview Questions Using AI and Evaluate Applicants in Microsoft Teams

3.9.11 Time Management Notification Cards in the SAP SuccessFactors App

Learn about Time Management notification cards users can receive in Microsoft Teams.

General Requirements

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have an Employee Central license.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Cards

Name	Description	When Received	Prerequisites
Time Off	Displays basic information about a leave request submitted by an employee. Allows approvers to approve (with comments) a leave request inside Teams. Takes users to the SAP SuccessFactors system to review more details about a leave request.	Someone applies for a leave request.	• Time Off is enabled. • Users have the *User Permissions* > *Employee Views* > *Time Off* permission. • Users have permission to both view and edit the EmployeeTime object.
Time Account Payout (for initial approval)	Displays basic information about a pending time account request asking for cashing out the leave balance of an employee. Allows approvers to approve (with comments) a time account payout request inside Teams. Takes approvers to the SAP SuccessFactors system to review more details about a time account payout request.	Someone requests a time account application asking for cashing out the leave balance.	• Time Off is enabled. • Approvers don't have the *Administrator Permissions* > *Manage Workflows* > *Prevent Quick Approval of Workflow* permission.
Time Account Purchase (for initial approval)	Displays basic information about a pending time account request asking for providing the employee with additional leave in exchange for a portion of their compensation. Allows approvers to approve (with comments) a time account purchase request inside Teams. Takes approvers to the SAP SuccessFactors system to review more details about a time account purchase request.	Someone requests a time account application asking for providing the employee with additional leave in exchange for a portion of their compensation.	

Name	Description	When Received	Prerequisites
Time for a break?	Displays how long it is since user's last vacation. Takes users to their SAP SuccessFactors system to request time off.	Users receive the card when the following criteria are met: • It has been more than 30 days since user's last absence (counting from the end-date of the last absence, excluding sickness). • User doesn't have any planned absence in the next 60 days (excluding sickness). • No absence has been created within the last 10 days. • There's a balance on at least 1 of the time accounts linked to the main absence time type (as defined on user's time profile).	• Time Off is enabled. • *Time for a break?* is enabled in *Admin Center* > *Manage Home Page* > *Card Settings*.
Time Sheet	Displays basic information about a time sheet submitted by an employee. Allows approvers to approve or decline (with comments) a time sheet request inside Teams. Takes approvers to the SAP SuccessFactors system to review more details about a time sheet request.	Someone requests an approval for the recorded working time.	Time Sheet is enabled.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]
Demo Video: Position Change Approval and Time Sheet Approval

3.9.12 Time Tracking Notification Cards in the SAP SuccessFactors App

Learn about Time Tracking notification cards users can receive in Microsoft Teams.

Prerequisites

- You've enabled the SAP SuccessFactors app for Microsoft Teams.

- You have a Time Tracking license.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Cards

Name	Description	When Received
Time Event	Displays basic information about a pending time event request applying for clock-in, clock-out, or break. Allows approvers to approve (with comments) a time event request inside Teams. Takes approvers to the SAP SuccessFactors system to review more details about a time event request.	Someone requests time events, such as clock-in, clock-out, and break.
Time Recording	Displays basic information about a pending attendance request that requires single record approval. Allows approvers to approve (with comments) a time recording request inside Teams. Takes approvers to the SAP SuccessFactors system to review more details about a time recording request.	Someone requests to record the attendance.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]

3.9.13 Succession & Development Notification Cards in the SAP SuccessFactors App

Learn about Succession & Development notification cards users can receive in Microsoft Teams.

