

SAP SuccessFactors

PUBLIC
2026-11-27

HCM Agents What's New

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SAP

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1 What's New in SAP SuccessFactors Joule

Learn what's new and changed for Joule in SAP SuccessFactors.

We offer the What's New information for Joule in a separate guide, allowing us to update it more frequently and ensure timely delivery. The content in this guide is available in the main SAP SuccessFactors What's New summary, together with all other features. However, when you download the PDF copy from here, you're downloading just the Joule content.

For new and changed features in other areas, go to the main SAP SuccessFactors What's New Viewer in the Related Information section.

Related Information

What's New for Joule
SAP SuccessFactors What's New Viewer

1.1 HCM Assistants and Agents in Phased Rollout - November 27, 2026

A batch of Autonomous HCM AI assistants and agents started phased rollout.

The following table lists the HCM assistants and agents that are generally available for this release. Each assistant provides one or more business experiences powered by one or more agents. Likewise, an agent can support multiple assistants. Use this table to:

- Identify the assistants and agents available in this release
- Understand which assistants each agent supports
- Get a brief overview of each assistant and agent

Follow the links to access detailed documentation for assistant activation, agent configuration, prerequisites, permissions, and supported scenarios.

> **Note**
>
> This documentation describes some features that will be generally available in a phased approach. These may not yet be available in your region or environment.
>
> Please contact your SAP Account Executive for further information.

List of AI Assistants

Name	Description	Supported Agents
Learning Assistant	Ensures employees develop the right skills, complete required training, and receive relevant learning opportunities through personalized, AI-driven guidance and recommendations.	Learning Assignment Agent Learning Compliance Management Agent Learning Skills Agent
Onboarding Assistant	Helps hiring managers, administrators, and HR participants manage onboarding tasks, track progress, and support new hires through natural language interactions.	Onboarding Task Management Agent Task Creation Agent
Career and Talent Development Assistant	Helps employees, leaders, and HR in assembling development plans, cultivating talent pipelines, and driving strategic talent deployment to ensure continuous talent engagement, growth and retention for strategic business needs.	Career Development Agent Development Goal Creation Agent Succession Planning Agent

List of AI Agents

Name	Description	Supported in Assistants
Learning Assignment Agent	Helps administrators assign the right training to the right employees using simple natural language, instead of manually navigating complex configuration pages to create assignment profiles.	Learning Assistant
Learning Compliance Management Agent	Helps organizations proactively manage learning compliance risk across learners, managers, and compliance teams.	Learning Assistant
Learning Skills Agent	Helps managers keep their teams skilled for critical roles, projects, and organizational priorities, with minimal manual effort.	Learning Assistant
Onboarding Task Management Agent	Retrieves and ranks open onboarding tasks across active new hires using a composite risk score that factors in task dependencies, SLA proximity, compliance requirements, and task category.	Onboarding Assistant
Task Creation Agent	Allows hiring managers, administrators, and HR participants to create, assign, and track ad hoc onboarding tasks during active onboarding sessions using natural language input.	Onboarding Assistant
Career Development Agent	Provides intelligent, personalized career guidance through conversational interactions.	Career and Talent Development Assistant

Name	Description	Supported in Assistants
Development Goal Creation Agent	Generates personalized goals by analyzing data from manager's feedback, performance review comments, skills, current and target roles, and company strategies.	Career and Talent Development Assistant
Succession Planning Agent	Helps succession planners proactively assess succession health across multiple positions, identify and prioritize positions with succession gaps, and receive recommendations to strengthen talent pipelines.	Career and Talent Development Assistant

HCM assistants and agents streamline HR processes by automating routine tasks, reducing manual effort, and providing intelligent guidance throughout business workflows. This helps improve productivity, decision-making, and the overall user experience.

Configuration Requirements

Refer to the documentation of each assistant and agent for more details.

The assistants and agents in this batch were previously in Restricted Availability for customers who participated in the SAP Early Adopter Care program. They are now Generally Available to customers who meet the technical and licensing prerequisites.

- We're considering the batch **new** because they are now generally available to **most** customers. Customers who were a part of the Early Adopter Care program have seen and used them previously.
- The product - Platform - is a way to cover a range of product licenses in the batch and Assistants that cross products.
- Contact an account executive to understand how the licensing works and what you can and should enable.

Role-Based Permission Prerequisites

Refer to the documentation of each assistant and agent for more details.

Technical Details

Reference Number	KM-24188
Document ID	HCM-BBDE-154E

Product	Platform
Module	SAP Business AI
Feature	Joule
Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	
Lifecycle	General Availability in a Phased Approach
Type	New
Major or Minor	Minor
Business Process Variant	Not Applicable
Software Version	2H 2026
Valid as Of	2026-11-27
Latest Revision	2026-11-27

Change History

Date	What Changed	Reason
November 27, 2026	Initial publication.	

Related Information

Joule Assistants Overview
Joule Agents Overview

1.2 Performance Preparation Agent in Phased Rollout - November 13, 2026

The Performance Preparation Agent is being rolled out in phases.

Use the following table to get an overview of the agent and understand which assistant it supports. Follow the links to access detailed documentation for assistant activation, agent configuration, prerequisites, permissions, and supported scenarios.

