SAP SuccessFactors

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Using Admin Center

THE BEST RUN

Content

1 Admin Center

Admin Center is the central access point to a wide range of administration features and tools that you can use to configure and maintain each of your SAP SuccessFactors solutions. It also provides tools for monitoring overall system health and usage and for managing cross-suite and third-party integrations.

As a system administrator for any SAP SuccessFactors solution, the *Admin Center* gives you easy access to the tools you need.

Anyone with permission to see one or more admin tools or admin pages can access the *Admin Center*, but they can only see the tools and pages that they have permission to see. The admin tools available to you in *Admin Center* depend on the SAP SuccessFactors solutions enabled in the system and the permission granted to you, based on your role.

> Note
>
> NextGen Admin is the only UI version and from now on will be referred to as the *Admin Center*. For more information, please refer to **Deprecation of OneAdmin and Transition to NextGen Admin** under **Related Information** explaining this transition.

Related Information

Deprecation of OneAdmin and Transition to NextGen Admin

2 Permission to Access Admin Center

Anyone who has been granted at least one administrative permission can access the *Admin Center*. That is, anyone who has permission to access at least one admin tool or admin setting can also access the *Admin Center* page. There is no separate permission that controls access to the *Admin Center* page itself.

3 Accessing the Admin Center

Go to the Admin Center landing page, where you can find all the administration tools that are available to you.

Prerequisites

You have permission to access at least one admin tool.

Context

Anyone with permission to see one or more admin tools or admin pages can access the *Admin Center*, but they can only see the tools and pages that they have permission to see.

If you don't have any administrative permission, you can't see links to *Admin Center* in the user interface or access the *Admin Center* page.

Procedure

1. Log in as a user with at least one administrative permission.
2. Navigate to *Admin Center* page in one of the following ways:
   - **Main navigation menu**. Select *Admin Center* from the main navigation menu in the global page header.
   - **User options menu**. Select *Admin Center* from the user options menu, below your name in the global page header.
   - **Action search**. If the action search feature is enabled, type **`Admin Center`** in the search box in the global page header and select it in the search results.

Results

You are taken to the *Admin Center* landing page. From there, you can access any administrative feature, tool, or setting that you have the permission to see.

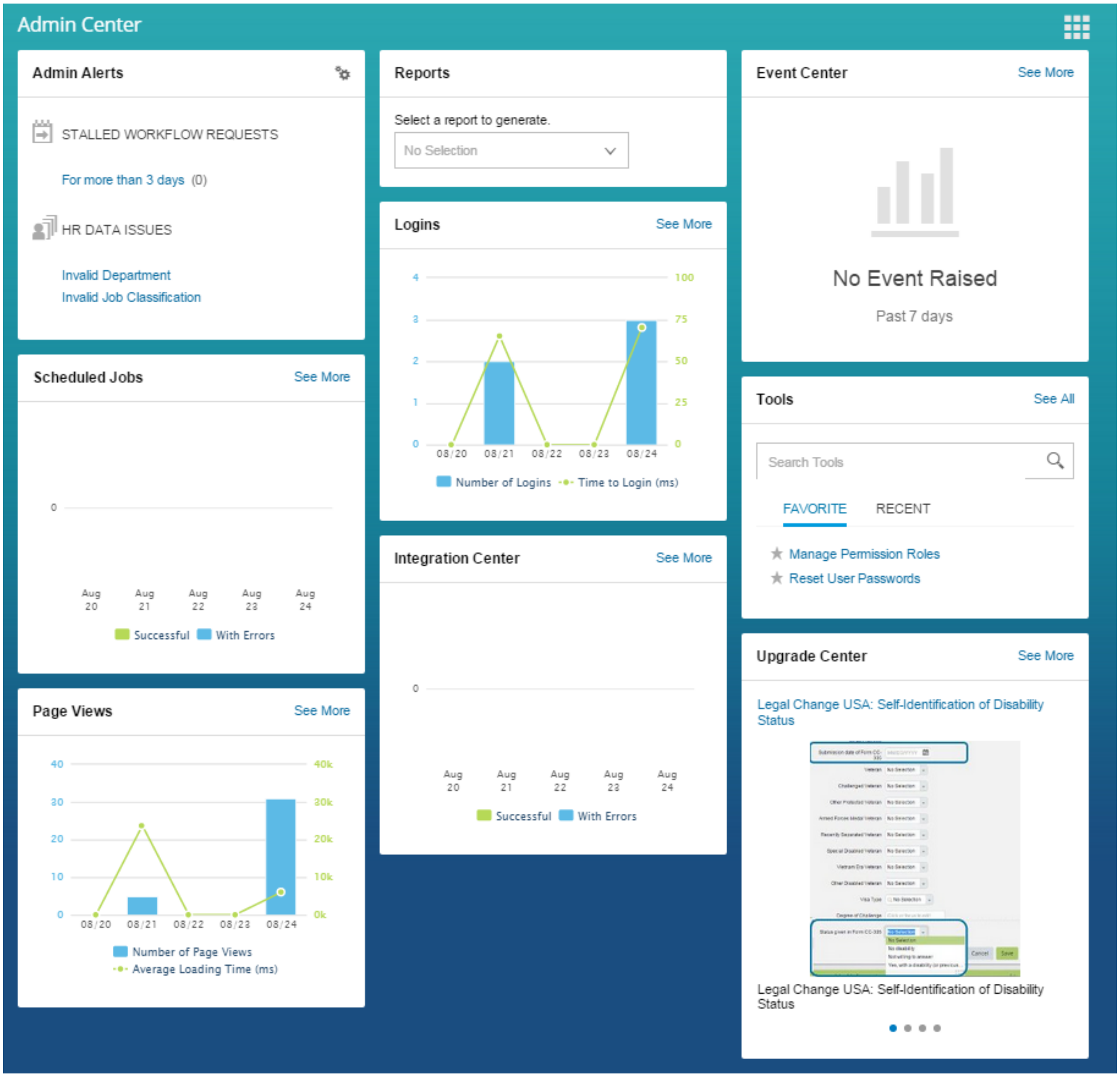
4 Admin Homepage

The admin homepage is the entry point to the *Admin Center*. It is a tile-based landing page that provides quick access to many administrative features and a user experience that is consistent with the SAP Fiori standards.

As an administrator, you can personalize the admin homepage to suit your individual needs, by adding or removing tiles.

Tiles on the admin homepage give you quick access to many administrative features. Some tiles enable you to take action directly on the home page. Others provide a "snapshot view" and link you to another *Admin Center* feature.

> Note
>
> For more information on different ways to search for tools, or to personalize your admin homepage, please refer to **Admin Tools**, **Finding a Tool in the Admin Center** and **Personalizing the Admin Center Homepage** under **Related Information** below.



The Admin Homepage

Related Information

Admin Tools [page 29]
Finding a Tool in the Admin Center [page 29]
Personalizing the Admin Homepage [page 10]

5 Personalizing the Admin Homepage

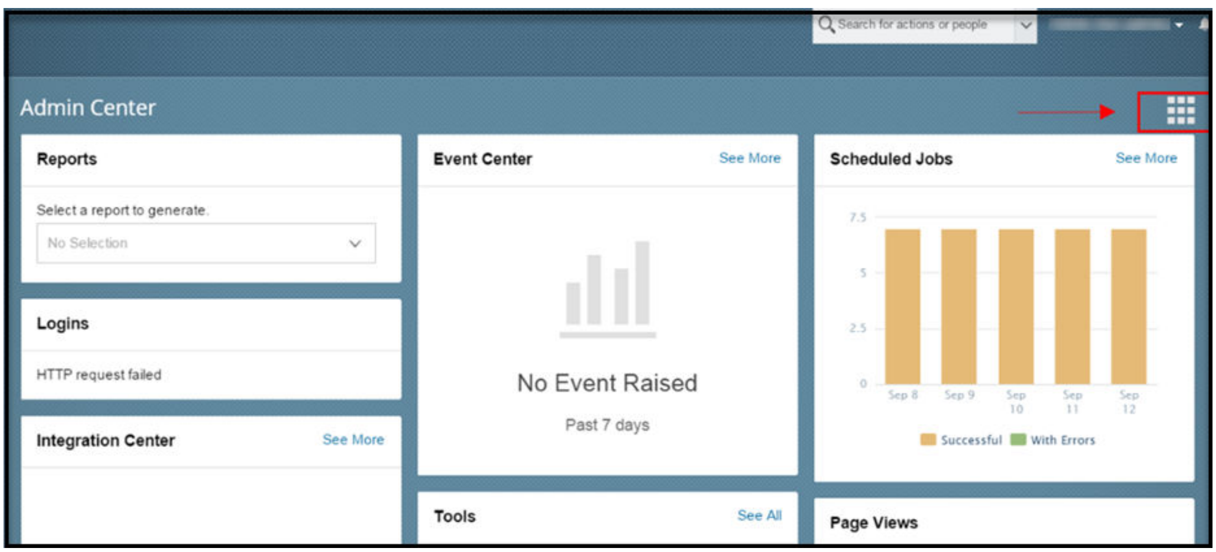
As an administrator, you can personalize the display of tiles on the admin homepage.

Context

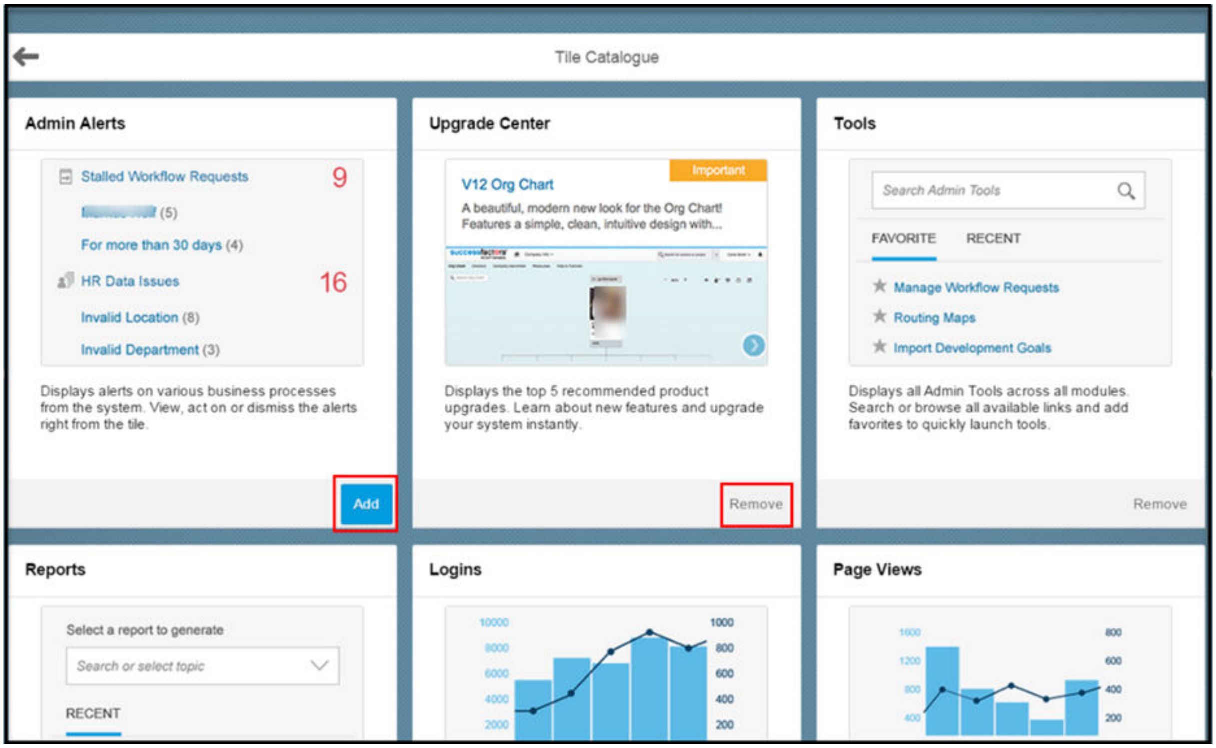
The **Tile Catalog** can be used to add and remove tiles on the admin homepage to suit your individual needs.

Procedure

1. Click on the **Tile Catalog** icon on the upper right corner of the Admin Center.



2. Click on the *Add* or *Remove* button of each tile to control the visibility.



3. Click the *Navigate Back* icon  at the top of the **Tile Catalog** to return to the admin homepage.

Results

You will now see the updated display of tiles on your admin homepage.

6 Admin Alert Versions

In the past, there were two versions of Admin Alerts; the legacy Admin Alerts and the newer Admin Alerts 2.0. As Admin Alerts 2.0 has reached feature parity with the legacy Admin Alerts, we deprecated the legacy Admin Alerts tile, and renamed the newer *Admin Alerts 2.0* tile to just *Admin Alerts*.

About Admin Alerts

The *Admin Alerts* tile informs you of pending action items in your system, such as stalled workflows, integration issues, and HR data issues.

6.1 Admin Alerts

Admin Alerts inform you of pending action items in your system, such as stalled workflows, integration issues, and HR data issues.

System and HR administrators can access *Admin Alerts* through the Admin Alerts tile in Admin Center. Managers can access Admin Alerts through the quick action card on the home page.

There are several applications where Admin Alerts can be used at this time:

- Data Replication Proxy Creation
- Domain Event
- Employee Central Payroll and SAP ERP Integration (for Employee Central Data Replication Monitor issues)
- HR Data Issues
- Pending Recruits (for Manage Pending Hires)
- Position to Job Requisition
- Public Sector Cost Assignment
- Time Management
- Workflow
- Position Management

6.1.1 Permissions for Admin Alerts

Overview of the role-based permissions required to use Admin Alerts.

The following permissions are specific to Admin Alerts and can be found in the role-based permissions under *Administrator Permissions* > *Admin Alerts*:

- *Access Admin Alerts*
  When you have this permission, the *Admin Alerts* tile appears in the Admin Center. However, to see the actual admin alert types in this tile, you need additional permissions - for example, the relevant *Administrator Permissions* > *Admin Alert Object Permissions*, such as those available for Workflow.
- *Configure Alert Types*
  Users with this permission can configure different alert types.

  > Note
  >
  > There are some applications that don't use the *Admin Alerts* UI, but link directly from the *Admin Alerts* tile to their own application UI. This permission isn't required for those applications because the configuration can only be done under *Admin Center* > *Manage Data*, for object *Admin Alert Type Configuration*.
- *Trigger Rerun*
  Only grant this permission to senior admins because the rerun triggers the re-evaluation of **all** alerts of a particular alert type.

In addition, some applications, such as Workflow, have permissions specific to alert types for that application. Please look at the relevant application documentation for details.

> Note
>
> It isn't recommended to use the permission *Admin access to MDF OData API* in the *Metadata Framework* section for business users. This permission is only to be used for technical users in integration scenarios.

Related Information

Enabling Next Gen Admin
List of Role-Based Permissions

6.1.2 Setting Up Email Notifications for Admin Alerts

Get emails about new alerts for the alert types that are most important to you.

Prerequisites

- You've added your email address in the People Profile.
- You've got the *Access Admin Alerts* permission.
- You've either activated email notifications in your personal system settings under *Settings* > *Notifications*, or your company has enforced a company-wide setting for email notifications.
- The *Admin Alerts Notification* template under *Admin Center* > *E-Mail Notification Templates Settings* is selected.

Context

Instead of depending on the next scheduled job and checking for new alerts in the Admin Alerts tile, you can set up to get daily or weekly emails about new alerts for specific alert types.

Procedure

1. Go to *Admin Center* > *Admin Alerts*.
2. Select an alert type.
3. Choose the *Subscribe to Emails* button from the top-right corner.

   The button is only displayed if the prerequisites are met.

   You get a popup with a list of the alert types for which you have permissions.
4. In the popup, select the frequency of email notifications for the corresponding alert types. You have the following options:
   - Daily: Emails are sent daily after the nightly build has run.
   - Weekly: Emails are sent each Sunday after the nightly build has run.
   - None: No emails are sent.

   By default, the frequency is set to *None*.

Results

If alerts occurred, you get an email listing the alert types for which you've added a frequency other than *None*.

6.1.3 Enabling the Assignment of Alerts

Enable the assignment of alerts once to make it available for all alert types that allow this feature.

Context

Distribute workload or find substitution for colleagues on leave by assigning alerts to the relevant person for processing.

You can assign – and unassign – alerts to yourself or to others.