General Requirements

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have a Succession & Development license.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Cards

Name	Description	When Received	Prerequisites
Mentor	Displays basic information about employee requests to become mentors. Allows approvers to approve or decline (with comments) employee requests to be mentors inside Teams.	Managers will receive the applications when their direct reports request to be mentors in a mentoring program that requires manager approval.	• Mentoring is enabled. • Users have proper permissions based on their roles. For more information, see *Role-Based Permissions for Mentoring* in the **Related Information** section.
Mentoring Request	Displays basic information about mentoring requests sent by mentees. Allows approvers to approve or decline (with comments) mentoring requests sent by mentees inside Teams.	Mentors will receive the applications when mentees send mentoring requests in an open enrollment or unsupervised mentoring program.	
Talent Pool Nominee	Displays basic information about pending talent pool nominees. Allows approvers to approve or decline (with comments) pending talent pool nominees inside Teams. Takes approvers to the SAP SuccessFactors system to review more details about pending talent pool nominees.	Talent pool owners will receive the applications when there's been any update to nominees in a talent pool.	• Succession is enabled. • Users have proper permissions based on their roles. For more information, see *Granting Permissions for Succession Planning* in the **Related Information** section.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]

Role-Based Permissions for Mentoring

Role-Based Permissions for Succession Planning

3.9.14 Opportunity Marketplace Notification Cards in the SAP SuccessFactors App

Learn about Opportunity Marketplace notification cards users can receive in Microsoft Teams.

Prerequisites

- You've enabled the SAP SuccessFactors app for Microsoft Teams.
- You have an Opportunity Marketplace license.
- Opportunity Marketplace is enabled.
- You've selected *Manager Approval* for the scenario *Accept an offer* through *Admin Center* > *Configure Assignments*.
- Users have the *User Permissions* > *General User Permission* > *User Search* permission and are included in the target population. The *Exclude granted users from having the same access to themselves* option must not be selected. The `defaultLocale` field must be configured in the user API.
- Users must not have the *Administrator Permissions* > *Manage User* > *Employee Export* permission. If users have this permission, they must be included in the target population, and the *Exclude granted users from having the same access to themselves* option must not be selected.

Cards

Name	Description	When Received
Assignment Offer	Displays basic information about assignment offer requests. Allows approvers to approve or decline assignment offers (with comments).	Approvers, usually applicants' direct managers, will receive the requests when applicants accept assignment offers.

Related Information

Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]

3.10 Business Data Sources

Learn about sources of business data that is displayed in SAP SuccessFactors quick actions and notification cards in Microsoft Teams.

This table lists business data that comes from SAP SuccessFactors module APIs. The items not listed here are fixed from the Teams side and adhere to Teams' language settings.

Type	Scenario	Business Data
Quick actions	Request feedback Give feedback	Default questions
	View my pay statement	• Card title • Payment data
	Clock my time	• Card title • Time event records • Time event types
	Manage my team Manage my data	• Card title • Transaction types • Transaction data • Action button
	Create activity	• Activity status list • Goal names
	Recognize	• Card title • Field values • Award amount
	Request Time Off	All information except *Available Balance*, *Returning to Work On*, and all labels within the attachment section.
	Delegate My Workflows	Values of workflow *Group* dropdown list and *Status* when *Delegate by workflow groups* is selected.
Notification cards	Learning assignments Learning assignment approvals	• Card title • Assignment fields, such as *Course Title*, *Type*, and others
	Feedback requests New feedback	Card title
	Continuous Performance Management activities	• Card title • Activity fields, such as activity name, commenter, and others
	360 evaluation	• Card title

Type	Scenario	Business Data
	Performance review	• Form name • Current review stage • Form owner
	Applicant information	All information
	Interview evaluation	• Card title • Applicant information • Applied position • Skill and competency name • Action button
	Employee Central workflow approvals	All information except the *View More* button and the *Approval Pending* label
	Compensation statement	All information
	Time for a break	All information
	Job applications	All information
	Job offer approvals	All information except the *Approval Pending* label
	Job requisition approvals	All information except the *Approval Pending* label
	Spot award approvals	All information except the *Approval Pending* label and action buttons
	Spot award congratulations	All information except the *View More* button and details expanded
	Benefit enrollment approvals	All information except the *Approval Pending* label and action buttons
	Benefit enrollment group approvals	All information except the *Approval Pending* label and action buttons
	Benefit employee claim approvals	All information except the *Approval Pending* label and action buttons
	Income tax declaration approvals	All information except the *Approval Pending* label and action buttons
	Manual time event approvals	All information except the *Approval Pending* label and action buttons
	Attendance request approvals	All information except the *Approval Pending* label and action buttons
	Time account payout approvals	All information except the *Approval Pending* label and action buttons
	Time account purchase approvals	All information except the *Approval Pending* label and action buttons
	MDF workflow request approvals	All information except the *Approval Pending* label and action buttons
	Time sheet approvals	All information except the *Approval Pending* label and action buttons