> **Note**
>
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>
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Name	Description	Supported in Assistants
Performance Preparation Agent	Assists managers in effectively preparing for conversations with employees by providing personalized talking points, summarizing talent information, and recommending actionable next steps.	Performance & Goals Assistant

Joule assistants and agents streamline HR processes by automating routine tasks, reducing manual effort, and providing intelligent guidance throughout business workflows. This helps improve productivity, decision-making, and the overall user experience.

Configuration Requirements

Refer to the assistant and agent documentation for more details.

The Performance Preparation Agent is now Generally Available to customers who meet the technical and licensing prerequisites. Contact an account executive to understand how the licensing works and what you can and should enable.

Role-Based Permission Prerequisites

Refer to the assistant and agent documentation for more details.

Technical Details

Reference Number	KM-24091
Document ID	HCM-1F5E-E7F2
Product	Performance & Goals Platform
Module	SAP Business AI
Feature	Joule
Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	
Lifecycle	General Availability in a Phased Approach
Type	New
Major or Minor	Minor
Business Process Variant	Not Applicable
Software Version	2H 2026
Valid as Of	2026-11-13
Latest Revision	2026-11-13

Change History

Date	What Changed	Reason
November 13, 2026	Initial publication.	

Related Information

Joule Assistants Overview
Joule Agents Overview

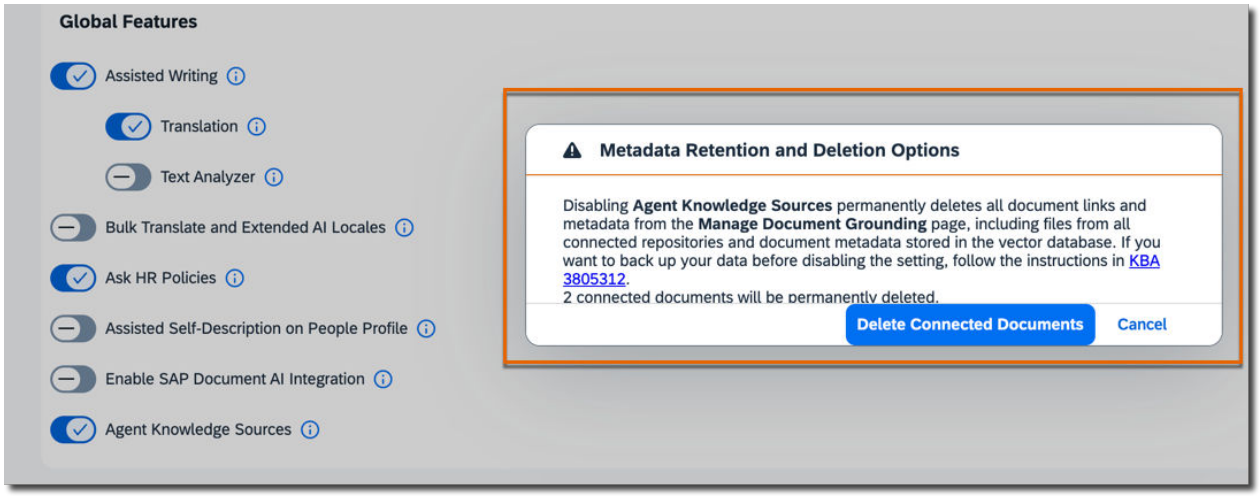
1.3 Google Drive as a Knowledge Source for HCM Agents in Phased Rollout - November 13, 2026

You can connect your Google Drive document sources, in addition to Microsoft SharePoint, on the *Manage Document Grounding* page and add metadata to documents for the *Agent Knowledge Sources* AI use cases.

It enables you to use documents stored in Google Drive as knowledge sources for supported HCM agents. You can add contextual metadata, such as legal entity and country/region, to help these agents deliver more relevant responses based on your organization's information.

> **Note**
>
> Documents from both personal and shared drives within Google Drive can be connected.

Additionally, we've enhanced the confirmation message to notify you to back up the associated vector database before disabling *Agent Knowledge Sources* on the *AI Services Administration* page. Disabling the feature deletes the document metadata stored in the vector database and automatically removes all connected document repositories, including Microsoft SharePoint and Google Drive.



> **Note**
>
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>
> Please contact your SAP Account Executive for further information.

This enhancement expands the available document repositories, giving you greater flexibility to use your organization's existing knowledge sources and provide supported HCM agents with relevant, context-specific information for generating responses.

Configuration Requirements

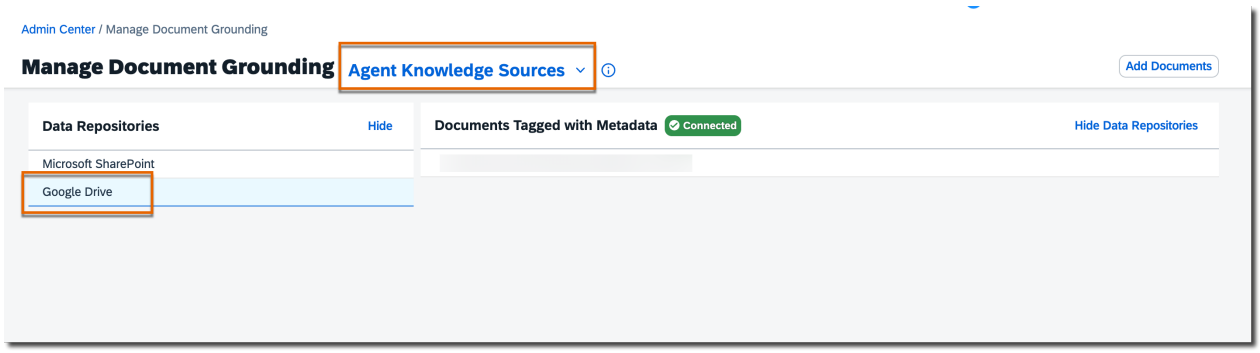
- You've enabled the *Agent Knowledge Sources* in the *Global Features* section from *Admin Center* > *AI Services Administration* .
- You've setup the integration between the Document Grounding Service and Google Drive. For more information, refer to the community blog post Setting up Document Grounding for Joule with Google Drive.
- Ensure that you've registered your application to communicate with SAP SuccessFactors HCM Suite with OpenID Connect. For more information, refer Setting Up the Communication with SAP SuccessFactors