> **Note**
>
> Not all applications have this feature. In addition, some applications, such as Workflow, have permissions specific to alert types for their application. Please take a look at the relevant application documentation for details.

Procedure

1. Go to *Admin Center* > *Manage Data*.
2. In the *Search* field, select *Admin Alert Configuration*. In the second dropdown, select *AdminAlertConfigECode*.
3. Choose *Take Action* > *Make Correction* to get into edit mode.
4. Set the *Assignment Feature Enabled* field to *Yes*.

   > **Note**
   >
   > Leave the *Periodic Execution Enabled* field set to *Yes*.
   >
   > If you change the field to *No*, then the periodic run which updates the Admin Alerts during the night is set to inactive. Certain alerts that depend on the nightly periodic run (like stalled workflows, for example) will not be updated anymore automatically, and thus deliver outdated results.

Results

On the alert type detail screen for Admin Alerts, you can now see the *Assign* button, provided that the application allows this feature.

6.1.4 Solving Admin Alerts

Process and correct various issues in your system by choosing the appropriate action.

Prerequisites

You have the following *Administrator Permissions* > *Admin Alerts* permissions:

- *Access Admin Alerts*
- *Configure Alert Types*
- *Trigger Rerun*

For more information, please refer to Permissions for Admin Alerts [page 13].

Context

The *Admin Alerts* tile in the Admin Center displays warnings that, for example, some dynamic role users are invalid and require processing.

Procedure

1. Go to the Admin Center and select the *Admin Alerts* tile.

   The tile shows all admin alert types for which you have the required permissions, such as the Invalid Dynamic Role User.
2. Select the alert type you want to work on.

   You get to the *Admin Alerts* detail screen which shows a list of the alerts received for the alert type you selected. The list shows only active data, but there's a *Show also inactive* box you can check so that inactive data also appears.

   > Note
   >
   > There are some applications that don't use the *Admin Alerts* UI, but link directly from the *Admin Alerts* tile to their own application UI. In this case, refer to the application-specific documentation for more information on how to process the alerts.

   In the case of Invalid Dynamic Role Users, you see a list of those whose users are no longer valid because, for example, they have left the company.

   > Note
   >
   > For alerts related to *Event Subscription Management* errors, you can select the alerts under the alert type *Failed Domain Events*.

3. Select the relevant line to view the detailed information for an alert.
4. Select the checkbox for the alerts you want to solve.

   If all alerts of an alert type have the same underlying issue, you can also select all of them at once by selecting the top-left checkbox.
5. If you think you can solve the underlying problem for the alerts, choose *Action*.

   Depending on the application the alert type belongs to, you can choose from a range of actions to solve the issue.

   If the issue has been solved, the alert is removed from the alerts list.

Next Steps

If you think you've solved the underlying issue that caused the alert, but the alert is still displayed in the alerts list, select *Recheck* from the actions list, if available. This removes the solved alert from the alerts list.

6.1.5 Configuring Admin Alert Types

Change the companywide configuration of an admin alert type.

Prerequisites

You have the *Administrator Permissions* > *Admin Alerts* > *Configure Alert Types* permission.

Procedure

1. Go to *Admin Center* > *Admin Alerts* and select the corresponding alert type.

   The *Admin Alerts* page opens, listing the alerts for the selected alert type.
2. In the top-right corner of the *Admin Alerts* page, select *Configure Alert Type*.

   The *Configure Alert Type* popup for the selected alert type opens.
3. Select the corresponding configuration option.

Results

If alerts are created in a job, then the changes are usually reflected in the next job run. There are some exceptions:

- For the *Frequency for Job Execution* configuration option, the selected frequency determines when the next periodic run is executed.
- For the *Active* configuration option, if it's set to *No*, the inactive alert type is no longer displayed on the *Admin Alerts* tile nor on the *Admin Alerts* page after you refresh the page.

> ⓘ Note
>
> To display inactive alert types on the *Admin Alerts* page, select the *Show also inactive Admin Alert Types* checkbox that is displayed next to the *Admin Alert Type* dropdown list.
>
> To display inactive alerts also on the *Admin Alerts* tile, you need to change the settings under *Configure Alert Type* back to *Active* > *Yes*, which displays the alert type on the tile again.
>
> The alerts for the alert type that is set back to active are updated after the next rerun or periodic run.

Configuration Options for Admin Alert Types [page 18]
There are several options to make companywide configurations to admin alert types.

6.1.5.1 Configuration Options for Admin Alert Types

There are several options to make companywide configurations to admin alert types.

> ⓘ Note
>
> Consider that not all configuration options are supported by all alert types. For more information, please refer to the application-specific documentation.

Active

Hides admin alert types from the *Admin Alerts* tile and the *Admin Alerts* page when the *Active* configuration option is set to *No*. This way, you prevent stalled workflows, for example, from cluttering the list of alerts and making you miss the important new alerts.

Include Past and Future Records

By default, only the current records are considered when alerts are created. You can include also past and future records in the next rerun or periodic run when alerts are created.

> ⓘ Note
>
> This configuration option is available only for the *HR Data Issues* alert type.

Frequency for Job Execution

Defines the frequency with which the list of alerts is updated for an admin alert type.

For example, you check the alerts you're responsible for only once a week, so you don't want to get an update of which alerts are still open every day. By setting the frequency to weekly, you prevent the job running unnecessarily, using performance capacity.

> ⓘ Note
>
> If the frequency is predefined for an alert type, you can't choose a different option.

Possible options are:

- *Daily*
  Job runs daily between midnight and 6 o'clock in the morning.
- *Weekly*
  Job runs once a week, early on Monday morning.
- *Monthly*
  Job runs the first Monday in the month, early on Monday morning.
- *Never*
  Stops updating the alerts until the job frequency is changed again, or until you select the *Rerun* button.

Stalled Days

Includes only workflows that have been stalled for the specified number of days.

> ⓘ Note
>
> This option is available only for workflow alerts.

Number of days after which alerts are auto-acknowledged

You can configure the system to automatically acknowledge (auto-acknowledge) specific admin alerts after a defined amount of time.

6.1.6 Rechecking Admin Alerts

If an alert is still displayed in the alerts list although you've solved it, you can recheck if the underlying issue that caused the alert still exists.

Prerequisites

The alert type supports this function.

Context

This option checks if the reason that caused the selected alerts and any associated alerts still exists and updates the database accordingly.

For alerts that are solved directly on the Admin Alerts user interface, this is done automatically in the background. For alerts that are solved elsewhere, for example, on the application-specific user interface, the alerts might remain in the alerts list. To have them removed from the alerts list, you can do a recheck, or wait for the next job run.

Procedure

1. Go to the Admin Center and select the *Admin Alerts* tile.
2. Select the corresponding alert type.

   You get to the *Admin Alerts* detail screen which shows a list of the alerts received for the alert type you selected.
3. Select the alerts that you want to recheck, and select *Action* > *Recheck*.

   If the underlying issues that caused the alerts have been solved, the alerts are removed from the alerts list.

6.1.7 Options for Updating the Alerts List for an Alert Type

There are several options to update the list of alerts shown for an alert type during the workday, so that it displays only the alerts that are still valid. Which option you choose depends on its availability and your use case.

About the Alerts List

The list of alerts for all alert types is updated automatically depending on the frequency of the automatic job runs. However, during your workday, you might want to make sure that the list of the alert type you're working on is current and shows only the alerts that are still valid. Alerts that have been solved by you or your colleagues in the meantime should be removed from the list. To achieve this, you have several options to choose from on the *Admin Alerts* detail screen for an alert type.

> **Note**
>
> You only see the options that the corresponding application has defined for an alert type. In addition, the *Rerun* option requires a specific permission.

Options for Updating the Alerts List for an Alert Type

Option	Use Case	What this Option Does
Recheck	You think you've solved an alert, but it still appears in the alerts list. You want to make sure you've solved the underlying issues that caused the alert, and have the alert removed from the alerts list.	This option checks if the reason that caused the selected alerts and any associated alerts still exists and updates the database accordingly. For alerts that are solved directly on the Admin Alerts user interface, this is done automatically in the background. For alerts that are solved elsewhere, for example, on the application-specific user interface, the alerts might remain in the alerts list. To have them removed from the alerts list, you can do a recheck, or wait for the next job run.
Refresh	You want to see the alerts that are still valid for a specific alert type. Alerts that have been solved (and, if required, rechecked) by you or your colleagues after you've opened the page should be removed from the alerts list. If any new alerts have been created in the meantime, they should be added to the alerts list.	This option reloads the page for the current alert type to display the most recent list of alerts. It checks the current state of the alerts written to the database, but it doesn't make any changes to the database itself. That means if an alert that requires a recheck has been solved, but not rechecked, it still appears in the alerts list. You achieve the same behavior by closing the page of the current alert type, and opening it again.

Option	Use Case	What this Option Does
Rerun	**Note** This option requires the *Trigger Rerun* permission. As a senior administrator, you want to manually run a job for a specific alert type again. For example, you expect that multiple alerts are caused by the same underlying issue, like the wrong configuration of the pay group. Solving the issue first and triggering a rerun then automatically solves the associated alerts and removes them from the alerts list.	This option checks **all** alerts for the alert type to see if they are still valid. It triggers an asynchronous job and writes the valid alerts to the database. Once the asynchronous job has finished, you need to refresh or reopen the alerts list for the corresponding alert type to see the changes reflected on the page.

6.1.8 Admin Alert Type Information

The *Admin Alert Type Information* popup displays additional information about the alert type selected, such as extensibility or retention periods.

The *Admin Alert Type Information* popup opens when you select the *Information* button in the top-right corner of the admin alert type page.

Admin Alert Type Information

Title	Description
Name	The name of the alert type as displayed on the user interface.
Description	A description of the alert type.
Extensible	If an alert type is extensible, you can add additional custom fields to be displayed in the alerts list. To be able to add additional fields, you need the technical name of the underlying alert object that is displayed here.
Retention of Alerts	If a retention period for an alert type is defined, the alerts that are older than the retention period are automatically purged in a nightly job. If no retention period is defined, the alerts stay in the alerts list until they're resolved.
Maximum Number of Unresolved Alerts	If a maximum number of unresolved alerts is defined for an alert type, and this number has been reached, no new alerts are created. In addition, the current alerts are not automatically updated even if they've been resolved in the meantime. You have to reduce the number of unresolved alerts by using one of the appropriate actions.

Related Information

Additional Fields for Admin Alerts [page 23]

6.1.9 Additional Fields for Admin Alerts

You can add custom fields to an alert object to display more information to alerts than what is included in the standard setup.

Each alert object contains a predefined list of fields that can be accessed using the *Settings* option on the *Admin Alerts* page of the corresponding alert type. For example, for the alert types based on the alert object *Time Management Alert* (such as *Generate Time Sheets*, *Recalculate Time Sheets*, and so on), you can display the user, the message severity, and other predefined fields. Using the *Settings* option, you can add or remove these fields to the alerts list, and sort, group, or filter them.

If you need additional information that is not included in the standard setup, you can add custom fields to the corresponding alert object and fill these fields with values from application objects.

1. Adding Custom Fields to an Alert Object [page 23]
   Add custom fields to an alert object on the *Configure Object Definitions* page.
2. Creating On Load Rules for Custom Alert Fields [page 25]
   Create an On Load rule to fill custom fields used in alert objects with the desired value.

6.1.9.1 Adding Custom Fields to an Alert Object

Add custom fields to an alert object on the *Configure Object Definitions* page.

Context

- You have the *Administrator Permissions* > *Metadata Framework* > *Configure Object Definitions* permission.
- You've checked that adding fields is possible for the corresponding alert type.
  You find this information on the *Admin Center* > *Admin Alerts* page of the corresponding alert type, by selecting the *Information* button in the top-right corner. In the popup that opens, you can see the name of the underlying alert object and whether you can add fields to it, under *Extensible*.

Procedure

1. Go to *Admin Center* > *Configure Object Definitions*.

2. Search for *Object Definition*, and select the corresponding alert object (for example, *Time Management Alert*).
3. Select *Take Action* > *Make Correction*.
4. In the *Fields* section, add a custom field.
5. In the *Details* of the added custom field, define the following settings:
    a. Set *Transient* to *Yes*.
    b. Set *Visibility* to *Read Only*.
6. Save your changes.

Results

The custom field is added to the *Settings* option on the *Admin Alerts* page for the alert type that is referring this alert object.

> Note
>
> To add the custom field to the alerts list, you need to reselect it from the *Settings* options every time you open the *Admin Alerts* page of the corresponding alert type.

Next Steps

To fill the custom field with values, define an on-load rule.

Task overview: Additional Fields for Admin Alerts [page 23]

Next task: Creating On Load Rules for Custom Alert Fields [page 25]

Related Information

Adding Fields

6.1.9.2 Creating On Load Rules for Custom Alert Fields

Create an On Load rule to fill custom fields used in alert objects with the desired value.

Prerequisites

- You have the following role-based permissions under *Administrator Permissions* > *Metadata Framework*:
  - *Manage Data*
  - *Configure Business Rules*
- You know the name of the corresponding alert object.

  You find this information on the *Admin Center* > *Admin Alerts* page of the corresponding alert type, by selecting the *Information* button in the top-right corner. In the popup that opens, you can see the name of the underlying alert object and whether you can add fields to it, under *Extensible*.
- You've added a custom field to the corresponding alert object on the *Configure Object Definitions* page.

Procedure

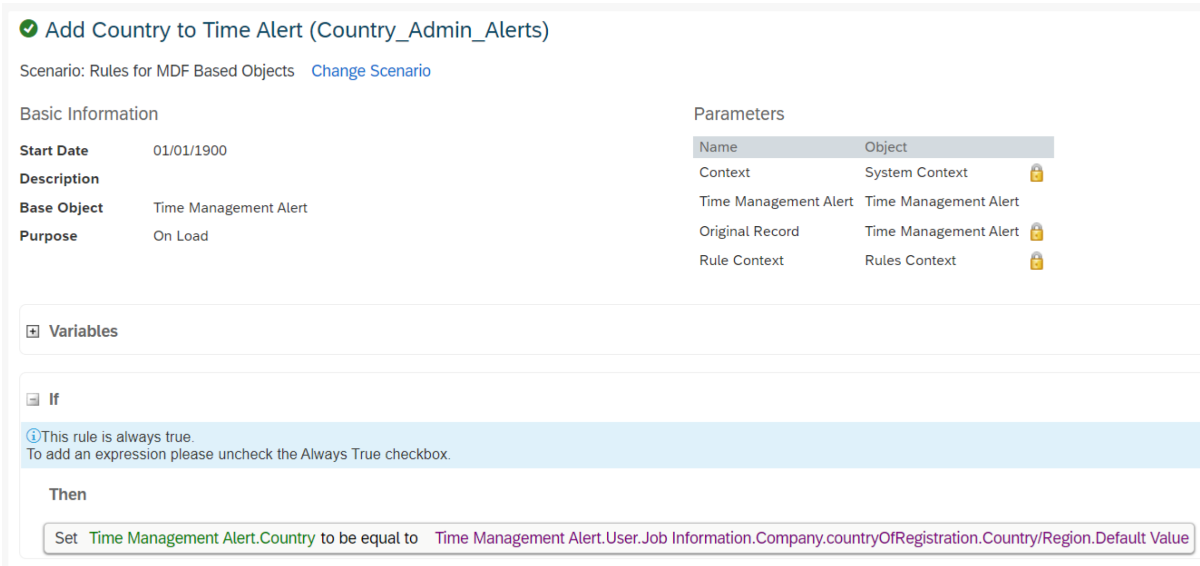
1. Go to *Admin Center* > *Manage Data*.
2. In the *Create New* field, select *Object Configuration*.

   The *Object Configuration* section is displayed.
3. In the *Object Type* field, select the alert object.
4. In the *Manage Data On Load Rules* section, select *Add Rule*.

   The *Configure Business Rules* page opens, where the *Metadata Framework* > *Rules for MDF Based Objects* rule scenario is preselected.
5. Enter the required fields for the rule.
   a. As *Base Object*, select the corresponding alert object.
   b. As *Purpose*, select *On Load*.

   > Note
   >
   > A different purpose could lead to performance issues or missing alerts (if the rule stops being executed for some reason, the alert object is not written to the database and thus alerts go missing).
6. Select *Continue* to get to the details page of the rule.
7. Define the rule that fills the custom field with the desired value.