Type	Scenario	Business Data
	Position change approvals	All information except the *Approval Pending* label and action buttons
	Request time off approvals	All information except the *Approval Pending* label and action buttons
	Workflow delegation request	All information
	Upcoming delegation	All information
	Mentor	All information except the *Approval Pending* label and action buttons
	Mentoring Request	All information except the *Approval Pending* label and action buttons
	Talent Pool Nominee	All information except the *Approval Pending* label
	Assignment Offer	All information except the *Approval Pending* label and action buttons
	All workflow send backs for approval cards (for example, the send back card for a position change approval)	All information

4 SAP SuccessFactors Processes Using Microsoft Teams Online Meetings

4.1 Creating an OAuth Configuration for Connection with Microsoft 365

Create an OAuth configuration for connection between the SAP SuccessFactors system and Microsoft 365.

Prerequisites

- You have Microsoft 365 Global admin role permissions.
- You've created an Microsoft Entra application and created a client secret for it.
- You have the permissions required for creating OAuth configurations. For more information, see *Creating OAuth Configurations*.

Context

An OAuth configuration is required for these two types of integration:

- Microsoft Teams online meetings for SAP SuccessFactors processes
- Microsoft Outlook and Teams online meetings for SAP SuccessFactors processes

Procedure

1. Go to the Microsoft Entra admin center, and choose *App registrations* > *Endpoints*.
   Make sure that you use the correct endpoint. For more information, see *Microsoft Entra ID endpoint*.
2. In the endpoint list, confirm that the UUID in the first URL is your tenant ID, and copy the URL.
3. Go to *Admin Center* > *Security Center*, and choose *OAuth Configurations*.
4. Choose *Add*. In the *OAuth 2.0 Settings* area, set required fields and other fields to specific values as follows:

Field	Value
Label	*Microsoft*
OAuth Type	*OAuth 2.0*

Field	Value
Grant Type	*Client_Credentials*
Client ID	Application (client) ID of the Microsoft Entra application you've created
Client Secret	Client secret of the Microsoft Entra application you've created
Token URL	The URL you copied from the Microsoft Entra admin center (in step 2)

5. Choose *Save*.

Results

You've created an OAuth configuration that will show as an option in the *Custom App* dropdown when you enable online meetings for SAP SuccessFactors processes.

Related Information

Creating OAuth Configurations
Microsoft Entra ID endpoint
Enabling Microsoft Teams Online Meetings for SAP SuccessFactors Processes [page 58]
Enabling Microsoft Outlook and Teams Online Meetings for SAP SuccessFactors Processes [page 64]

4.2 Enabling Microsoft Teams Online Meetings for SAP SuccessFactors Processes

Set up custom service connection to enable Microsoft Teams online meetings for SAP SuccessFactors processes, such as interview scheduling using Teams online meetings.

Prerequisites

- You've enabled basic integration between SAP SuccessFactors and Microsoft Teams.
- You have the *Administrator Permissions* > *Manage System Properties* > *Work Tech Configuration* permission.
- You have Microsoft 365 Global admin role permissions.
- You've created an OAuth configuration in *Admin Center* > *Security Center*.

Context

By enabling the integration, you establish service connection between SAP SuccessFactors processes and Microsoft Teams. Currently, users can schedule interviews using Teams online meetings.