Role-Based Permission Prerequisites

- You have the *Administrators* > *Manage AI Capabilities* > *Manage Document Grounding* permission.

What's Changed

How It Looks Now



How It Looked Before

In the previous version, the *Agent Knowledge Sources* AI use case supported only Microsoft SharePoint as the data repository.

Technical Details

Reference Number	SFGAI-8561
Document ID	HCM-2A4A-3F77
Product	Platform

Module	SAP Business AI
Feature	Joule
Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	
Lifecycle	General Availability in a Phased Approach
Type	Changed
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	2H 2026
Valid as Of	2026-11-13
Latest Revision	2026-11-13

Change History

Date	What Changed	Reason
November 13, 2026	Initial publication.	

Related Information

Adding Metadata for Agent Knowledge Documents

1.4 Enhancement to Use Cases - November 4, 2026

We've made enhancements to the following use cases.

Use Case	Enhancement	Important Notes	Enhancement Supported on Mobile App?
View Department View Division	Joule now returns department and division information separately. When users ask about department, Joule displays only department information. When users ask about division, Joule displays only division information. Previously, both use cases returned department and division information together in a single response. In addition, each use case now requires only its respective permission. Users need only the Department permission to use View Department, and only the Division permission to use View Division. Previously, both permissions were required to use either use case.	• For the View Department use case, users have the permission to view the *Department* item under *User Permissions* > *Employee Data* > *Employee Profile*. • For the View Division use case, users have the permission to view the *Division* item under *User Permissions* > *Employee Data* > *Employee Profile*.	Yes

We made the enhancement to optimize your experience with Joule, making your HR processes more efficient, flexible, and user-friendly.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-11516
Document ID	HCM-6800-482C
Product	Platform
Module	SAP Business AI
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	
Lifecycle	General Availability
Type	Changed
Major or Minor	Minor
Business Process Variant	Not Applicable
Software Version	2H 2026
Valid as Of	2026-11-04
Latest Revision	2026-11-04

Change History

Date	What Changed	Reason
November 4, 2026	Initial publication.	

Related Information

Joule Use Cases Overview

1.5 Learning Intelligent Q&A in Joule - November 4, 2026

A new informational use case is now available in Joule.

> **Note**
>
> This page contains information about product features that are currently part of an SAP Early Adopter Care (EAC) program. Products or features that are part of an EAC program are not available to users outside of this program.

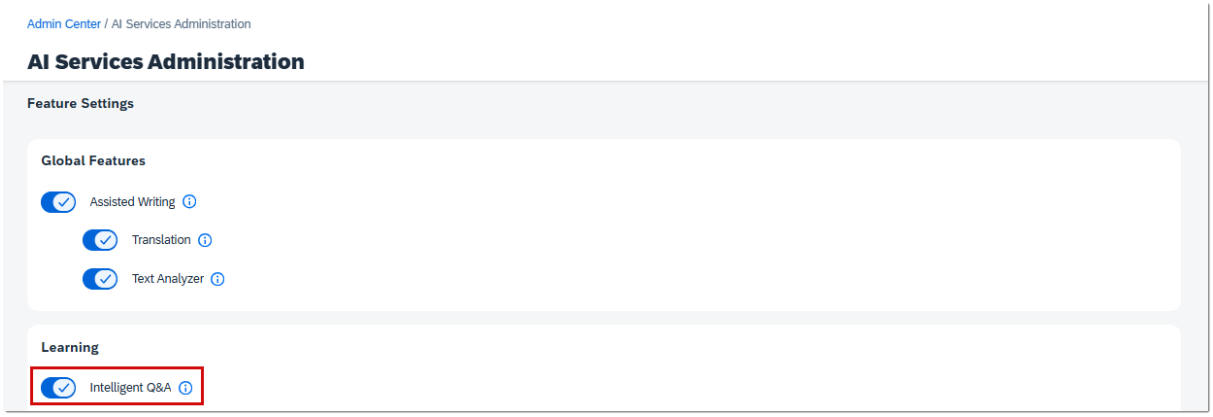
Product	Use Case	Description	Important Notes	Capability Type	Sample Prompts	On Mobile App?
Learning	Intelligent Q&A	You can now use Joule to get helpful, context-based answers about your learning content. Joule retrieves answers in various formats, including audio, video, images, text, documents, and direct links to content. When no response is available, Joule provides relevant suggestions.	Learning administrators prepare and enable the learning content that is available to learners in Joule. For configuration details, refer to Manage Intelligent Q&A in Learning Administration.	Informational	*What are the main safety principles covered in my recent training?* *I want to learn about proper lifting techniques.* *What did my course say about reporting safety incidents?* **Note** Questions should explicitly connect to Learning as the source of context and reflect exploration of its content. Focus on what you want to understand or learn, such as concepts, skills, or key takeaways, rather than asking for a specific course element or media type.	No

This feature helps learners find relevant content more easily, improving discovery and increasing learning engagement.