   In this example, you define that the custom field *Country* is filled with the default value from the job information. The *If* condition is always true.



8. Save your changes.
9. Go back to the *Manage Data* page to select the rule you've just created in the *Manage Data On Load Rules* section.
10. Save your changes.

Results

The custom field is now filled with the corresponding values.

Task overview: Additional Fields for Admin Alerts [page 23]

Previous task: Adding Custom Fields to an Alert Object [page 23]

7 Admin Favorites

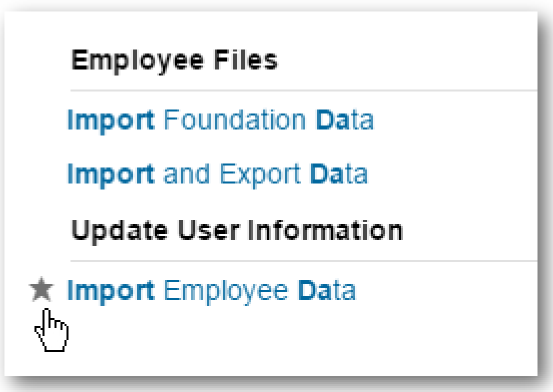
As an administrator, you can keep a list of favorites, for quick access to frequently-used tools. Favorites are a universal feature of the Admin Center.

In the Admin Center, your favorites appear under the *Favorite* tab on the *Tools* tile. You can also view a list of recently used tools by clicking the *Recent* tab.

Your favorites are also displayed on the *My Admin Favorites* tile on the main SAP SuccessFactors home page.

Adding and Removing Favorites

To add a favorite, click the *See All* link on the *Tools* tile and find the tool. Then, hover the cursor next to the name of the tool and click the star icon.



To remove a favorite, find the tool on the *Tools* tile, under the *Favorite* tab or in the *See All* view. Then, click the gray star icon.

8 Built-In Support

Built-In Support is your access point to SAP support within the SAP SuccessFactors HCM suite application.

Built-In Support is a support platform that provides digital services to find help, create tickets, and contact support. It's available in the global page header to people with *Company System and Logo Settings* permission.

You can use the (Built-In Support) icon to open it in a side panel on any page.

To access most functionality, like creating and monitoring support cases, an SAP Universal ID with linked S/P-user ID is required.

For more information, refer to Built-In Support documentation.

> Note
>
> Built-In Support is available on most, but not all, pages in the HCM suite. Currently, it **isn't** available or is only **partially** available in the following areas:
>
> - Career Site Builder
> - Learning

Related Information

Learn about Built-In Support on the SAP Help Portal

9 Admin Tools

Admin tools include a wide-range of administration tools and pages that you can use to configure and maintain your system. Each SAP SuccessFactors solution provides admin tools that help you adapt the solution according to the needs of your business.

The admin tools available to you in *Admin Center* depend on the SAP SuccessFactors solutions enabled in the system and the permission granted to you, based on your role. Anyone with permission to see one or more admin tools or admin pages can access the *Admin Center*, but they can only see the tools and pages that they have permission to see.

There are a couple of ways to access a given admin tool, depending on how your system is configured:

- With the tool search
- With the action search

> → Tip
>
> As an administrator, you can use action search to directly access a given admin tool from any page in the system.

9.1 Finding a Tool in the Admin Center

Use the tool search on the *Admin Center* page to navigate to a specific admin tool.

Prerequisites

You must have permission to view and access the admin tool you are looking for.

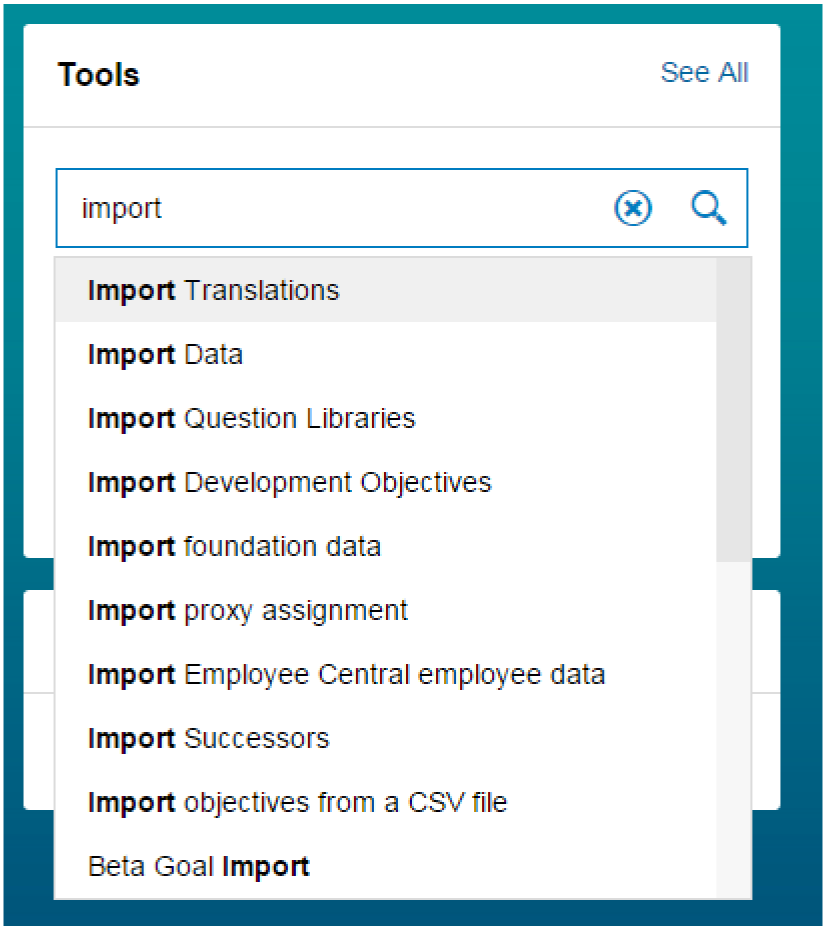
Context

Some admin tools require a specific permission in order to see them in search results or access the page. If you don't have the relevant permission, you do not see a link to the tool in *Admin Center*.

Procedure

1. Go to *Admin Center*.

2. Type the name of the tool or feature you want to open in the tool search box on the *Tools* tile on the admin homepage. Search results filter and narrow as you type.



> ⓘ Note
>
> If you can't find the link you want by searching on the *Tools* tile itself, you can also click *See All* to view and then filter a full list of tools, grouped by solution or type.

3. Select the tool or feature you want to open from the tool search results.

Related Information

Accessing the Admin Center [page 7]

9.2 Finding an Admin Tool with Action Search

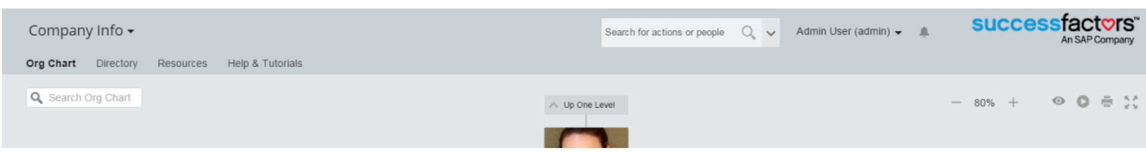
Use action search to navigate to a specific admin tool.

Prerequisites

The action search feature is enabled.

Context

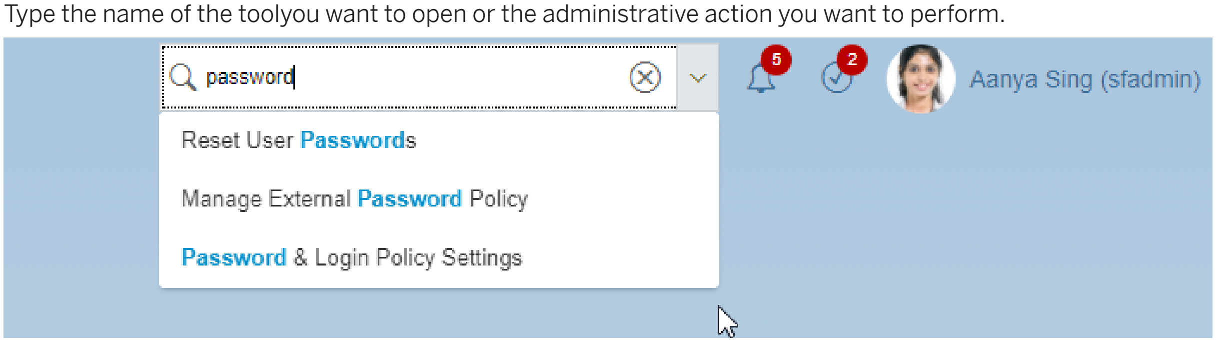
If action search is enabled, you see the phrase *Search for actions or people* in the search box in the global page header, as shown here:



If this phrase doesn't appear and you can only search for people in the search box, action search isn't enabled in the system, so you can't use it to find admin tools.

Procedure

1. Place your cursor in the search box in the page header, where it says *Search for actions or people*.
2. Type the name of the toolyou want to open or the administrative action you want to perform.



> ⓘ Note
>
> If you can't find the link you want, try navigationg to *Admin Center* and using the tool search. This search is limited to administration actions and shows fewer results.

3. Select the tool or feature you want from the action search results.

10 Event Center

Event Center enables administrators to view and monitor suite-wide events that occur within the SAP SuccessFactors HCM suite, such as job information and employee changes.

You can use the Event Center dashboard to view event details and monitor event status. You can view the number of events that have occurred in the past twenty-four hours, seven days, or thirty days and whether they resulted in success or error. In case of error, you can view more details to quickly identify and troubleshoot errors.

The Event Center is an optional feature that is only available with Next Gen Admin. It must be enabled and configured separately. For more information about the Event Center, please refer to the *Event Center Administration Guide* on the SAP Help Portal.

11 Event Subscription Management

You can manage your endpoint URL subscriptions for all external events using the *Event Subscription Management* tool.

All of the external events supported in the *Event Subscription Management* tool are as follows:

- Add Global Assignment
- Approval of Offer Detail
- Assessment Rules
- Background Check Rules
- Calibration Session Activation
- Calibration Session Finalization
- Cancel Offboarding
- Change in Business Unit
- Change in Employee Department
- Change in Employee Division
- Change in Employee Location
- Change in Job Classification
- Change in Job Title
- Change in Manager
- Change in Name
- Change in WFA Permission Artifacts
- Change of Equipment Request Status
- Complete a Mentoring Program
- Completion of Learning
- Completion of a New Hire Activity
- Continuous Feedback Received
- Continuous Feedback Request
- Continuous Performance Management Achievement
- Continuous Performance Management Activity
- DocuSign envelope status update
- Employee Hire
- Employee Long Term Disability
- Employee Rehire
- Employee Short Term Disability
- Employee Time Off
- Employee Termination
- End Global Assignment
- End a Mentoring Relationship
- Event for Restarting Onboarding Process

- Expiration of Work Order
- External User Eligible for Hire
- External User Hiring Completed
- External user to Internal user conversion
- First Time Manager
- Homecard Application Status
- Individual Contributor to Manager
- Initiate Job Posting
- Initiate Offboarding
- Instance Sync Finished
- Internal Hire Process Completed
- Job Transfer
- Logical model change
- Manager to Individual Contributor
- Mass Workflow Approval
- Multiple Role Channel Event
- New Concurrent Employment
- New Position
- New Work Order
- Offboarding Step Complete
- Onboarding Initiated for Job Application
- Onboarding Process Variant Step Completion
- Onboarding Step Complete
- Onboarding is cancelled for the candidate
- Onboarding is initialized for the candidate
- Onboarding is initiated from an external Applicant Tracking System
- Payroll Data Maintenance Task Configuration Change
- Performance Review Form Routing
- Populate Performance Review Ratings
- Refresh Schema Search Data
- Spot Award Deleted
- Spot Award Given
- Start Probation
- Update of Candidate Profile
- Update of Compliance Process Status
- Update of Employee Competency Assessment
- Update of Job Application
- Update of Job Application Status
- Update of Job Requisition
- Update to a Position
- Updates Candidate's Country/Region to Russia
- Workforce Plan Update

11.1 Adding and Managing Event Subscriptions

You can add and manage your endpoint URL subscriptions to all external events using the *Event Subscription Management* tool.

Prerequisites

You have the *Create, Edit and Delete* permission to *Administrator* > *Manage Event Subscription* > *Access to Event Subscription* role-based permission. The *View* permission is enabled by default.

Procedure

1. Go to *Admin Center*.
2. In the *Tools Search* field, enter *Event Subscription Management*.
3. Select an event from the dropdown and choose *Add* to create a new event subscription. Newly created or migrated event subscriptions will appear as a list.

   > **Note**
   >
   > You can add upto a maximum of six subscriptions for an event, inclusive of:
   > - New subscriptions created in *Event Subscription Management*.
   > - Existing subscriptions migrated from the old *Event Notification Subscription*.
   > - The subscriptions maintained under the *Event Connector* for any event in *Intelligent Services Center*. Any changes made to subscriptions in the *Intelligent Services Center* tool will also reflect for the same subscriptions in the *Event Subscription Management* tool, and vice versa. The data will be maintained in both tools.
   >
   > .

4. Enter the following details:

Parameter	Description
Name	You can add a name for new subscriptions as per your choice. For event subscriptions which have been migrated from *Event Notification Subscription* the name field will be pre-filled with something generic, for example, **New Subscription 1**, **New Subscription 2**, etc., and you can edit these names. For events from *Intelligent Services Center*, the same name will carry over to *Event Subscription Management*.

<table>
<thead>
<tr><th>Parameter</th><th>Description</th></tr>
</thead>
<tbody>
<tr><td>Endpoint URL</td><td>Enter the URL of the endpoint.</td></tr>
<tr><td>Authentication Type</td><td>Select the following authentication type from the dropdown:

Certificate Based Authentication: Authentication is established with the endpoint using X509 certificates. X509 Certificates can be selected from the dropdown list. Choose Refresh to reflect the latest certificate.

Note

To access X509 certificates, you must have the View access to Access to X509 Certificates permission.
You can choose only External CA and SAP Cloud Root CA X509 certificates.
To generate a new X509 certificate, select Click to maintain Certificates. For more information, refer to Generating X509 Certificates in the related information.

OAuth Authentication: Allows you to connect to the endpoint using token URL, client ID, client secret, and scope combination.

Token URL: The URL to get the access token.
Client ID: The authorization server issues the registered client, a client id - a unique string representing the registration information provided by the client. This is a mandatory field.
Client Secret: This is a secret ID known only to the application and the authorization server.
Scope:

Basic Authentication: Allows you to connect to the endpoint using the username and password combination.

User Name: Enter the user name of the system you want to access.
Password: Enter the Password to access the system.

Note

Security Center does not support non-ascii characters in the password field.

</td></tr>
<tr><td>Event Type</td><td>If you create a new external event subscription using the Event Subscription Management tool, by default, the Event Type is External Event Alert V2.</td></tr>
</tbody>
</table>

Parameter	Description
	If the subscriptions are migrated from *Event Notification Subscription* tool, then the *Event Type* will be set to the one existing in *Event Notification Subscription* tool.

5. Choose *Save*.

Results

You've successfully created an endpoint URL subscription.

Next Steps

You can manage existing event subscription using the *Event Subscription Management* tool. You can *Edit* a subscription or *Delete* a subscription that is no longer valid.

> Note
>
> - You can monitor the execution of integrations in *Execution Manager*.
> - You can manually retry failed events in *Admin Alerts*.
> - Subscriptions will not be copied from Source to Target during instance refresh.
> - A subscription will be deactivated if it fails continuously for six days. For deactivated subscriptions, it's recommended that you review the details and warning messages in *Execution Manager*. You can edit and save the subscription to reactivate it.

Related Information

Generating X509 Certificates
Execution Manager [page 38]
Tracking Errors and Viewing Status in Execution Manager [page 39]
Solving Admin Alerts [page 16]

12 Execution Manager

The *Execution Manager Dashboard* shows you the status of scheduled jobs and integrations to quickly identify and troubleshoot errors.

You can view the number of jobs and integrations that have occurred in the past twenty-four hours, seven days, or fifteen days and whether they resulted in success or error.

The Execution Manager logs are retained for a duration of 15 days, by default. Logs that are older than the retention period are automatically removed from the system.

Execution Manager is included as part of Next Gen Admin. It doesn't need to be enabled separately, but you do need to grant the appropriate permissions.