Procedure

1. Go to *Admin Center* > *Work Tech Configuration* > *Settings* > *Teams for Online Meetings*.
2. In the *Connection and Authentication* area, review *Service Type*.
   We've set it to *Custom* for you by default, meaning the app is created, configured, and managed by customers.
3. In the *Custom App* dropdown, choose the OAuth configuration you want to use.
   To edit or create another OAuth configuration, choose *Security Center* and follow the instructions in *Creating an OAuth Configuration for Connection with Microsoft 365*.
4. View required permissions, check *Tenant ID*, and choose *Connect*.
5. In the *Service Account* area, set *Service Account* and choose *Save*.
   A service account is a normal Microsoft Exchange account. All interaction with Microsoft Exchange Online is done through this account. The service account creates, sends, updates, or deletes meeting requests for any users and resources to be included in an online meeting, such as an interview process. The service account should be in email format.

Results

You've enabled the integration for SAP SuccessFactors processes that use Teams online meetings.

Next Steps

For users to schedule interviews using Teams online meetings, you also need to complete configurations by following the instructions in *Microsoft Teams Integration for Interview Scheduling*.

Related Information

Enabling Basic Integration Between SAP SuccessFactors and Microsoft Teams [page 6]
Creating an OAuth Configuration for Connection with Microsoft 365 [page 57]
Required Permissions for Microsoft Teams Online Meetings [page 60]
Microsoft Teams Integration for Interview Scheduling

4.3 Required Permissions for Microsoft Teams Online Meetings

Learn about permissions required by SAP SuccessFactors processes that use Microsoft Teams online meetings and Microsoft APIs called to make service requests for specific purposes.

For real-time data synchronization and ease of maintenance, **the permission type is defaulted to Application**.

We opt for the Application type because it allows you, as an administrator, to consent to these permissions on behalf of users, simplifying the authentication process with minimal disruption to user experience.

The permissions listed below are used when the SAP SuccessFactors app accesses Microsoft Graph API endpoints without requiring a user to be logged in.

Required Permission	Purpose	API Called	Data Sent by SAP SuccessFactors	Parameter Mapped in the Microsoft Teams API
These four permissions allow specific recruiting users to include meeting information such as meeting ID, link, and passcode in the emails sent to candidates, interviewers, and organizers.				
OnlineMeetings.Read.All	To fetch calendar availability and user acceptance of an online meeting	`PATCH https://graph.microsoft.com/v1.0/{Service account object ID}/onlineMeetings/{Meeting ID}`	Meeting ID to create online meeting content	Meeting ID User principle name

Required Permission	Purpose	API Called	Data Sent by SAP SuccessFactors	Parameter Mapped in the Microsoft Teams API
OnlineMeetings.ReadWrite.All	To send meeting information such as meeting link, ID, and passcode to candidates, interviewers, and organizers	• `POST https://graph.microsoft.com/v1.0/{Service account object ID}/onlineMeetings` • `PATCH https://graph.microsoft.com/v1.0/{Service account object ID}/onlineMeetings/{Meeting ID}`	Content of the email body, details about "To" and "CC" recipients	User principle name
OnlineMeetingArtifact.Read.All	To fetch meeting information such as meeting link, ID, and passcode to candidates, interviewers, and organizers	`GET https://graph.microsoft.com/v1.0/{Service account object ID}/onlineMeetings/{Meeting ID}/attendanceReports`	Meeting ID	Meeting ID
User.Read.All	To get details about user information to get the Object ID for each attendee during meeting creation	`GET https://graph.microsoft.com/v1.0/users/{Object ID}`	User ID	User principle name
These two permissions are required for organizers and interviewers to reserve time slots on the calendar within Teams.				