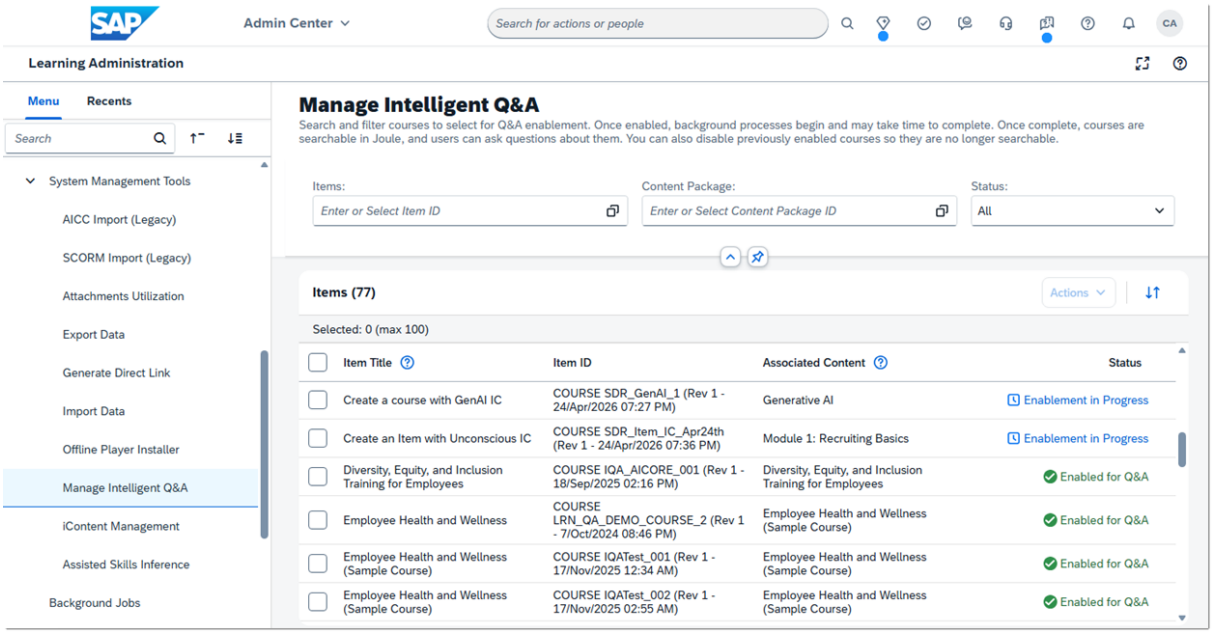
Configuration Requirements

- You've purchased the *AI units* license. For more information about the *AI units* license, please contact your Account Executive.
- You've set up SAP Cloud Identity Services - Identity Authentication service (IAS) for your instance.

- You've enabled Joule in SAP SuccessFactors.
- You've enabled the new Learning experience.
- Tenant integration is sealed (*Learning Administration* > *Configuration* > *System Configuration* > *BIZX* > *Sealing*).
- You've enabled *Intelligent Q&A* in *Admin Center* > *AI Services Administration* > *Feature Settings* > *Learning*.



- You've configured only one iContent Deployment Location for your tenant in *Learning Administration* > *Configurations* > *iContent Deployment Locations*. If multiple deployment locations are configured, Intelligent Q&A setup will fail.
- You've enabled learning courses for Intelligent Q&A in *Learning Administration* > *System Administration* > *System Management Tools* > *Manage Intelligent Q&A*.



Role-Based Permission Prerequisites

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

- Learners have the *User Permissions* > *General User Permission* > *Access to Joule* permission.
- In Learning Administration, administrators have the *Role Management* > *[Admin Role]* > *System Administration* > *Manage Intelligent Q&A* permission.

Technical Details

Reference Number	LRN-184481
Document ID	HCM-DBAD-679C
Product	Platform Learning
Module	SAP Business AI
Feature	Joule
Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	
Lifecycle	Restricted Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2026 2H 2026
Valid as Of	2026-11-04
Latest Revision	2026-11-04

Change History

Date	What Changed	Reason
November 4, 2026	Initial publication.	

Related Information

Joule in SAP SuccessFactors
Premium AI Features in SAP SuccessFactors
Manage Intelligent Q&A in Learning Administration

1.6 Joule Assistants and Agents in Phased Rollout - October 27, 2026

A batch of Autonomous HCM AI assistants and agents started phased rollout.

The following table lists the Joule assistants and agents that are generally available for this release. Each assistant provides one or more business experiences powered by one or more agents. Likewise, an agent can support multiple assistants. Use this table to:

- Identify the assistants and agents available in this release
- Understand which assistants each agent supports
- Get a brief overview of each assistant and agent

Follow the links to access detailed documentation for assistant activation, agent configuration, prerequisites, permissions, and supported scenarios.

> **Note**
>
> This documentation describes some features that will be generally available in a phased approach. These may not yet be available in your region or environment.
>
> Please contact your SAP Account Executive for further information.