If there's an error, you can drill down to find more details to help you troubleshoot the error.

Granting Permission to Access Execution Manager

To view the Execution Manager dashboard or any of the corresponding admin home page tiles, you need to be granted permission.

The *Read Execution Manager Events* permission enables an administrator to access the main dashboard and view success/fail information. The *Read Execution Manager Payload* permission enables an administrator to view the data involved in a particular job or integrations, including user data, to assist in troubleshooting errors.

Scheduled Jobs Tab

You can view the status of recent jobs on the *Scheduled Jobs* tile on the *Admin Center* page.

On the *Execution Manager* page, you can select a time frame and see how many successful or failed jobs occurred during that timeframe. You can view the exact date and time of execution and other event details, to help you troubleshoot any errors.

Integration Center Tab

The integration center enables HR business analysts to build, deploy, and monitor simple file-based outbound integrations. You can build integrations quickly and easily through a guided workflow. Predefined templates are available and you can also create your own templates.

The Execution Manager shows you the status of custom integrations built in the integration center. You can view the status of recent outbound integrations on the *Integration Center* tile on the *Admin Center* page.

On the *Execution Manager* page, you can select a timeframe and see how many successful or failed custom integrations occurred during that timeframe. You can view the exact date and time of execution and other event details, to help you troubleshoot any errors.

Middleware Integrations Tab

Pre-Delivered Integrations Tab

When the endpoint is triggered for an event subscription which is created in *Event Subscription Management* or *Intelligent Services Center*, you can monitor the integration in *Execution Manager* under the *Pre-Delivered Integrations* tab. You can check using the name of the event subscription.

Along with external event integrations, you can also monitor other real-time integrations under the *Pre-Delivered Integrations* tab.

In the *Pre-Delivered Integrations* tab, the *Process Instance Name* is the *Subscription Name*, the *Process Definition Identifier* is the *Event Name*, and the *Process Definition Name* will always be *External Event Notification*.

Tracking Errors and Viewing Status in Execution Manager [page 39]
You can use *Execution Manager* to track errors or view the status of a scheduled job or custom integration.

Configuring Notifications to Users for Scheduled Jobs and Integrations [page 41]
You can configure notification that can be received for a particular state of scheduled jobs or integrations to internal or external users e-mail. You can create notification from *Execution Manager Dashboard*.

Creating Notifications to Logged In User for Scheduled Jobs and Integrations [page 42]
You can receive notification for a particular state of scheduled jobs or integrations to your e-mail. You can create notification from *Execution Manager Dashboard*.

12.1 Tracking Errors and Viewing Status in Execution Manager

You can use *Execution Manager* to track errors or view the status of a scheduled job or custom integration.

Prerequisites

You have the following permissions:

- *Read Execution Manager Events*
- *Read Execution Manager Event Payload or Event Report*.

Procedure

1. Go to *Admin Center* > *Execution Manager Dashboard*.
2. Select the tab that you're interested in monitoring.*Integration Center*, *Scheduled Jobs*, or *Middle Integrations*.
3. Click *Monitor*.
4. **Optional:** Select the number of days from the *Timeframe* dropdown, to view the number of jobs, and integrations that have occurred in the *Last 24 hours*, *Last 7 days*, *Last 30 days*.

   > Note
   >
   > You can also define a date range by selecting *Custom Date Range*.

5. **Optional:** Select the *Process Definition Identifier*.

> ⓘ Note
>
> *Process Definition Identifier* can depend on the tab you select. For Example, In Integration Center you can find *Payroll*, *timesheetGenerated*, *timesheetSubmitted* as identifiers.

6. **Optional:** Select the *Process State*.

> ⓘ Note
>
> Process state can be *In Progress*, *Completed With Warning*, *Completed With Errors*, *Completed Successfully*, *Failed*, and *Unknown*.

   Based on the selection criteria, the data is retrieved for scheduled jobs or integrations.

7. Click the ⓘ *(Information)* icon for the corresponding Scheduled Job or Integrations, to know the summary of a desired data retrieved.

   Summary So Far dialog appears.

8. Click the › *(Right arrow)* icon next to the *Summary So Far* column for the corresponding Scheduled Job or Integration, to further drill down on the data retrieved.

   Event Details page opens.

> ⓘ Note
>
> The execution log details are available in *Event Details*. For *Pre-Delivered Integrations*, there is an automatic retry that happens for certain errors. If the event is successful after multiple retries, then the status will be updated in the same execution logs, or if it fails, the status will be updated to the same execution logs.

9. Click the link in the *Event Description* column for an event to know more details.

> ⓘ Note
>
> To download the event logs, click the ⤓ *(Download)* icon.

Task overview: Execution Manager [page 38]

Related Information

Configuring Notifications to Users for Scheduled Jobs and Integrations [page 41]
Creating Notifications to Logged In User for Scheduled Jobs and Integrations [page 42]

12.2 Configuring Notifications to Users for Scheduled Jobs and Integrations

You can configure notification that can be received for a particular state of scheduled jobs or integrations to internal or external users e-mail. You can create notification from *Execution Manager Dashboard*.

Prerequisites

Enable the *Read Execution Manager Events* and *Read Execution Manager Payload* permissions.

Procedure

1. Log on to the application.
2. Go to *Admin Center* > *Execution Manager Dashboard*.
   The *Execution Manager* page opens.
3. Click *MANAGE NOTIFICATION*.
4. Select the required tab. *Integration Center*, *Scheduled Job*, or *Middleware Integrations*.
5. Select the status that you want the user to be notified for scheduled jobs or integrations.

   > Note
   >
   > For *Middleware Integrations* you can select the status for *Integrations*, *PI Integrations* and *HCI Integrations*.
6. Enter the e-mail address of the user to whom you want the notifications to be received.
7. Turn on the switch next to the *Email* field.

Results

The user whose email ID is entered gets notified whenever the process reaches the selected state.

Task overview: Execution Manager [page 38]

Related Information

Tracking Errors and Viewing Status in Execution Manager [page 39]
Creating Notifications to Logged In User for Scheduled Jobs and Integrations [page 42]

12.3 Creating Notifications to Logged In User for Scheduled Jobs and Integrations

You can receive notification for a particular state of scheduled jobs or integrations to your e-mail. You can create notification from *Execution Manager Dashboard*.

Prerequisites

Enable the *Read Execution Manager Events* and *Read Execution Manager Payload* permissions.

Context

> Note
>
> The notification is received only to the logged in admin user. To create notification to other user see, **Configuring Notifications to Users for Scheduled Jobs and Integrations** in the **Related Information** topic.

Procedure

1. Log on to the application.
2. Go to *Admin Center* > *Execution Manager Dashboard*.

   The *Execution Manager* page opens.
3. Click *MANAGE NOTIFICATION*.
4. Select the required tab. *Integration Center*, *Scheduled Job*, or *Middleware Integrations*.
5. Click + *Create Notifications*.

   The *Create Notification* dialog opens.
6. Select the process type.

   > Note
   >
   > This step is applicable only for the *Middleware Integrations* tab.
7. Select the process state for which you require notifications.
8. Select the process from the *Process Definition Name*.
9. Click *Save*.

   The status to be notified for a selected process is added in the table below *Manage NOTIFICATION* page.

Results

You are notified whenever the process reaches the selected state.

Task overview: Execution Manager [page 38]

Related Information

Tracking Errors and Viewing Status in Execution Manager [page 39]
Configuring Notifications to Users for Scheduled Jobs and Integrations [page 41]
Configuring Notifications to Users for Scheduled Jobs and Integrations [page 41]

13 Integration Center

The Integration Center enables HR business analysts to build, run, schedule and monitor simple file-based outbound integrations. You can build integrations quickly and easily through a guided workflow. Predefined templates are available and you can also create your own templates.

The Integration Center must be enabled and configured separately. For more information, please refer to the Integration Center User Guide.

14 Integration Service Registration Center

Integration Service Registration Center is an application UI which allow you to register your instance/tenant to leverage the capabilities of services hosted on SAP Business Technology Platform. The application also securely stores your information such as client credentials, endpoint URL, and so on.

You can register for the following services on *Integration Service Registration Center* UI:

- *SAP Cloud ALM*
- *SAP Task Center*
- *Qualtrics*
- *Identity Provisioning Service*

> ⓘ Note
>
> Specific integrations within a subscription are deactivated if they fail continuously for six days. For the deactivated subscriptions, it's recommended that you review the details and warning messages in *Execution Manager*. You can edit and save the subscription to reactivate it.

Related Information

Registering your Tenant for an Integration Service [page 45]
Email Survey Integrations for Change in Employee Department

14.1 Registering your Tenant for an Integration Service

Register your tenant for services hosted on SAP Business Technology Platform.

Prerequisites

You must have *Administrator Permissions* > *Manage Integration Tools* > *Access to Integration Service Registration Center UI* permission enabled.

> ⓘ Note
>
> For the *SAP Cloud ALM* service, you also need to have *Metadata Framework* > *Admin Access to MDF OData API* permission enabled.

Procedure

1. Go to *Admin Center*.
2. In the search field, enter and choose *Integration Service Registration Center*.

   The *Integration Service Registration Center* page is displayed.
3. From the *Integration Service* dropdown list, choose a preferred service.

   Based on the selected service, corresponding user-input fields are displayed.
4. Enter the following details:

Parameter	Description
Destination URL	Enter the endpoint URL.
Authentication Type	Select the following authentication type from the dropdown: • *Certificate Based Authentication*: Authentication is established with the endpoint using X509 certificates. *X509 Certificates* can be selected from the dropdown list. Note • To access X509 certificates, you must have the *View* access to *Access to X509 Certificates* permission. You can choose only *External CA* and *SAP Cloud Root CA* X509 certificates. • To generate a new X509 certificate, select *Click to manage Authentication Keys*. For more information, refer to Generating X509 Certificates in the related information. • *Client Credentials*: Allows you to connect to the endpoint using the *Client ID* and *Client Secret* combination. • *OAuth URL*: The URL to get the access token. • *Client ID*: The authorization server issues the registered client, a client id - a unique string representing the registration information provided by the client. This is a mandatory field. • *Client Secret*: The *Client Secret* is a secret ID known only to the application and the authorization server.

5. Choose *Register*.
6. Choose *Ok*.

> Note
>
> To discontinue using a registered service, choose *Deregister*

Monitoring of some integrations can be done in *Execution Manager*.

Related Information

Generating X509 Certificates

15 Premium AI Features in SAP SuccessFactors

Premium AI focuses on AI-assisted capabilities that involve complex tasks, intelligent business insights, and measurable business outcomes.

Premium AI capabilities require purchasing of AI units license. All features using generative AI capabilities and Joule messages that exceed a customer's annual usage allocation are considered to be Premium AI.

> Note
>
> For information about the AI services available for use and the applicable capacity unit values, refer to SAP AI Services List.

Premium AI Features in SAP SuccessFactors

Module	Feature	Description	Applicable AI Service in SAP AI Services List
Calibration	AI-assisted writing	Session reviewers can use the AI-assisted writing tool to improve the comments given to subjects. AI-Assisted Writing in Calibration	SAP SuccessFactors AI-assisted writing
360 Reviews	AI-assisted writing	Employees can use the AI-assisted writing tool to generate comments or improve their comments, such as comments for skills, competencies, and performance and development goals. AI-Assisted Writing in 360 Reviews	SAP SuccessFactors AI-assisted writing
360 Reviews	AI-assisted insights into Detailed 360 Reports	Users can gain synthesized insights into a Detailed 360 Report, including overall insights, attribute-specific insights, and sentiment analysis. Assisted 360 Reviews Insights	SAP SuccessFactors AI-assisted people insights

Module	Feature	Description	Applicable AI Service in SAP AI Services List
Opportunity Marketplace	AI-assisted writing	Employees can use the AI-assisted writing to improve the description of assignments when assignment owners create or edit assignments, and the comment of assignment applications when assignment applicants apply for assignments. The *Enhance Writing* action is enhanced to incorporate additional context to better help refine assignment descriptions. When assignment owners or co-owners use the updated *Enhance Writing* action, it now considers the following context in addition to the existing description text: • Assignment type • Assignment title • Job role defined for the assignment when job role is enabled for assignments • Attributes added for the assignment When the assignment type is configured with custom fields whose type is *Text Area*, the AI-assisted writing tool is also available when assignment owners edit those custom fields for assignments of that type AI-Assisted Writing in Opportunity Marketplace Assignments	SAP SuccessFactors AI-assisted writing

Module	Feature	Description	Applicable AI Service in SAP AI Services List
Opportunity Marketplace	AI-assisted assignment creation	Assignment owners and co-owners can create assignments using AI capabilities. Enabling AI-Assisted Assignment Creation	SAP SuccessFactors AI-assisted Content Creation
Opportunity Marketplace	AI-assisted skill inference	For customers that have enabled Talent Intelligence Hub and Growth Portfolio, assignment owners or co-owners can get AI-assisted skill recommendations during assignment creation or edit. The AI-assisted attribute recommendation only applies to skills. Enabling AI-Assisted Assignment Creation	SAP SuccessFactors AI-assisted Skill Inference
Continuous Performance Management	AI-assisted writing	Employees can use the AI-assisted writing tool to improve the content when responding to feedback or giving a feedback response and assist to make the feedback actionable. Continuous Feedback	SAP SuccessFactors AI-assisted writing
Career Development	AI-assisted writing	Employees can use the AI-assisted writing to improve the content of development goals, such as goal name, description, and other content provided in goal fields of `text` and `textarea` types. The AI-assisted writing tool isn't yet supported in custom learning activities. AI-Assisted Writing	SAP SuccessFactors AI-assisted writing
Career Development	AI-assisted goal creation	Employees can create development goals using generative AI capabilities. Enabling AI-Assisted Goal Creation	SAP SuccessFactors AI-assisted content generation

Module	Feature	Description	Applicable AI Service in SAP AI Services List
Career Development	AI-assisted career insights	Employees can gain insights into development actions they can take towards their target role using generative AI capabilities. AI-Assisted Career Insights	SAP SuccessFactors AI-assisted people insights
Platform	AI-assisted writing	Employees can use the AI-assisted writing tool to improve self-descriptions in Profile Preview. AI-Assisted Writing in the Latest People Profile	SAP SuccessFactors AI-assisted writing
Learning	AI-assisted writing	Learning administrators can use the AI-assisted writing tool to improve the Title and Description fields when creating Items, Curricula, Programs, and Collections. AI-Assisted Writing in Learning	SAP SuccessFactors AI-assisted writing
Goal Management	AI-assisted writing	Employees can use the AI-assisted writing tool to improve the content of performance goals, such as goal name, description, and other content provided in goal fields of `text` and `textarea` types. AI-Assisted Writing	SAP SuccessFactors AI-assisted writing
Compensation	AI-assisted writing	Compensation planners can improve the content of Notes and Force Comments for the Compensation and the Total Compensation worksheets and Executive Review. Administrators can improve the content of the fields in the column designer when designing Compensation and Total Compensation templates.	SAP SuccessFactors AI-assisted writing

Module	Feature	Description	Applicable AI Service in SAP AI Services List
Variable Pay	AI-assisted writing	Compensation planners can improve the content of Notes and Force Comments for the Compensation Planner in your Variable Pay plans and Executive Review. Administrators can improve the content of the fields in the column designer when designing the Variable Pay plans.	SAP SuccessFactors AI-assisted writing
Reward and Recognition	AI-assisted writing	Employees can improve the messages to award recipients and approvers. Administrators can improve the descriptions of programs, levels and categories for awards. AI-Assisted Writing in Rewards and Recognition	SAP SuccessFactors AI-assisted writing
Reward and Recognition	AI-assisted message generation for the recipient of a spot award	Employees can generate a message to recipient based on the *Program*, *Company Level*, and *Award Level* and their descriptions. AI-Assisted Writing in Rewards and Recognition	SAP SuccessFactors AI-assisted writing
Talent Intelligence Hub	AI-assisted writing	Improve the description for an attribute and the description for a proficiency level scale. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted writing