Required Permission	Purpose	API Called	Data Sent by SAP SuccessFactors	Parameter Mapped in the Microsoft Teams API
Calendars.Read	To fetch calendar availability and user acceptance of an online meeting	`GET https://graph.microsoft.com/v1.0/{Service Account Email ID}/events/{Meeting ID}?$select=subject,body,bodyPreview,organizer,attendees,start,end,location,hideAttendees`	Meeting ID	Meeting ID
Calendars.ReadWrite	Block a slot on the Teams app calendar for interviewers and organizers	• `POST https://graph.microsoft.com/v1.0/{Service Account Email ID}/events` • `PATCH https://graph.microsoft.com/v1.0/{Service Account Email ID}/events/{Meeting ID}`	Content of the email body, details about "To" and "CC" recipients	User principle name

5 SAP SuccessFactors Processes Using Microsoft Outlook and Teams Online Meetings

5.1 Creating an OAuth Configuration for Connection with Microsoft 365

Create an OAuth configuration for connection between the SAP SuccessFactors system and Microsoft 365.

Prerequisites

- You have Microsoft 365 Global admin role permissions.
- You've created an Microsoft Entra application and created a client secret for it.
- You have the permissions required for creating OAuth configurations. For more information, see *Creating OAuth Configurations*.

Context

An OAuth configuration is required for these two types of integration:

- Microsoft Teams online meetings for SAP SuccessFactors processes
- Microsoft Outlook and Teams online meetings for SAP SuccessFactors processes

Procedure

1. Go to the Microsoft Entra admin center, and choose *App registrations* > *Endpoints*.
   Make sure that you use the correct endpoint. For more information, see *Microsoft Entra ID endpoint*.
2. In the endpoint list, confirm that the UUID in the first URL is your tenant ID, and copy the URL.
3. Go to *Admin Center* > *Security Center*, and choose *OAuth Configurations*.
4. Choose *Add*. In the *OAuth 2.0 Settings* area, set required fields and other fields to specific values as follows:

Field	Value
Label	*Microsoft*
OAuth Type	*OAuth 2.0*
Grant Type	*Client_Credentials*
Client ID	Application (client) ID of the Microsoft Entra application you've created
Client Secret	Client secret of the Microsoft Entra application you've created
Token URL	The URL you copied from the Microsoft Entra admin center (in step 2)

5. Choose *Save*.

Results

You've created an OAuth configuration that will show as an option in the *Custom App* dropdown when you enable online meetings for SAP SuccessFactors processes.

Related Information

Creating OAuth Configurations
Microsoft Entra ID endpoint
Enabling Microsoft Teams Online Meetings for SAP SuccessFactors Processes [page 58]
Enabling Microsoft Outlook and Teams Online Meetings for SAP SuccessFactors Processes [page 64]

5.2 Enabling Microsoft Outlook and Teams Online Meetings for SAP SuccessFactors Processes

Set up custom service connection and grant admin consent to enable both Microsoft Outlook and Teams online meetings for SAP SuccessFactors processes, such as interview scheduling using Outlook and Teams online meetings.

Prerequisites

- You've enabled basic integration between SAP SuccessFactors and Microsoft Teams.
- You have the *Administrator Permissions* > *Manage System Properties* > *Work Tech Configuration* permission.
- You have Microsoft 365 Global admin role permissions.

- You've created an OAuth configuration in *Admin Center* > *Security Center*.

Context

By enabling the integration, you establish service connection between SAP SuccessFactors processes and Microsoft Outlook and Microsoft Teams. Currently, users can schedule interviews using both Outlook and Teams online meetings.

Procedure

1. Go to *Admin Center* > *Work Tech Configuration* > *Settings* > *Outlook and Teams for Online Meetings*.
2. In the *Connection and Authentication* area, review *Service Type*.

   We've set it to *Custom* for you by default, meaning the app is created, configured, and managed by customers.
3. In the *Custom App* dropdown, choose the OAuth configuration you want to use.