List of AI Assistants

Name	Description	Supported Agents
HR Service Assistant	Orchestrates a set of services and specialized agents that enable employees to complete common HR tasks on their own, reducing the need for HR service case creation.	HR Service Orchestration Agent HR Workflow Accelerator Agent Time Off Service Agent Time Sheet Service Agent
HR System Assistant	Simplifies tasks that require technical expertise, enables administrators to handle routine configuration work easily, and helps minimize the risk of incomplete or unsuccessful changes.	Configuration Transport Agent HCM Audit Agent Role-Based Permissions Agent
Performance & Goals Assistant	Helps employees, managers, and HR participants set goals, track progress, and support fair evaluations, with insights to drive ongoing performance and development.	Calibration Equity Agent Goal Creation Agent Goal Progress Agent

Name	Description	Supported Agents
Recruiting Assistant (SmartRecruiters Winston)	Assistant that supports candidates and hiring teams with FAQs, information capture, interview scheduling, and guided actions throughout the application process. SmartRecruiters customers with a license had access to SmartRecruiters Winston and continue to have access as before. We list Winston to give you a complete picture of what is available.	Recruitment Companion and Recruitment Q&A with Winston Companion Talent Matching with Winston Match Candidate Conversational Assistant with Winston Chat (Agentic Layer)

List of AI Agents

Name	Description	Supported in Assistants
HR Service Orchestration Agent	Responds to HR service requests by guiding employees to relevant information or actions. It can answer questions based on HR policy documents, trigger self-service actions, or dispatch other specialized agents to help.	HR Service Assistant
HR Workflow Accelerator Agent	Provides employees with clear visibility into the status of the workflows they submitted that are awaiting approval and recommends actions to accelerate processing.	HR Service Assistant
Time Off Service Agent	Allows employees and managers to create, edit, and cancel absence requests through an intelligent self-service experience that aligns with local policies, reduces manual effort, and promotes healthy leave usage with proactive recommendations and notifications.	HR Service Assistant
Time Sheet Service Agent	Makes employee time-tracking efficient by providing clear guidance on local requirements and easy time sheet management. Employees can access and manage their time sheets with intelligent support that suggests entries based on work schedules, previous submissions, and common patterns.	HR Service Assistant
Configuration Transport Agent	Guides administrators through the full configuration bundle lifecycle, from identifying changes to resolving issues after import.	HR System Assistant

Name	Description	Supported in Assistants
HCM Audit Agent	Helps auditors, security officers, compliance teams, and system administrators investigate user activities across SAP SuccessFactors landscape to support compliance reviews, data privacy requests, internal audits, and security investigations.	HR System Assistant
Role-Based Permissions Agent	Lets RBP admins diagnose and fix user access with natural language in Joule.	HR System Assistant
Calibration Equity Agent	Helps HR professionals and people managers to identify potential inconsistencies in employees' performance ratings before or during calibration.	Performance & Goals Assistant
Goal Creation Agent	Provides a more flexible and conversational way to engage with Joule. Users can iteratively refine goals, ask follow-up questions, and adjust details in context.	Performance & Goals Assistant
Goal Progress Agent	Helps managers monitor their team's goal progress, identify potential risks early, and get actionable next steps to keep goals on track. It also enables managers to interact with Joule in a conversational way to track and analyze team's goal progress.	Performance & Goals Assistant

Joule assistants and agents streamline HR processes by automating routine tasks, reducing manual effort, and providing intelligent guidance throughout business workflows. This helps improve productivity, decision-making, and the overall user experience.

Configuration Requirements

Refer to the documentation of each assistant and agent for more details.

The assistants and agents in this batch were previously in Early Adopter Care and Restricted Availability. They are now Generally Available to customers who meet the technical and licensing prerequisites.

- We're considering the batch **new** because they are now generally available to **most** customers. Customers who were a part of the Early Adopter Care program have seen and used them previously.
- The product - Platform - is a way to cover a range of product licenses in the batch and Assistants that cross products.
- Contact an account executive to understand how the licensing works and what you can and should enable.

Role-Based Permission Prerequisites

Refer to the documentation of each assistant and agent for more details.

Technical Details

Reference Number	KM-23912
Document ID	HCM-87EC-C5E6
Product	Platform
Module	SAP Business AI
Feature	Joule
Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	
Lifecycle	General Availability in a Phased Approach
Type	New
Major or Minor	Minor
Business Process Variant	Not Applicable
Software Version	2H 2026
Valid as Of	2026-10-27
Latest Revision	2026-10-27

Change History

Date	What Changed	Reason
October 27, 2026	Initial publication.	

Related Information

Joule Assistants Overview
Joule Agents Overview

1.7 Joule Assistants and Agents in Restricted Availability - October 23, 2026

We're introducing more AI assistants and agents in restricted availability as part of the October 2026 release.

> **Note**
>
> This document contains information about product features that are currently part of an SAP Early Adopter Care (EAC) program. Products or features that are part of an EAC program are not available to users outside of this program.

The following table lists the Joule assistants and agents that are available in restricted availability for this release. Each assistant provides one or more business experiences powered by one or more agents. Likewise, an agent can support multiple assistants. Use this table to:

- Identify the assistants and agents available in this release
- Understand which assistants each agent supports
- Get a brief overview of each assistant and agent

Follow the links to access detailed documentation for assistant activation, agent configuration, prerequisites, permissions, and supported scenarios.