Module	Feature	Description	Applicable AI Service in SAP AI Services List
Performance Management	AI-assisted writing	Employees can use the AI-assisted writing tool to improve the content provided as comments, such as comments for skills, competencies, and performance and development goals. It can also help improve the email draft for requesting feedback in Team Overview. AI-Assisted Writing in Performance Management	SAP SuccessFactors AI-assisted writing
Employee Central	AI-assisted person insights	Managers can generate insights into an employee's compensation as well as talking points to guide discussions about compensation. Generating Compensation Insights	SAP SuccessFactors AI-assisted people insights
Employee Central	AI-assisted writing	Users can use the tool to improve comments they provide when initiating or processing a workflow request. Note that this feature is not available for Foundation Object (FO) and MDF workflows.	SAP SuccessFactors AI-assisted writing
Onboarding	AI-assisted writing	Employees can use the AI-assisted writing tool to improve the content of the Welcome message, Farewell message, Buddy messages, Nudge Assignee Quick Action on the home page, Nudge button in new hire tasks on the New Hire Details page, and the goals for the new hire Goal Plan. AI-Assisted Writing	SAP SuccessFactors AI-assisted writing
Recruiting	AI-assisted job description enhancement	Recruiters can generate job descriptions using generative AI capabilities. Enhancing Job Description with AI	SAP SuccessFactors AI-assisted content generation

Module	Feature	Description	Applicable AI Service in SAP AI Services List
Recruiting	AI-assisted interview questions generation	Interviewers can generate interview questions based on the job description using generative AI capabilities. Generating Interview Questions	SAP SuccessFactors AI-assisted content generation
Recruiting	AI-assisted skills validation for job applicants	Job applicants can add and manage their skills on the career site. This assists recruiters in gaining a better understanding of the applicant's skill set and how it aligns with the job requirements. Adding Skills in a Job Application Using AI	SAP SuccessFactors AI-assisted Applicant Screening
Recruiting	AI-assisted skills matching for applicant screening	By gaining visibility into the applicant's skills and how they align with the job requirements, recruiters and hiring managers can make informed decisions during the applicant screening and hiring process. Viewing Skills Compatibility for an Applicant in Applicant Management	SAP SuccessFactors AI-assisted Applicant Screening
Recruiting	AI-assisted job skills on career sites	Candidates visiting your career site can use their resume to find jobs that match their skills. Extracting Skills from Job Descriptions with AI Configuring Layout of Search Results for the Unified Data Model Creating a Custom Job Layout for the Unified Data Model	SAP SuccessFactors AI-assisted job skills on career sites

Module	Feature	Description	Applicable AI Service in SAP AI Services List
Recruiting	AI-Assisted skills validation for job requisitions	Recruiters or hiring managers can now extract skills from job requisitions and add skills to job requisitions using AI capabilities. Validating Skills in a Job Description	SAP SuccessFactors AI-assisted Applicant Screening
Goal Management	AI-assisted goal creation	Employees can create performance goals using generative AI capabilities. Enabling AI-Assisted Goal Creation	SAP SuccessFactors AI-assisted content generation
Talent Intelligence Hub	AI-assisted skills architecture creation	Organizations can use AI-assisted capabilities to set up a skills library in Talent Intelligence Hub by extracting skills from job profiles in Job Profile Builder. Overview of AI-Assisted Skills Architecture Creation	SAP SuccessFactors AI-assisted Skill Architecture Creation
Platform	AI-assisted writing	You can use the AI-assisted writing tool to improve the description for the text fields in *Manage Data* and *Manage Configurable UI* pages. Note The AI-assisted writing feature is enabled for text fields with a minimum 256 characters.	SAP SuccessFactors AI-assisted writing
Learning	AI-assisted skills inference for learning	You can use the AI-assisted capabilities to associate skills with learning items and programs in bulk through the import process. Associating Skills With Learning Items and Programs Through Import With AI	SAP SuccessFactors AI-assisted skill inference

Module	Feature	Description	Applicable AI Service in SAP AI Services List
Talent Intelligence Hub	AI-Assisted skill inferencing from Continuous Performance Management data	Talent Intelligence Hub can use AI-assisted capabilities to infer and recommend skills to employees in their Growth Portfolio using Continuous Performance Management data. Recommending Skills Based on Continuous Performance Management Data	SAP SuccessFactors AI-assisted skill inference
Platform	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. Enabling AI-Assisted Microsoft Teams App Chat	SAP SuccessFactors AI-Assisted Microsoft Teams App Chat
Platform	AI-assisted writing	Employees can use the AI-assisted writing tool to improve the name and description of a team or a team objective, the description of a key result, and comments on a key result. AI-Assisted Writing in Dynamic Teams	SAP SuccessFactors AI-assisted writing
360 Reviews	AI-assisted writing (translation)	Translates the written text into the target language chosen by the user. AI-Assisted Writing in 360 Reviews	SAP SuccessFactors AI-assisted advanced writing
Career Development	AI-assisted writing (translation)	Translates the written text into the target language chosen by the user. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted advanced writing
Compensation	AI-assisted writing (translation)	Translates the written text into the target language chosen by the user. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted advanced writing

Module	Feature	Description	Applicable AI Service in SAP AI Services List
Continuous Performance Management	AI-assisted writing (translation)	Translates the written text into the target language chosen by the user. Continuous Feedback	SAP SuccessFactors AI-assisted advanced writing
Employee Central	AI-assisted writing (translation)	Translates the written text into the target language chosen by the user. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted advanced writing
Goal Management	AI-assisted writing (translation)	Translates the written text into the target language chosen by the user. AI-Assisted Writing	SAP SuccessFactors AI-assisted advanced writing
Learning	AI-assisted writing (translation)	Translates the written text into the target language chosen by the user. AI-Assisted Writing in Learning	SAP SuccessFactors AI-assisted advanced writing
Onboarding	AI-assisted writing (translation)	Translates the written text into the target language chosen by the user. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted advanced writing
Opportunity Marketplace	AI-assisted writing (translation)	Translates the written text into the target language chosen by the user. AI-Assisted Writing in Opportunity Marketplace Assignments	SAP SuccessFactors AI-assisted advanced writing
Performance Management	AI-assisted writing (translation)	Translates the written text into the target language chosen by the user. AI-Assisted Writing in Performance Management	SAP SuccessFactors AI-assisted advanced writing
Platform	AI-assisted writing (translation)	Translates the written text into the target language chosen by the user. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted advanced writing

Module	Feature	Description	Applicable AI Service in SAP AI Services List
Reward and Recognition	AI-assisted writing (translation)	Translates the written text into the target language chosen by the user. AI-Assisted Writing in Rewards and Recognition	SAP SuccessFactors AI-assisted advanced writing
Talent Intelligence Hub	AI-assisted writing (translation)	Translates the written text into the target language chosen by the user. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted advanced writing
Variable Pay	AI-assisted writing (translation)	Translates the written text into the target language chosen by the user. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted advanced writing
360 Reviews	AI-assisted writing (analyze text)	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful. AI-Assisted Writing in 360 Reviews	SAP SuccessFactors AI-assisted advanced writing
Career Development	AI-assisted writing (analyze text)	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted advanced writing

Module	Feature	Description	Applicable AI Service in SAP AI Services List
Compensation	AI-assisted writing (analyze text)	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted advanced writing
Continuous Performance Management	AI-assisted writing (analyze text)	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful. Continuous Feedback	SAP SuccessFactors AI-assisted advanced writing
Employee Central	AI-assisted writing (analyze text)	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted advanced writing
Goal Management	AI-assisted writing (analyze text)	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful. AI-Assisted Writing	SAP SuccessFactors AI-assisted advanced writing

Module	Feature	Description	Applicable AI Service in SAP AI Services List
Learning	AI-assisted writing (analyze text)	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful. AI-Assisted Writing in Learning	SAP SuccessFactors AI-assisted advanced writing
Onboarding	AI-assisted writing (analyze text)	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted advanced writing
Opportunity Marketplace	AI-assisted writing (analyze text)	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful. AI-Assisted Writing in Opportunity Marketplace Assignments	SAP SuccessFactors AI-assisted advanced writing
Performance Management	AI-assisted writing (analyze text)	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful. AI-Assisted Writing in Performance Management	SAP SuccessFactors AI-assisted advanced writing

Module	Feature	Description	Applicable AI Service in SAP AI Services List
Platform	AI-assisted writing (analyze text)	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted advanced writing
Reward and Recognition	AI-assisted writing (analyze text)	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful. AI-Assisted Writing in Rewards and Recognition	SAP SuccessFactors AI-assisted advanced writing
Talent Intelligence Hub	AI-assisted writing (analyze text)	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted advanced writing
Variable Pay	AI-assisted writing (analyze text)	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful. AI-Assisted Writing [page 63]	SAP SuccessFactors AI-assisted advanced writing

Related Information

Data Protection and Privacy

15.1 Base AI Features in SAP SuccessFactors

Base AI focuses on AI capabilities that are available for free in your SAP SuccessFactors applications.

> ⓘ Note
>
> The Base AI features that involve skills inference are only available if you've enabled a premium AI feature by purchasing the AI units license. However, using these features does not consume any AI units. For information about the AI units license, please contact your Account Executive.

Base AI Features in SAP SuccessFactors

Module	Feature	Description
Platform	AI-assisted skills standardization	Organizations can use AI-assisted capabilities to use the industry-standard skill names for all skills within the Attributes Library. ⓘ Note This feature doesn't consume any AI units. Enabling the AI-Assisted Skills Standardization Setting
Opportunity Marketplace	Intelligent Opportunity Recommendations	Take advantage of machine learning to improve assignments and open job recommendations in Opportunity Marketplace. Enabling Intelligent Recommendations in Opportunity Marketplace
Learning	AI-assisted skills association for Open Content Network Items	You can use the AI-assisted capabilities to associate skills with Open Content Network (OCN) items based on the predefined skills provided by the OCN providers. ⓘ Note This feature doesn't consume any AI units. Associating Skills With Open Content Network Items Using AI

Module	Feature	Description
Learning	Personalized Recommendations	Powered by the machine learning technology of SAP AI Business Services, personalized recommendations are generated to users, in the *Personalized Recommendations* section, on the new Learning home page. Personalized Recommendations on the New Learning Home Page

Related Information

Premium AI Features in SAP SuccessFactors [page 48]

15.2 AI-Assisted Writing

The AI-assisted writing tool is an interactive tool that uses generative AI capabilities to assist employees with their writing tasks. While writing content in the SAP SuccessFactors applications, employees can leverage the features of the AI-assisted writing tool to enhance multiple aspects of their writing, such as clarity, conciseness, and tone.

The following is a summary of the capabilities offered by the AI-assisted writing tool:

- Uses language processing capabilities to understand the context of a sentence and suggest enhancements in grammar, spelling, vocabulary choices, and phrasing.
- Ensures improved readability and a consistent tone (professional, personable, or constructive) to suit the communication needs for different audience groups in the organization.
- Provides the options to communicate a message in fewer or more words and transform paragraphs to bulleted lists.
- Provides additional actions in the context of the tasks that users perform in their SAP SuccessFactors applications.

The following table outlines the available actions in the AI-assisted writing tool.

Action	Description
Enhance Writing	Suggests enhancements in grammar, spelling, vocabulary choices, and phrasing in the context of the selected line or paragraph.
Change Tone	Provides options to change the tone of the selected line or paragraph to professional, personable, or constructive to suit the communication needs for different audience groups in the organization.
Make Shorter	Shortens a selected line or paragraph to convey the message more concisely.

Action	Description
Make Longer	Rewrites a selected line or paragraph by adding more words to provide a detailed explanation based on the original content.
Make Bulleted List	Converts a selected line or paragraph into a bulleted list to simplify complex information, and enhance readability by breaking it down into easy-to-read points.
Analyze Text	Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.
Translate	Translates the written text into the target language chosen by the user. The following capabilities are supported with this action: • Translation from en-US (US English) to all 46 languages supported in SAP SuccessFactors. • Full translation between the following languages: English (US), German, French, Spanish, Portuguese, Chinese (Simplified) and Japanese.

> ⓘ Note
>
> For information about the languages supported by the AI-assisted writing tool, refer to SAP Note 3396784.

> ⓘ Note
>
> AI-assisted writing is currently only available on the web version of SAP SuccessFactors applications. Mobile support for this feature is not yet available.

Related Information

Enabling AI-Assisted Writing [page 64]

15.3 Enabling AI-Assisted Writing

Enable AI-assisted writing, including *Translation* and *Text Analyzer* features in SAP SuccessFactors applications to help users enhance the quality of their writing.

Prerequisites

- You've purchased the AI units license. For more information about AI units license, please contact your Account Executive.

- You have the *Administrator* > *Manage AI Capabilities* > *AI Services Administration* permission.
- Users have the *User Permissions* > *AI Access* > *Assisted Writing* permission.

Procedure

1. Go to *Admin Center* > *AI Services Administration*.
2. In *Global Features*, enable the *Assisted Writing* switch.

   Allows users to access the *Enhance Writing*, *Change Tone*, *Make Shorter*, *Make Longer*, and *Make Bulleted List* actions, and other module-specific actions (if applicable) in the assisted writing menu.
3. Under *Assisted Writing*, you can enable additional switches as needed.

   Ensure that the *Assisted Writing* switch is enabled before proceeding.
   a. Choose the *Translation* switch.

      Allows users to access the *Translate* action in the assisted writing menu to convert their content into a target language.
   b. Choose the *Text Analyzer* switch.

      Allows users to access the *Analyze Text* option in the assisted writing menu to review their text for bias, discriminatory, or harmful language.

   > Note
   >
   > The *Translate* and *Analyze Text* options appear in the assisted writing menu only when their respective toggles are enabled.

Next Steps

Users can view the AI-assisted writing tool icon when they navigate to the text input area and use the options in the assisted writing menu to enhance their writing.

Related Information

Accessing the AI Services Administration Page [page 66]

15.4 Viewing the AI Usage Acknowledgment Statement

Learn how to find the AI usage acknowledgment statement after accepting the acknowledgment as a one-time activity to use AI-assisted features.

Context

If AI-assisted features are enabled in your SAP SuccessFactors application, an acknowledgment message is displayed when users choose any AI-assisted capability. This message informs users about the possible inaccuracies of the results generated by AI systems and recommends them to review all AI-generated content before completing their work.

Once users accept the acknowledgment as a one-time activity, the message doesn't reappear in subsequent sessions when they engage with AI-assisted features across any SAP SuccessFactors application. However, if the acknowledgment statement is revised at any point later, the acknowledgment message will be displayed again. Users must review and accept the updated acknowledgment statement before they can continue using any AI-assisted feature.

> ⓘ Note
>
> A proxy user can accept the AI usage acknowledgment on behalf of another user (account holder).

Users can view their previously-accepted acknowledgment statement by selecting the *AI Usage Acknowledgment* option from their user profile menu.

Procedure

1. Choose your profile avatar at the top of any page in your SAP SuccessFactors application to access your user profile.
2. Choose *AI Usage Acknowledgment*.

Related Information

Data Protection and Privacy
Proxy Access

15.5 Accessing the AI Services Administration Page

AI Services Administration is the single point of access for setting up and managing AI-assisted features in your SAP SuccessFactors applications.

Prerequisites

You have the *Administrator* > *Manage AI Capabilities* > *AI Services Administration* permission.

Procedure

1. Go to Admin Center.
2. Type *AI Services Administration* in the tool search box on the Tools tile.

   The search results filter and narrow as you type.
3. Select *AI Services Administration* from the tool search results.

15.6 Reviewing Consumption Summary of AI Units

You can review and track the AI units consumption insights across all premium AI features enabled in your SAP SuccessFactors applications.

Prerequisites

- You have the *AI Services Administration* permission.
- You have enabled premium AI features.
- You have access to *SAP for Me*.

> ⓘ Note
>
> This capability is available only for customers who purchased SAP AI Unit SKU 8018592. For more information, please contact your Account Executive.

Context

The consumption of AI units is metered based on the usage of premium AI features.

Procedure

1. Go to *Admin Center* > *AI Services Administration*.
2. In *Business AI Consumption Dashboard*, choose the *AI Units Consumption Dashboard* link.

Results

The link takes you to the *SAP for Me* support portal. You can gain insights about:

- Your current balance of AI units.
- A summary detailing the consumption of AI units by each premium AI feature.
- The number of AI units approaching their expiration date.

Related Information

Premium AI Features in SAP SuccessFactors [page 48]
How to Access SAP for Me

15.7 User Feedback on AI Features

The User Feedback feature lets users provide real-time feedback on AI-assisted outputs in SAP SuccessFactors. Users can rate AI-generated content and add optional comments, helping refine AI-driven features over time.