   To edit or create another OAuth configuration, choose *Security Center* and follow the instructions in *Creating an OAuth Configuration for Connection with Microsoft 365*.
4. View required permissions, check *Tenant ID*, and choose *Connect*.
5. In the *Service Account* area, set *Service Account* and choose *Save*.

   A service account is a normal Microsoft Exchange account. All interaction with Microsoft Exchange Online is done through this account. The service account creates, sends, updates, or deletes meeting requests for any users and resources to be included in an online meeting, such as an interview process. The service account should be in email format.

Results

You've enabled the integration for SAP SuccessFactors processes that use both Outlook and Teams online meetings.

Next Steps

For users to schedule interviews using Outlook and Teams online meetings, you also need to complete configurations by following the instructions in *Microsoft Outlook Integration for Interview Scheduling* and *Microsoft Teams Integration for Interview Scheduling*.

Related Information

Enabling Basic Integration Between SAP SuccessFactors and Microsoft Teams [page 6]
Creating an OAuth Configuration for Connection with Microsoft 365 [page 57]
Required Permissions for Microsoft Outlook and Teams Online Meetings [page 66]
Microsoft Outlook Integration for Interview Scheduling
Microsoft Teams Integration for Interview Scheduling

5.3 Required Permissions for Microsoft Outlook and Teams Online Meetings

Learn about permissions required by SAP SuccessFactors processes that use Microsoft Outlook and Teams online meetings and Microsoft APIs called to make service requests for specific purposes.

For real-time data synchronization and ease of maintenance, **the permission type is defaulted to Application**.

We opt for the Application type because it allows you, as an administrator, to consent to these permissions on behalf of users, simplifying the authentication process with minimal disruption to user experience.

The permissions listed below are used when the SAP SuccessFactors app accesses Microsoft Graph API endpoints without requiring a user to be logged in.

Required Permission	Purpose	API Called	Data Sent by SAP SuccessFactors	Parameter Mapped in the Microsoft Teams API
Calendars.Read	To fetch calendar availability and user acceptance of an online meeting	`GET https://graph.microsoft.com/v1.0/{Service Account Email ID}/events/{Meeting ID}?$select=subject,body,bodyPreview,organizer,attendees,start,end,location,hideAttendees`	Meeting ID	Meeting ID

Required Permission	Purpose	API Called	Data Sent by SAP SuccessFactors	Parameter Mapped in the Microsoft Teams API
Calendars.ReadWrite	To block a slot on the Teams app calendar for interviewers and organizers	• `POST https://graph.microsoft.com/v1.0/{Service Account Email ID}/events` • `PATCH https://graph.microsoft.com/v1.0/{Service Account Email ID}/events/{Meeting ID}`	Content of the email body, details about "To" and "CC" recipients	User principle name
Mail.ReadWrite Note This permission is required only when users need to send files larger than 3 MB via email.	To create an upload session to attach documents to calendar events if the size of the document is greater than 3 MB	`POST https://graph.microsoft.com/v1.0/users/{id | userPrincipalName}/events/{id}/attachments/createUploadSession`	Attachments of the application and email templates	Meeting ID User principle name
Mail.Send	To forward an event message using JSON format or MIME content	`POST https://graph.microsoft.com/v1.0/users/{id | userPrincipalName}/messages/{id}/forward`	Content of the event message	User principle name

6 Change History

Learn about changes to the documentation for Integrating SAP SuccessFactors with Microsoft 365 in recent releases.