List of AI Assistants

Name	Description	Supported Agents
Compensation Assistant	Design, approve, and execute fair, data-driven pay decisions at scale.	Pay Equity Agent

List of AI Agents

Name	Description	Supported in Assistants	Demo
Pay Equity Agent	Insights on pay equity and potential issues within team, with suggested actions.	Compensation Assistant	

Joule assistants and agents streamline HR processes by automating routine tasks, reducing manual effort, and providing intelligent guidance throughout business workflows. This helps improve productivity, decision-making, and the overall user experience.

Configuration Requirements

Refer to the documentation of each assistant and agent for more details.

Role-Based Permission Prerequisites

Refer to the documentation of each assistant and agent for more details.

Technical Details

Reference Number	KM-24001
Document ID	HCM-C4E8-38F2
Product	Platform Compensation
Module	SAP Business AI Compensation
Feature	Joule
Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	
Lifecycle	Restricted Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	2H 2026
Valid as Of	2026-10-23
Latest Revision	2026-10-23

Change History

Date	What Changed	Reason
October 23, 2026	Initial publication.	

Related Information

Joule Assistants Overview
Joule Agents Overview

1.8 Deletion of the Legacy Performance Preparation Agent - September 30, 2026

The legacy Performance Preparation Agent reached end of availability on September 30, 2026. The latest Performance Preparation Agent started phased rollout on November 13, 2026.

Key Dates

Future dates are subject to change.

Milestone	Date	Definition
End of Development	September 30, 2026	The deprecation milestone after which SAP stops enhancing a product or part of a product. You can continue to use the software, but you should begin planning for a time when it will no longer be available for use. We still fix high-priority bugs.
End of Maintenance	September 30, 2026	The deprecation milestone after which SAP does not fix bugs or deliver patches for the software. SAP continues to answer your how-to questions. We strongly encourage you to adopt an alternative method for your business scenario.
Deleted	September 30, 2026	The deprecation milestone when a feature is no longer available for productive use. You should now be using an alternative method for your business scenario.

Deletion Details

As of September 30, 2026, the legacy Performance Preparation Agent is no longer available for use, and any previous access to the agent has ended. It can no longer be enabled through the *Admin Center* > *AI Services Administration* > *Promotions Feature Settings*.

The latest Performance Preparation Agent began phased rollout on November 13, 2026. The new premium version includes expanded data sources, improved response quality, enhanced user experience, and more targeted data access controls based on Role-Based Permissions (RBP). Refer to Performance Preparation Agent in Phased Rollout - November 13, 2026 [page 8] for more information.

Recommended Actions

The latest Performance Preparation Agent is generally available in a phased approach. It may not yet be available in your region or environment. Please contact your SAP Account Executive for further information.

Technical Details

Reference Number	KM-23939
Document ID	HCM-C468-51F1
Product	Performance & Goals Platform
Module	SAP Business AI
Feature	Joule
Action	Required
Enablement	Automatically on
Link to Demo	Not Applicable
Lifecycle	Deleted
Type	Changed
Major or Minor	
Business Process Variant	Not Applicable
Software Version	1H 2026 2H 2026
Valid as Of	2026-09-30
Latest Revision	2026-10-16

Change History

Date	What Changed	Reason
October 9, 2026	Initial publication.	

Date	What Changed	Reason
October 16, 2026	Added additional context about the retirement of the legacy Performance Preparation Agent.	To provide clearer context for customers following the end of availability of the legacy agent.

1.9 Joule Assistants and Agents in Restricted Availability - September 29, 2026

We're introducing more AI assistants and agents in restricted availability as part of the September 2026 release.

> **Note**
>
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List of AI Assistants

Name	Description	Supported Agents
HR Service Assistant	Orchestrates a set of services and specialized agents that enable employees to complete common HR tasks on their own, reducing the need for HR service case creation.	HR Service Orchestration Agent Payroll Explanation Agent HR Workflow Accelerator Agent Time Off Service Agent Time Sheet Service Agent

List of AI Agents

Name	Description	Supported in Assistants	Demo
HR Service Orchestration Agent	Responds to HR service requests by guiding employees to relevant information or actions. It can answer questions based on HR policy documents, trigger self-service actions, or dispatch other specialized agents to help.	HR Service Assistant	N/A
HR Workflow Accelerator Agent	Gives employees clear visibility into the status of their pending workflows and recommends actions to accelerate processing.	HR Service Assistant	N/A

Name	Description	Supported in Assistants	Demo
Payroll Explanation Agent	Helps employees better understand their pay statements by providing clear explanations of earnings, deductions, working hours, and payment amounts.	HR Service Assistant	Payroll Explanation Agent Demo
Time Sheet Service Agent	Manages time sheets with intelligent guidance that helps employees record time accurately, review and resolve missing or inconsistent entries, and comply with local HR policies before submission.	HR Service Assistant	Time Sheet Service Agent Demo

Name	Description	Supported in Assistants	Demo
Time Off Service Agent	Allows employees and managers to create, edit, and cancel absence requests through an intelligent self-service experience that aligns with local policies, reduces manual effort, and promotes healthy leave usage with proactive recommendations and notifications.	HR Service Assistant	Time Off Service Agent Demo

Joule assistants and agents streamline HR processes by automating routine tasks, reducing manual effort, and providing intelligent guidance throughout business workflows. This helps improve productivity, decision-making, and the overall user experience.

Configuration Requirements

Refer to the documentation of each assistant and agent for more details.

Role-Based Permission Prerequisites

Refer to the documentation of each assistant and agent for more details.