Why Feedback Matters

AI-generated content continuously evolves based on user input. By collecting and analyzing feedback, SAP SuccessFactors can improve AI accuracy, relevance, and usability, ensuring it better supports business needs.

Beyond improving individual AI responses, user feedback helps identify broader trends and areas for refinement. Patterns in ratings and comments provide valuable insights into recurring issues, allowing SAP SuccessFactors to enhance AI-assisted processes, refine system prompts, and improve user experience over time.

Key Components for Feedback Collection

- **Thumbs Up and Thumbs Down Ratings**: Users can quickly show whether AI-assisted content is helpful by selecting a thumbs up for positive feedback or a thumbs down to highlight issues.
- **Reasons for Thumbs Down**: If a user chooses thumbs down, they can select from multiple reasons like "Inaccurate Information," or "Off Topic" to clarify why the response did not meet their needs.
- **Optional Comments for Extra Detail**: Users can enter free-text comments to provide further context. This additional input helps SAP SuccessFactors identify patterns and make targeted improvements.

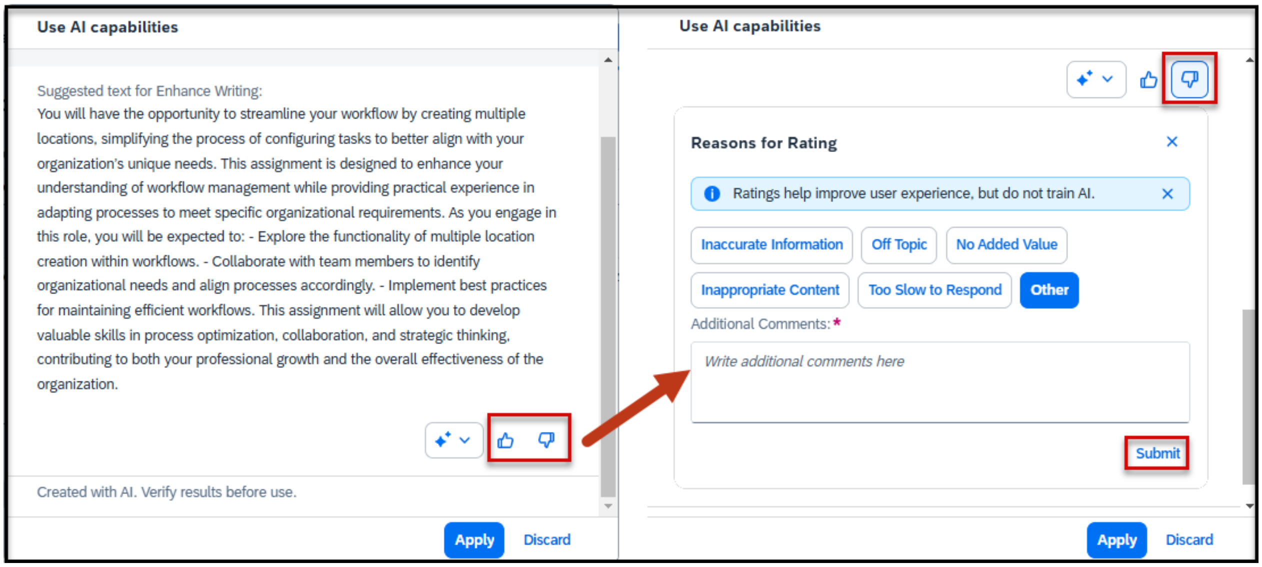
How Feedback is Used

To continuously enhance AI-generated content, submitted feedback may be analyzed to identify patterns, improve features and functionalities, and refine user experience. Feedback may also help optimize AI-generated responses by assessing trends in thumbs-down ratings and reviewing selected reasons or comments where applicable.

> ⓘ Note
>
> While user ratings enhance the overall user experience, User Feedback is not used to train the AI system but instead for improvements in the application, user experience, and prompt engineering.
>
> Feedback data are not tied to Customer Data, and we do not have information about which user provided the feedback. Additionally, users should avoid including personal or sensitive data in the free-text fields.

How To Provide Feedback

1. Interact with AI-assisted content (e.g., enhance a job description, translate text)
2. Select thumbs up or thumbs down to indicate your satisfaction with the response.
3. If selecting thumbs down, choose one or more reasons to explain why.
4. Optionally, provide additioal comments for further context.
5. Click *Submit* to share your feedback with SAP SuccessFactors.



16 Manage Document Grounding

Prerequisites

Before using *Manage Document Grounding*, make sure that the following prerequisites are met:

- You've migrated the SAP SuccessFactors IAS app to OIDC. For more information, see Migration from SAML Trust to OpenID Connect Trust with SAP Cloud Identity Services
- The steps in Setting Up the Communication with SAP SuccessFactors [page 72] are completed.
- Microsoft SharePoint is configured. For more information, refer to Integrating Joule with SAP Solutions (EAC).
- You have the *Administrators* > *Manage AI Capabilities* > *Manage Document Grounding* permission.
- *Explain My Pay Statement* is enabled in the Premium AI Features in SAP SuccessFactors [page 48] and for Employee Central Payroll based on SAP Human Capital Management for SAP S/4HANA.

Context

Administrators use the *Manage Document Grounding* UI to perform the following tasks:

- Connect to existing documents within Microsoft SharePoint, grounding Joule responses with documents as a source of truth.
- Add and update metadata to documents, allowing Joule to retrieve information accurately and efficiently. As the first AI-assisted feature, *Explain My Pay Statement* for SAP SuccessFactors Employee Central Payroll uses document grounding.

Procedure

1. Go to *Admin Center* > *Manage Document Grounding*.
2. Provide the following information for Manage Document Grounding:

Setting	Description
SharePoint Site ID	Specify the unique identifier of the Microsoft SharePoint site that you want to connect to. ⓘ Note Only one Microsoft Sharepoint site can be connected.
Client ID	Specify the application ID used for authentication.
Client Secret	Specify the secret key associated with the Client ID for secure access.
Folder Path	Only creating a root folder is supported to reduce ingestion costs and improve retrieval efficiency.
Azure Tenant ID	Specify the identifier of your Azure Active Directory tenant. Microsoft SharePoint documents will be ingested into our RAG system, configured specifically for your tenant within SAP SuccessFactors.

Select *Connect* after you've entered all required information. Data is saved once checked.

3. Select *Explain My Pay Statement* in *AI Use Case Documents*.
4. Connect the relevant documents by doing the following:
    1. **Add Metadata to a document**: You can tag each document with metadata to describe its applicability. These tags help the system retrieve the most relevant documents based on the user's profile and query. The following metadata fields are available:
        - *AI Use Case*: *Explain Pay*
        - *Legal Entity*: Specify the company entity or entities that the document applies to. You can select multiple entities if needed.
        - *Country/Region*: Tag the countries/regions relevant to the document. You can select multiple countries/regions.
        - *Validity Dates*: Define the start and end date for the document's applicability, if needed.
    2. **Remove Metadata**: You can remove previously assigned metadata and disconnect the document from the AI use case. This action detaches the file from the selected AI feature, such as Explain Pay, without deleting the original document from Microsoft SharePoint.

        > ⓘ Note
        >
        > The document remains stored in Microsoft SharePoint but can't be used any longer by the relevant AI use case.

> ⓘ Note
>
> This service isn't a document storage service. This means that we connect the documents you've already stored in Microsoft SharePoint without duplicating the information source.

Results

Document Grounding is configured for the AI-assisted use case *Explain My Pay Statement*. *Explain My Pay Statement* answers are provided using the user's payroll data as well as documents that are relevant to the user's query.

16.1 Setting Up the Communication with SAP SuccessFactors

Prerequisites

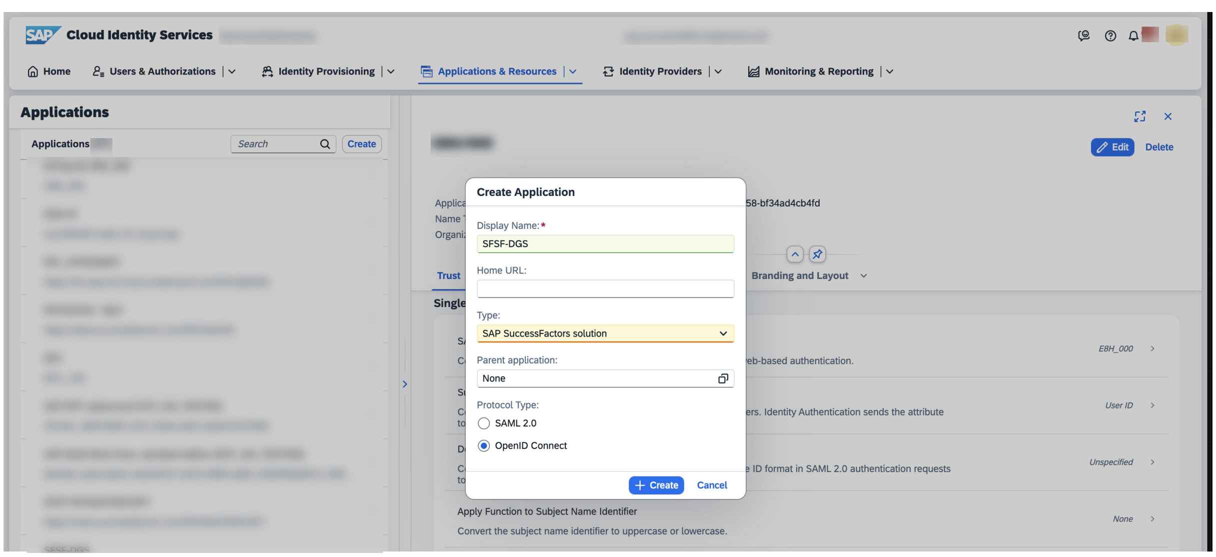
- As an administrator, you have access to the Identity Authentication Service (IAS) to provide secure authentication and single sign-on for SAP SuccessFactors users.
- You've migrated the SAP SuccessFactors IAS app to OpenID Connect (OIDC). For more information, see Migration from SAML Trust to OpenID Connect Trust with SAP Cloud Identity Services

Context

Here's an overview of the required steps to configure the authentication for Document Grounding Service with SAP SuccessFactors.

Procedure

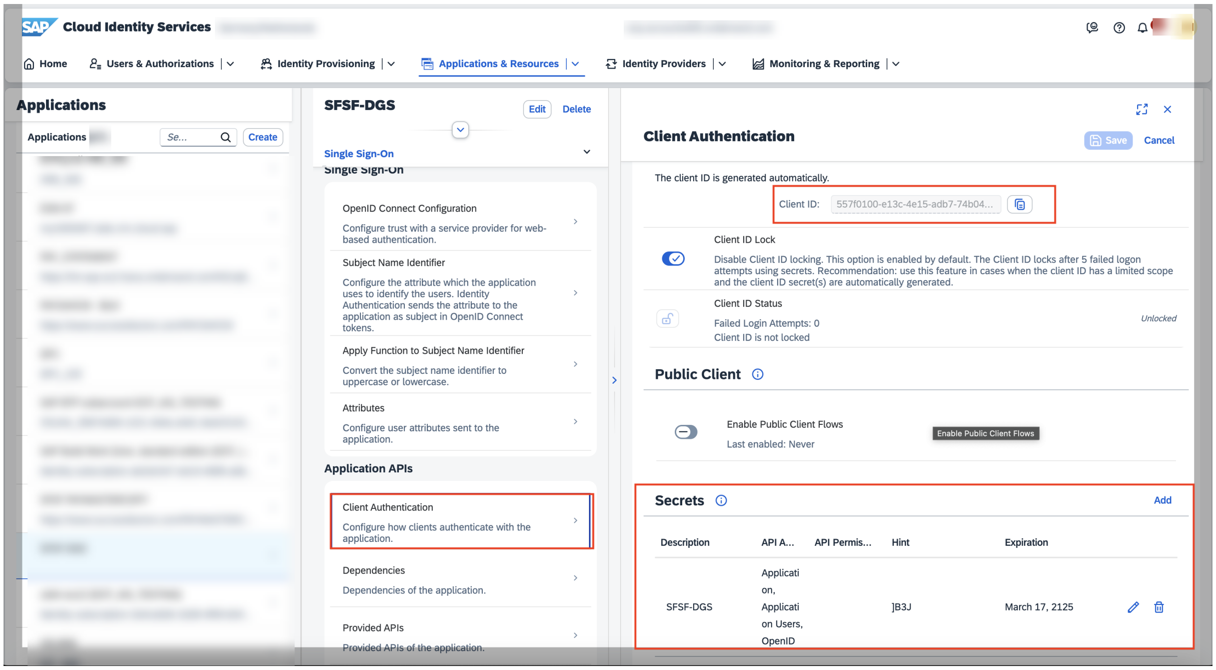
1. Log on to your *Identity Authentication Service* system.
2. Select *Applications & Resources*.
3. Select *Applications*.
4. Select *Create* a new application.



5. Save.
6. Go to *Client Authentication*.

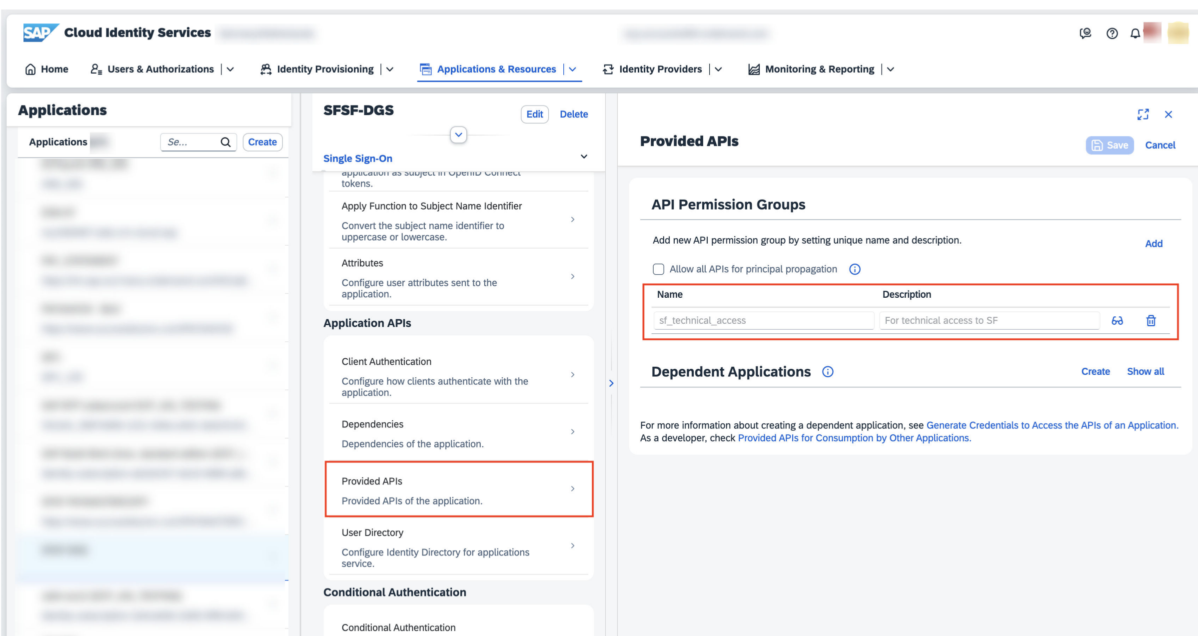
   The *Client ID* is automatically generated.