1H 2025

Type of Change	Description	More Info
New	You can now customize messaging experience for the SAP SuccessFactors app in Microsoft Teams.	Customizing Messaging Experience for the SAP SuccessFactors App in Microsoft Teams [page 20]
Added	We added information about the new section *Recommended for You* on the *Home* tab of the SAP SuccessFactors app in Microsoft Teams.	Home Tab of the SAP SuccessFactors App in Microsoft Teams [page 17]
Changed	We updated the background information and some step content according to the UI enhancement we've made.	Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]
Changed	We've added the info about the user feedback functionality to the **Applicant Information** card.	Recruiting Notification Cards in the SAP SuccessFactors App [page 46]
Changed	• We've added two newly supported use cases titled **Create One-Time Payment** and **Change Marital Status**. • We've added a note saying: For a 'view' type task that supports a single attachment, users can only see the attachment's name and cannot download it.	Employee Central Quick Actions in the SAP SuccessFactors App [page 26]
Changed	We updated information about user consent settings related to *Sync Absences to Calendar* and *Sync Holidays to Calendar* quick actions.	Time Management Quick Actions in the SAP SuccessFactors App [page 30]

2H 2024

Type of Change	Description	More Info
January 17, 2024		

Type of Change	Description	More Info
Added	We added the full scope of tasks supported by Employee Central quick actions.	Employee Central Quick Actions in the SAP SuccessFactors App [page 26]
Added	We added content about the new capability of adding missed punches.	Time Tracking Quick Actions in the SAP SuccessFactors App [page 32]
December 13, 2024		
Changed	We specified the condition under which the `Mail.ReadWrite` permission is required.	Required Permissions for Microsoft Outlook and Teams Online Meetings [page 66]
Changed	• We added a general requirement about task definition based on templates for ESS and MSS transactions. • We updated the note about the task scope accessible from the home page.	Employee Central Quick Actions in the SAP SuccessFactors App [page 26]
New	We added a new topic to introduce the new Opportunity Marketplace notification card titled *Assignment Offer*.	Opportunity Marketplace Notification Cards in the SAP SuccessFactors App [page 53] Business Data Sources [page 54]
November 15, 2024		
Added	• We added a statement about the version of Microsoft Teams. • We added a link to the FAQ blog.	Enabling the SAP SuccessFactors App for Microsoft Teams [page 10]
Added	We specified that each workflow group can be delegated separately.	Employee Central Workflows Quick Actions in the SAP SuccessFactors App [page 29]
Added	We added a demo video link for position change approval and time sheet approval.	Position Management Notification Cards in the SAP SuccessFactors App [page 45] Time Management Notification Cards in the SAP SuccessFactors App [page 48]
Added	We added a demo video to the topic.	Tasks Supported by AI-Assisted Microsoft Teams App Chat [page 22]
October 11, 2024		
New	We added a new topic to list all the information about supported Mentoring and Succession notification cards.	Succession & Development Notification Cards in the SAP SuccessFactors App [page 52]
Added	We added business data for newly released Mentoring and Succession notification cards.	Business Data Sources [page 54]

Type of Change	Description	More Info
New	We added a chapter to introduce the newly supported AI-Assisted Microsoft Teams App Chat feature and how to enable it for users.	AI-Assisted Microsoft Teams App Chat [page 20]
Added	We added information about two new quick actions: *Sync Absences to Calendar* and *Sync Holidays to Calendar*	Time Management Quick Actions in the SAP SuccessFactors App [page 30]
Added	We added a **Feature-Level Permissions** section.	Required Permissions for the SAP SuccessFactors App in Microsoft Teams [page 14]
Changed	We updated the logic for card disappearance in Teams.	SAP SuccessFactors Notification Cards in Microsoft Teams [page 33]
Changed	We added a note to clarify that the commands for Employee Central quick actions currently support only the en-US locale.	Commands Supported for the SAP SuccessFactors App in Microsoft Teams [page 18]
Changed	We updated information about the where to start a Microsoft Teams chat from the SAP SuccessFactors system.	Integrating SAP SuccessFactors with Microsoft 365 [page 4] Enabling Basic Integration Between SAP SuccessFactors and Microsoft Teams [page 6] Using Microsoft Teams Chat from SAP SuccessFactors [page 7]
Added	We added information about the AI-Assisted Microsoft Teams App Chat feature.	Integrating SAP SuccessFactors with Microsoft 365 [page 4]

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.

www.sap.com/contactsap

THE BEST RUN