Technical Details

Reference Number	KM-23885
Document ID	HCM-9A7C-B0D5
Product	Platform
Module	SAP Business AI
Feature	Joule
Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	
Lifecycle	Restricted Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2026 2H 2026
Valid as Of	2026-09-29
Latest Revision	2026-09-29

Change History

Date	What Changed	Reason
September 29, 2026	Initial publication.	

Related Information

Joule Assistants Overview
Joule Agents Overview

1.10 Joule Assistants and Agents in Restricted Availability - September 25, 2026

We're introducing more AI assistants and agents in restricted availability as part of the September 2026 release.

> **Note**
>
> This page contains information about product features that are currently part of an SAP Early Adopter Care (EAC) program. Products or features that are part of an EAC program are not available to users outside of this program.

The following table lists the Joule assistants and agents that are available in restricted availability for this release. Each assistant provides one or more business experiences powered by one or more agents. Likewise, an agent can support multiple assistants. Use this table to:

- Identify the assistants and agents available in this release
- Understand which assistants each agent supports
- Get a brief overview of each assistant and agent

Follow the links to access detailed documentation for assistant activation, agent configuration, prerequisites, permissions, and supported scenarios.

List of AI Assistants

Name	Description	Supported Agents
Payroll Assistant	An AI-powered set of agents embedded in SAP SuccessFactors Employee Central Payroll. It continuously reasons over payroll data, works behind the scenes, and supports employees, payroll administrators, and configuration experts across the entire payroll lifecycle.	Payroll Validation Rule Agent Payroll Alert Resolution Agent

List of AI Agents

Name	Description	Supported in Assistants	Demo
Payroll Validation Rule Agent	Helps payroll administrators create payroll validation rules and modify existing rules in *Manage Payroll Activities* in SAP Payroll Control Center (PCC) directly through Joule.	Payroll Assistant	Payroll Validation Rule Agent
Payroll Alert Resolution Agent	Helps payroll administrators investigate and resolve Payroll Control Center alerts faster in Joule.	Payroll Assistant	Payroll Alert Resolution Agent
Job Architecture Maintenance Agent	Analyzes, aligns, and updates role-skill mappings to keep job architecture accurate and current.	HR Operations Assistant	
Skills Governance Agent	Analyzes, governs, and refines inferred skills to maintain a clean and consistent skills taxonomy.	HR Operations Assistant	

Joule assistants and agents streamline HR processes by automating routine tasks, reducing manual effort, and providing intelligent guidance throughout business workflows. This helps improve productivity, decision-making, and the overall user experience.

Configuration Requirements

Refer to the documentation of each assistant and agent for more details.

Role-Based Permission Prerequisites

Refer to the documentation of each assistant and agent for more details.

Technical Details

Reference Number	KM-23880
Document ID	HCM-EA64-1A7E
Product	Payroll Platform
Module	SAP Business AI Payroll Talent Intelligence Hub
Feature	Joule
Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	
Lifecycle	Restricted Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable

Software Version	1H 2026 2H 2026
Valid as Of	2026-09-25
Latest Revision	2026-09-25

Change History

Date	What Changed	Reason
September 25, 2026	Initial publication.	

Related Information

Joule Assistants Overview
Joule Agents Overview

1.11 Joule Assistants and Agents in Restricted Availability - September 24, 2026

We're introducing more AI assistants and agents in restricted availability as part of the September 2026 release.

> **Note**
>
> This page contains information about product features that are currently part of an SAP Early Adopter Care (EAC) program. Products or features that are part of an EAC program are not available to users outside of this program.

The following table lists the Joule assistants and agents that are available in restricted availability for this release. Each assistant provides one or more business experiences powered by one or more agents. Likewise, an agent can support multiple assistants. Use this table to:

- Identify the assistants and agents available in this release
- Understand which assistants each agent supports
- Get a brief overview of each assistant and agent

Follow the links to access detailed documentation for assistant activation, agent configuration, prerequisites, permissions, and supported scenarios.

List of AI Assistants

Name	Description	Supported Agents
Career and Talent Development Assistant	Helps employees, leaders, and HR in assembling development plans, cultivating talent pipelines, and driving strategic talent deployment to ensure continuous talent engagement, growth and retention for strategic business needs.	Career Development Agent Development Goal Creation Agent Succession Planning Agent

List of AI Agents

Name	Description	Supported in Assistants	Demo
Career Development Agent	Helps employees understand their career status, identify skill gaps, and get personalized development plans and opportunity recommendations.	Career and Talent Development Assistant	Career Development Agent
Development Goal Creation Agent	Helps users create, refine, and analyze their own development goals, and those of other users they have permission to manage.	Career and Talent Development Assistant	Development Goal Creation Agent
Succession Planning Agent	Helps succession planners proactively assess succession health across multiple positions, identify and prioritize positions with succession gaps, and receive recommendations to strengthen talent pipelines.	Career and Talent Development Assistant	Succession Planning Agent

Joule assistants and agents streamline HR processes by automating routine tasks, reducing manual effort, and providing intelligent guidance throughout business workflows. This helps improve productivity, decision-making, and the overall user experience.

Configuration Requirements

Refer to the documentation of each assistant and agent for more details.

Role-Based Permission Prerequisites

Refer to the documentation of each assistant and agent for more details.