   Configure the *Client Secret* as shown in the following screenshot:



7. Go to *Provided APIs*.

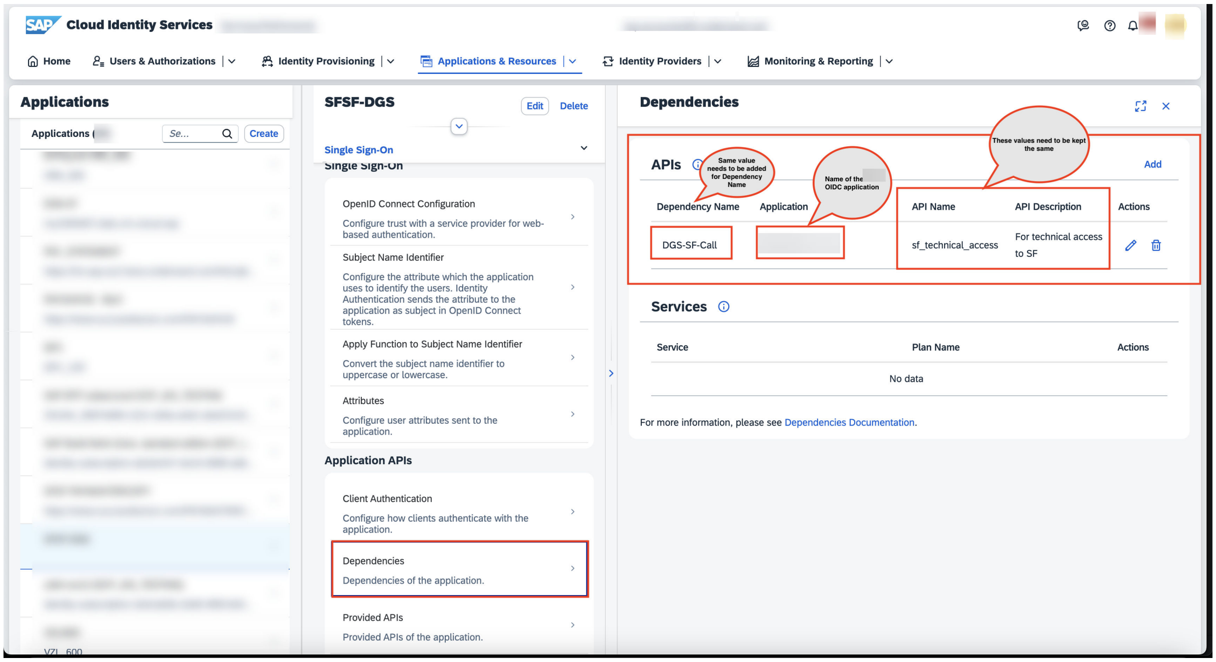
   Set up the technical access.



8. Save.
9. Go to *Dependencies*.

   Make the following settings.

- Specify **DGS-SF-Call** in the *Dependency Name* field.
- Specify the relevant application.
- Select the relevant API.

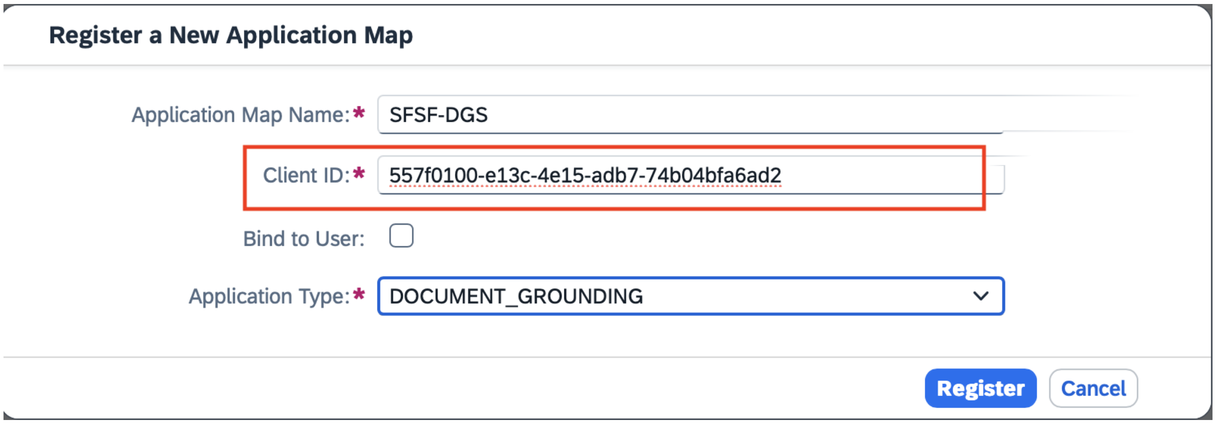


If the SAP SuccessFactors OIDC application doesn't show up, it means that the SAP SuccessFactors AIS app isn't on OIDC and must be migrated. For more information, refer to Migrate from SAML Trust Configuration to OpenID Connect Trust with SAP Cloud Identity Services.

10. Save.
11. Sign in to your SAP SuccessFactors system to register the created client as an OIDC application.
12. [Prerequisite] Make sure that the Admin users have the *Manage Security* and *Manage Application Security Features* permissions.

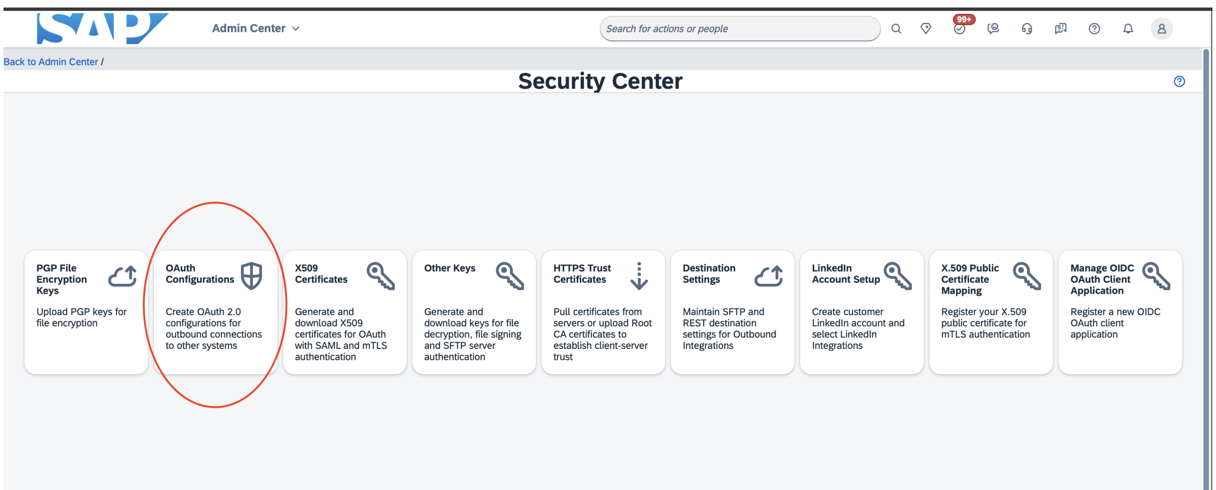
    For a new Admin user, you must define the related permission group and permission roles in RBP to grant this permission to the user. For more information, refer to Introduction to Using RBP.
13. Go to the *Security Center* to register the app as OIDC Client.
14. Select *Register*.

    Provide the same client ID as in step 6 and specify **DOCUMENT_GROUNDING** in the *Application type* field.



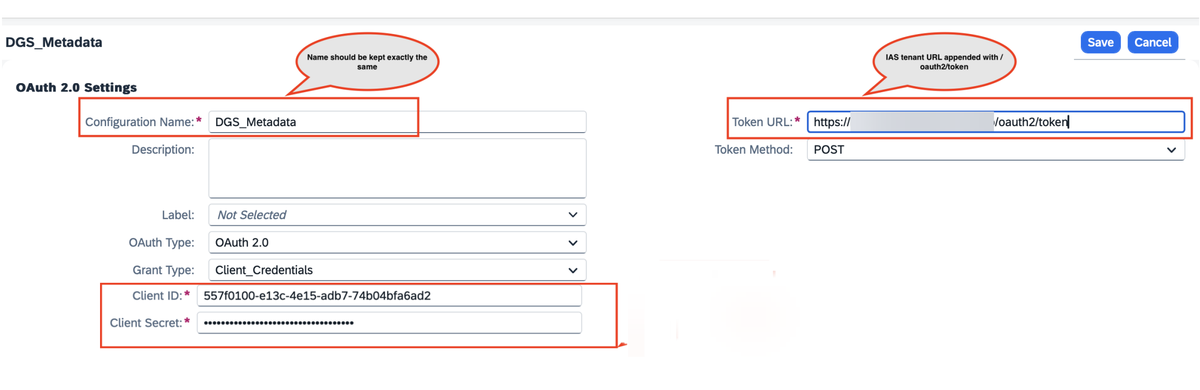
15. Save.

    The *Document Grounding* App is registered.
16. Select *Oauth Configurations* in the *Security Center*.



17. Select *Add*.

    Provide the following information.



> ⓘ Note
>
> In the *Configuration Name* field, specify **`DGS_Metadata`** as it's case-sensitive.

> ⓘ Note
>
> Enter the *Client Id* and *Client Secret* defined in step 6.

Results

You've configured the communication for document grounding with SAP SuccessFactors.

17 Manage Data Storage

Use *Manage Data Storage* to check the data usage in your instance.

Prerequisites

You have *Admin Center Permissions* > *Access Manage Data Storage* permission.

Context

Data presented in *Manage Data Storage* is updated weekly on the weekend.

Procedure

1. Go to *Admin Center* > *Manage Data Storage*.
2. View total data usage and view distributions by data type or by module.
3. Use the purge buttons to clear up storage space.
    - The purge button in the *Distribution by Data Type* section directs you to *Auto Data Purge* where you can configure to purge *Documents* and *Audit Data*.

      > Note
      >
      > This button is only available when you have access to *Data Retention Management*.

    - The purge button in the *Distribution by Modules* section directs you to *Manual Data Purge* where you can set up purge requests to purge module data.

      > Note
      >
      > This button is only available when you have the *Manage Data Purge* > *Create DRTM Data Purge Request* permission.

Related Information

Configuring Auto Data Purge
Purging Specific Types of Data with DRTM

17.1 Data Included in Different Data Types

Find out what data is included in different data types in *Manage Data Storage*.

Data Type	Source Module/Product	Details
Documents	Performance & Goals Compensation Career Development Recruiting Succession Planning Employee Central Onboarding 1.0 Platform	The data reflects documents stored in the HANA database. **Note** If you find no document data here, go to *Manage Documents* to check documents stored outside of HANA.
Forms	Performance & Goals Compensation Recruiting Succession Planning	This data type refers to forms used in these modules.
Audit Data	Metadata Framework Employee Central Platform Recruiting	This data type refers to audit data generated in these modules. Read Audit and Change Audit of sensitive personal data isn't included.
Scheduled Jobs	N.A.	This data type refers to system data generated throughout the process of scheduled jobs.
Photos	Employee Central Career Development Platform	This data type refers to photos or images used in Company Organization Chart, People Profile, and Career Development Planning.
Uncategorized	We only categorize data from top 20 data tables in HANA across all data centers. The uncategorized type covers data in the rest of HANA data tables in you instance.	

Related Information

Using Document Management
Using Company Organization Chart

18 Release Center

Release Center is a universal feature that displayed quarterly release information in Admin Center until Q4 2019. As of 1H 2020, release information is moved to the SAP Help Portal and in-app content is no longer maintained.

For a complete overview of new features and functions in SAP SuccessFactors, please refer to What's New Viewer on the SAP Help Portal.

19 Reports Tile

The *Reports* tile enables you to run ad hoc reports directly from the admin homepage.

In the Admin Center, the *Reports* tile is visible to anyone with the *View or access Reports tile* permission.

The reports available to you on the *Reports* tile are the same reports that are available to you on the *Ad Hoc Reports* tab in the SAP SuccessFactors Reporting module.

> Note
>
> The Login Count report on the Admin homepage counts the number of HTTP connect sessions, which is a close number to real user login. While the Login report on the *Ad Hoc Reports* tab in the SAP SuccessFactors Reporting module represents the real login number, which is more accurate. Please note that there might be slight difference between the two reports.

20 SAP Companion in SAP SuccessFactors

SAP Companion provides context-sensitive in-app help for the SAP SuccessFactors HCM suite. To open SAP Companion, choose the ? (help) icon in the page header.

SAP provides some SAP Companion content by default, which includes context help and guided tours, as well as tutorials for the learning section. This content is available for free and doesn't require an SAP Enable Now instance. To extend or customize the content in SAP Companion, you need an SAP Enable Now instance.

Related Information

Learn More About SAP Companion
Standard Content Scenario for SAP Companion
Setup of SAP Companion for SAP SuccessFactors

20.1 Starting a Guided Tour Automatically

Configure a guided tour to start automatically so that users always see the tour when they land on the page.

Prerequisites

You have access to the *Admin Center*.

Context

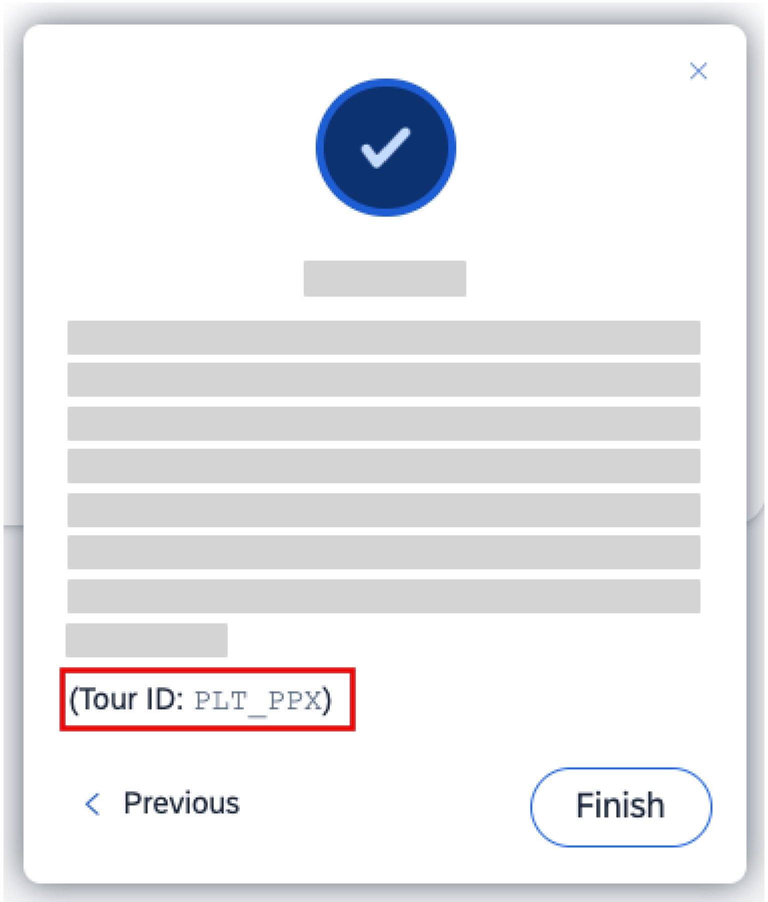
Currently, there's no option for individual users to dismiss the guided tour dialog after completing it. It means that the next time a user lands on the page, the tour will start again automatically.

> Note
>
> The following steps apply to standard SAP Companion content only.

Procedure

1. Go to *Admin Center* > *SAP Companion Integration Settings*.
2. Under *SAP Companion* > *Parameters*, add a new parameter `autoStartTour={tour-ID}`.

   You can find the tour ID in the last step of the guided tour. Here's an example:

3. Save the change.

Related Information

Auto Start for Guided Tours

21 Security Center

Security Center allows you to create and manage keys, certificates and configurations that can be used in integrations.

> ⓘ Note
>
> To access Security Center, you must have enabled access to any one of the tiles from *Manage Security Center*.

For more information, please refer to the *Security Center* documentation on the SAP Help Portal

Related Information

Security Center

22 Upgrade Center

You can use the Upgrade Center to learn about and apply important opt-in upgrades and legal changes.

You can read about each upgrade, view screenshots and videos, and learn about feature prerequisites and permissions required to perform the upgrade.

If you're interested in an upgrade but not ready to adopt it immediately, you can flag it as saved it for later and share a link with colleagues to get feedback.

Some updates can be easily undone with one click, directly in Upgrade Center. For upgrades with the *Undo* option, you typically have up to 30 days to undo the upgrade.

> → Remember
>
> To perform an upgrade, you often need to have a specific role-based permission. Having access to the Upgrade Center page itself **doesn't** allow you to perform all of the available upgrades. You can only perform an upgrade if you have the appropriate permission. If you don't have permission, you can read about the upgrade, but you can't use it to enable the feature.

> ⚠ Caution
>
> Not all upgrades require a specific permission. If no permission is required, anyone with access to the Upgrade Center can perform the upgrade.

22.1 Controlling Access to Upgrade Center

If you choose, you can control who has access to the Upgrade Center page using role-based permission.

Prerequisites

- You have access to Provisioning or the *Enable Upgrade Center Permission* setting is already selected in Provisioning.

  > → Remember
  >
  > As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You have the ability to manage role-based permissions.

Context

By default, access to the Upgrade Center page itself is **not** controlled by role-based permission and it can be accessed by anyone with access to Admin Center. To control access with role-based permission, you first need to have that control enabled in Provisioning.

> → Remember
>
> To perform an upgrade, you often need to have a specific role-based permission. Having access to the Upgrade Center page itself **doesn't** allow you to perform all of the available upgrades. You can only perform an upgrade if you have the appropriate permission. If you don't have permission, you can read about the upgrade, but you can't use it to enable the feature.

> ⚠ Caution
>
> Not all upgrades require a specific permission. If no permission is required, anyone with access to the Upgrade Center can perform the upgrade.

Procedure

1. In Provisioning, enable the *Enable Upgrade Center Permission* setting.
2. In role-based permissions, grant *Manage Upgrade Center* permission to the appropriate role.

Results

Now, only people in a role that has *Manage Upgrade Center* permission can access the *Upgrade Center*.

> ⓘ Note
>
> Having access to the *Upgrade Center* page does **not** automatically give people the ability to actually complete upgrades. Each individual upgrade may require additional permissions.

Related Information

Upgrade Center [page 84]

22.2 Accessing the Upgrade Center

You can access the Upgrade Center in a number of ways.

From the Admin Center, you can:

- Use action search to access the Upgrade Center directly from the global search box.
- Use admin tool search to access the Upgrade Center from the admin homepage.

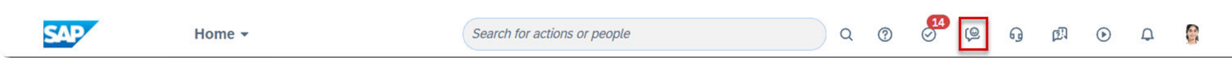
23 Product Feedback

Product Feedback provides an in-application way for users to provide feedback on our software so that we can collect their needs more rapidly and easily.

The Product Feedback feature is enabled by default, but can be turned off. User feedback enables us to continually improve our software. Product feedback surveys help us gather such feedback.

On some pages where we specifically want to gather feedback, we periodically prompt users to take a product feedback survey when they visit the page, about 3–5 times a year. On all pages, the survey can be launched with an icon in the page header.

To launch the survey, choose (Give Product Feedback) in the page header.



Product Feedback in Page Header

Related Information

Preventing Product Feedback to SAP SuccessFactors [page 87]

23.1 Preventing Product Feedback to SAP SuccessFactors

By default, users can send SAP SuccessFactors survey responses so we can improve our software based on their product feedback. You can disable the product feedback survey to prevent users from providing feedback.

Procedure

1. Go to *Admin Center* > *Company System and Logo Settings*.
2. Select *Disable Product Feedback in Page Header*.

   The feedback button disappears from the global page header. Users can't provide feedback to SAP SuccessFactors through product surveys.
3. Save.

Next Steps

You can restore the product feedback button later. Follow the same steps but clear *Disable Product Feedback in Page Header* to enable feedback.

Related Information

Product Feedback [page 87]

24 Tenant Preferred Time Zone

Tenant preferred time zone is one of the time zones used in the system to present date and time information on the UI.

Different time zones are used in the system to present date and time information based on business scenarios, including logged in user time zone, browser time zone, tenant preferred time zone, and UTC time zone.

In places where the default server time zone was used, the tenant preferred time zone is used to allow customers to configure their tenants without affecting the underlying infrastructure.

You can find out your tenant preferred time zone at *Admin Center* > *Platform Feature Settings*. The tenant preferred time zone is now used in the following places:

Module	Feature	Date/Time Info	What's Changed
Employee Central	Time Management		All dates and time (except the *lastModifiedOn* and *createdOn*). Business Rules in Time Management use today's date as per the Tenant Preferred Time Zone. For example, *Period-End-Processing* or *Interim Time Account Update* in the rule scenario. We use the tenant preferred time zone to determine the effective valid rule and to resolve associations to effective dated objects.

Module	Feature	Date/Time Info	What's Changed
Platform	Service Foundations – Scheduled Job	Timestamp in File Names	If you append timestamp to the name of files handled by scheduled jobs (job types that are embedded with files for both import and export jobs), ensure that the timestamp is based on the Tenant Preferred Time Zone configured in SAP SuccessFactors. The following aren't impacted when the Tenant Preferred Time Zone is changed: • The time values in the job monitoring tool of Scheduled Job Manager in the Admin Center are populated based on the browser time zone of a user. • The time you configured when creating or editing job requests in an occurrence pattern is based on the current server time zone. • The time values displayed while viewing the occurrence configurations in job request details are based on the time zone when you created or updated the job requests. These values might be different from current server time zone.

Module	Feature	Date/Time Info	What's Changed
Platform	Service Foundations – External Events	The date and time for *External Events Audit Log* in an Audit table.	Changes include: • The date and time displayed and used for search is based on the Tenant Preferred Time Zone (TPT). • The date and time stored in the database is converted to UTC and remains consistent.
Workforce Analytics	Reporting and Analytics		The impact in Reporting and Analytics includes: We've introduced a new version of date and timestamp fields (columns) for reporting models (Story reporting, Ad-Hoc reporting, and so on). This helps to ensure the expected behavior of the time zone changes and UTC resilience when using these new fields.

Module	Feature	Date/Time Info	What's Changed
Workforce Analytics	Classic Reporting		Impact on Non-UTC users: **Custom Spreadsheets**: The custom spreadsheets aren't updated to reflect UTC migration or Tenant Preferred Time Zone. These are managed by customers. SAP SuccessFactors HCM Core Automation for non-Workforce Analytics users: The hyperscaler migration doesn't impact the Workforce Analyticsusers. The SAP SuccessFactors HCM Core automation is updated seamlessly and doesn't impact any user as part of the UTC migration. However, any SAP SuccessFactors HCM Core automation used for Non-Workforce Analytics integrations isn't updated and therefore impacted by the UTC migration.
Workforce Analytics	Workforce Analytics on HANA		Workforce Analytics on HANA users must redo an initial load using the Workforce Analytics Data Factory to ensure the update is working after Tenant Preferred Time Zone value change.
Workforce Analytics	Advanced Reporting	New columns with the suffix *(Date)* or *(Timestamp)*.	Data, filters, and calculated column output reflect the Tenant Preferred Time Zone value for the date or timestamp related fields.

Supported Time Zones

The time zones supported for the Tenant Preferred Time Zone changes are:

- UTC (Coordinated Universal Time)
- Australia/Syndney (Australian Eastern Standard Time (New South Wales))
- CET (Central European Time)
- America/Chicago (Central Standard Time)
- America/New_York (Eastern Standard Time)
- America/Los_Angeles (Pacific Standard Time)
- Asia/Tokyo (Japan Standard Time)
- Brazil/East (Brasilia Time)
- Asia/Singapore (Singapore Time)
- Europe/Moscow (Moscow Standard Time)
- Asia/Shanghai (China Standard Time)
- Asia/Dubai (Gulf Standard Time)
- Asia/Riyadh (Arabia Standard Time)

24.1 Updating Tenant Preferred Time Zone

Update the tenant preferred time zone to accommodate the user behavior in your organization.

Prerequisites

You have the *Manage System Properties* > *Platform Feature Settings* permission.

Context

> ⚠ Caution
>
> Changing tenant preferred time zone is only allowed once and can't be reverted.

Procedure

1. Go to *Admin Center* > *Platform Feature Settings*.
2. Select the time zone that is more suitable to the user behavior in your organization.
3. Save your change.

25 Extension Center

Extension Center allows you to configure the integration between SAP Business Technology Platform (SAP BTP) and SAP SuccessFactors to extend the functionality of SAP SuccessFactors with applications deployed in SAP BTP.

> ⓘ Note
>
> SAP SuccessFactors Extensions in *Extension Center* reaches end of maintenance and is deleted on December 9. Refer to the Implementing Metadata Framework guide for instructions on maintaining MDF objects and picklists.

Extensions on SAP Business Technology Platform (SAP BTP) are applications, designed to serve a certain scenario or task flow. These applications are deployed in your SAP BTP extension subaccount.

You can configure the extension integration between your SAP SuccessFactors company and your SAP BTP accounts:

- Subaccount in SAP BTP, Neo environment.
  There are links pointing directly to the respective subaccounts in the SAP BTP Neo cockpit and to the SAP Cloud Portal.
- Global account in SAP BTP, Cloud Foundry, or Kyma environment.
  There are links pointing directly to the respective global accounts in the SAP BTP cockpit.

25.1 Enabling Extension Center

Enable Extension Center in Upgrade Center and refresh OData API metadata.

Prerequisites

- You have selected *Enable Generic Objects* and *Enable Attachment Manager* in Provisioning.

  > → Remember
  >
  > As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You have the *Administrator Permissions* > *Manage Integration Tools* > *Access to OData API Metadata Refresh and Export* permission.

Context

> **Note**
>
> SAP SuccessFactors Extensions in *Extension Center* reaches end of maintenance and is deleted on December 9. Refer to the Implementing Metadata Framework guide for instructions on maintaining MDF objects and picklists.

Procedure

1. Go to *Admin Center* > *Upgrade Center*.
2. Complete the upgrade of *Extension Center*.
3. Go to *Admin Center* > *OData API Metadata Refresh and Export*.
4. Choose *Refresh*.

   Once the refresh is done, you will get a successful refresh message along with the date and timestamp of the refresh.

Results

You have enabled *Extension Center*.

25.2 Configuring Integration Between SAP SuccessFactors and SAP BTP

Use integration keys to pair your SAP SuccessFactors instance and SAP BTP.

Prerequisites

- You have registerd your SAP SuccessFactors instance with a global account in SAP BTP. See Registering an SAP System.
- You are an administrator of the global account where you want to register your SAP SuccessFactors instance.
- You have the following permissions:
  - *Administrator Permissions* > *Metadata Framework* > *Admin Access to MDF OData API*
  - *Administrator Permissions* > *Manage Extensions on SAP BTP* > *Create Integration with SAP BTP*

Context

The registration process is based on an integration token that is used for the pairing of the SAP SuccessFactors instance and the corresponding account in SAP BTP:

- For integration with SAP BTP, Neo environment:
  Your SAP SuccessFactors instance is integrated with the corresponding subaccount in SAP BTP, Neo environment.
- For integration with SAP BTP, Cloud Foundry or Kyma environment:
  Your SAP SuccessFactors instance is integrated with the corresponding global account in SAP BTP. You create the token in the global account, and then start the automated registration process on the SAP SuccessFactors instance side using this token.

Procedure

1. Generate an integration token in the SAP BTP cockpit:
   - For integration with SAP BTP, Neo environment, see
     Configure the Extension Integration Between SAP BTP and SAP SuccessFactors.
   - For integration with SAP BTP, Cloud Foundry or Kyma environment, see Register an SAP SuccessFactors System in a Global Account in SAP BTP.
2. Go to *Admin Center* > *Extension Center*.
3. Paste and add the integration token in *Integration Token*.

Results

Your SAP SuccessFactors instance appears in the integration list, and the status of the integration is displayed. To refresh the status of the process, choose the *Check Status* icon.

26 Using Data Inspector

The Data Inspector admin tool is designed for you to view and download the raw data in a tabular format from the system. In the table, it's possible to review the various entity tables accessed previously by different tools in SAP SuccessFactors.

Prerequisites

- The *Disable OData API* option is unchecked in Provisioning, because Data Inspector is based on OData API.
- You have the following administrator permissions:
  - *Manage System Properties* > *Data Inspector*
  - *Manage Integration Tools* > *Access to OData API Metadata Refresh and Export*
  - *Manage Integration Tools* > *Access to OData API Data Dictionary*
- Optionally, to see the latest metadata, you can trigger OData API Metadata under *Admin Center* > *OData API Metadata Refresh and Export*.

Context

Data Inspector only allows you to view and download the table. You can’t modify or upload the table using Data Inspector. Also, the tool doesn't show personally identifiable information (PII).

Procedure

1. Go to *Admin Center* > *Data Inspector*.
2. Choose a table or system information item from the *Entity* dropdown.
3. Define filter criteria.

   The text boxes in the *Define Filter Criteria* are case-sensitive.
4. Choose *Show Data*.

   A *Results* table is displayed.
5. To download the report, choose *download*.

Results

The data are downloaded in a .csv file.

27 Configuring the Page Shown After an Expired Session

Configure system settings to define the page that users are redirected to after an expired session.

Prerequisites

You have the *Company System and Logo Settings* permission.

Context

A user's session expires after a period of inactivity or when the user closes the browser without logging out. The next time they log in, the user is redirected to either their last-visited page or their personal start page.

By default, users are redirected to their last-visited page. As an administrator, you can configure the redirection behavior on the *Company System and Logo Settings* page.

> Note
>
> This setting only applies when the user's previous session has **expired**, without the user actively logging out. If a user **logs out**, they're always redirected to their personal start page the next time they log in.

Procedure

1. Go to *Admin Center* > *Company System and Logo Settings*.
2. Find the settings *Choose the page that users are redirected to after a session timeout*.
3. Select one of two options:
    - Select *Last-Visited Page* to redirect users to the last page they visited before the session expired.
    - Select *Personal Start Page* to redirect users to the start page that's defined in their personal account settings.
4. Save.

28 Enabling the Main Navigation Menu

If you accidentally disabled the main navigation menu, or you disabled it temporarily for a business reason, you can enable it again so that the navigation system works as intended again.

Procedure

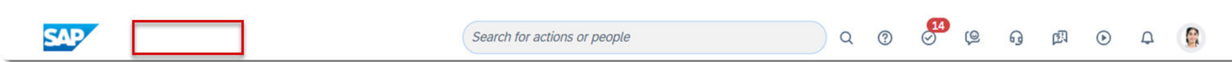
1. Go to *Admin Center* > *Tools* > *Company System and Logo Settings*.
2. Clear *Hide Global Navigation Menu (Module Picker)*.
3. Save your changes.

Results

All users immediately regain access to the main navigation menu.

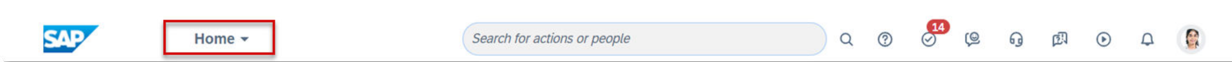
Example

If the main navigation menu is **disabled**, users must rely on another navigation system like action search. Here's an example.



Global page header without main navigation menu

By default, both the main navigation menu and action search appear in the global page header. Here's an example:



Global page header with main navigation menu

29 Enabling Icons and Sections in the Main Navigation Menu

If you temporarily disabled icons and sections in the main navigation menu, you can enable them.

Context

By default, the main navigation menu includes icons that represent each product area and is organized in three sections. Links are sorted alphabetically, based on the user's locale. The default behavior is one that we think is best for almost all customers. If you changed the default, then menu items are displayed as a single list, without icons and in an arbitrary order.

Procedure

1. Go to *Admin Center* > *Company System and Logo Settings*.
2. Select *Show icons and use alphabetical order in the main navigation menu*.
3. Save.

Change History

Learn about changes to the documentation for the Admin Center in recent releases.

2H 2024

Type of Change	Description	More Info
January 17, 2025		
Changed	We've removed the Joule topic from this guide and created a separate guide dedicated to Joule.	Joule in SAP SuccessFactors
November 15, 2024		
New	We added information about AI-assisted features in Onboarding.	AI-Assisted Writing [page 63]
New	We added a new topic to list the Base AI features that are available for free in your SAP SuccessFactors applications.	Base AI Features in SAP SuccessFactors [page 62]

1H 2024

Type of Change	Description	More Info
New	We added information about AI-assisted features.	Premium AI Features in SAP SuccessFactors [page 48] AI-Assisted Writing [page 63] Enabling AI-Assisted Writing [page 64] Viewing the AI Usage Acknowledgment Statement [page 65] Accessing the AI Services Administration Page [page 66]
New	We added information about SAP Companion.	SAP Companion in SAP SuccessFactors [page 81]

2H 2023

Type of Change	Description	More Info
November 17, 2023		
New	We added a new topic that Joule is now supported in SAP SuccessFactors.	
October 20, 2023		
New	We added information about the latest Built-In Support feature.	Built-In Support [page 28]
Changed	We removed references to the Release Center since it's deprecated as of 2H 2023.	Accessing the Upgrade Center [page 86]
Changed	We have moved the Change History to the end of the guide.	Admin Center [page 5]

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