Technical Details

Reference Number	KM-23878

Document ID	HCM-8B2F-0C07
Product	Career and Talent Development Platform
Module	SAP Business AI Career Development Succession Planning
Feature	Joule
Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	
Lifecycle	Restricted Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2026 2H 2026
Valid as Of	2026-09-24
Latest Revision	2026-09-24

Change History

Date	What Changed	Reason
September 24, 2026	Initial publication.	

Related Information

Joule Assistants Overview
Joule Agents Overview

1.12 Deprecation of View Time Off Instructions - September 23, 2026

The View Time Off Instructions use case will reach End of Development and End of Maintenance on September 23, 2026, and will be deleted on October 5, 2026.

Key Dates

Future dates are subject to change.

Milestone	Date	Definition
End of Development	September 23, 2026	The deprecation milestone after which SAP stops enhancing a product or part of a product. You can continue to use the software, but you should begin planning for a time when it will no longer be available for use. We still fix high-priority bugs.
End of Maintenance	September 23, 2026	The deprecation milestone after which SAP does not fix bugs or deliver patches for the software. SAP continues to answer your how-to questions. We strongly encourage you to adopt an alternative method for your business scenario.
Deleted	October 5, 2026	The deprecation milestone when a feature is no longer available for productive use. You should now be using an alternative method for your business scenario.

Deprecation Details

We're deprecating the View Time Off Instructions use case to avoid the potential conflict with the Ask HR Policies use case. This change ensures all time off instruction related questions are reliably addressed through the Ask HR Policies use case.

Technical Details

Reference Number	SFDIS-11213
Document ID	HCM-0D35-B197
Product	Platform
Module	SAP Business AI

Feature	Joule
Action	Required
Enablement	Automatically on
Link to Demo	Not Applicable
Lifecycle	Deprecated
Type	Changed
Major or Minor	
Business Process Variant	Not Applicable
Software Version	2H 2026
Valid as Of	2026-10-05
Latest Revision	2026-09-23

Change History

Date	What Changed	Reason
September 23, 2026	Initial publication.	

1.13 Joule Assistants and Agents in Restricted Availability - September 19, 2026

We're introducing more AI assistants and agents in restricted availability as part of the September 2026 release.

> **Note**
>
> This page contains information about product features that are currently part of an SAP Early Adopter Care (EAC) program. Products or features that are part of an EAC program are not available to users outside of this program.

The following table lists the Joule assistants and agents that are available in restricted availability for this release. Each assistant provides one or more business experiences powered by one or more agents. Likewise, an agent can support multiple assistants. Use this table to:

- Identify the assistants and agents available in this release
- Understand which assistants each agent supports

- Get a brief overview of each assistant and agent

Follow the links to access detailed documentation for assistant activation, agent configuration, prerequisites, permissions, and supported scenarios.

List of AI Assistants

Name	Description	Supported Agents
HR System Assistant	An AI-powered set of agents embedded in SAP SuccessFactors Platform. It simplifies tasks that traditionally require technical expertise, reduces reliance on administrators for routine configuration work, and helps minimize the risk of incomplete or unsuccessful changes. Administrators can complete configuration processes efficiently and accurately through guided step-by-step assistance. This accelerates the execution of tasks while maintaining governance, auditability, and alignment with established policies.	Configuration Transport Agent Role-Based Permissions Agent HCM Audit Agent

List of AI Agents

Name	Description	Supported in Assistants	Demo
Configuration Transport Agent	Helps administrators manage configuration transports in SAP SuccessFactors more intelligently and with less manual effort.	HR System Assistant	N/A
Role-Based Permissions Agent	Analyzes user access, identifies missing permissions, explains the root cause, and recommends or applies role-based permission changes to help administrators resolve access issues.	HR System Assistant	Role-Based Permissions Agent
HCM Audit Agent	Helps auditors, security officer, and administrators investigate activities to support compliance reviews, data privacy requests, and security investigations. The agent reads change audit, read audit, and general audit data, then correlates events across the three sources to explain user activity, data changes, and access to personal data.	HR System Assistant	HCM Audit Agent

Joule assistants and agents streamline HR processes by automating routine tasks, reducing manual effort, and providing intelligent guidance throughout business workflows. This helps improve productivity, decision-making, and the overall user experience.

Configuration Requirements

Refer to the documentation of each assistant and agent for more details.

Role-Based Permission Prerequisites

Refer to the documentation of each assistant and agent for more details.

Technical Details

Reference Number	KM-23836
Document ID	HCM-0904-E1A1
Product	Platform
Module	SAP Business AI Identity and Access Management Security and Compliance System Management
Feature	Joule
Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	Refer to the Demo column in the List of AI Agents table above.
Lifecycle	Restricted Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2026 2H 2026
Valid as Of	2026-09-19
Latest Revision	2026-09-19

Change History

Date	What Changed	Reason
September 19, 2026	Initial publication.	

Related Information

Joule Assistants Overview
Joule Agents Overview

1.14 Joule Assistants and Agents in Restricted Availability - September 17, 2026

We're introducing more AI assistants and agents in restricted availability as part of the September 2026 release.

> **Note**
>
> This page contains information about product features that are currently part of an SAP Early Adopter Care (EAC) program. Products or features that are part of an EAC program are not available to users outside of this program.

The following table lists the Joule assistants and agents that are available in restricted availability for this release. Each assistant provides one or more business experiences powered by one or more agents. Likewise, an agent can support multiple assistants. Use this table to:

- Identify the assistants and agents available in this release
- Understand which assistants each agent supports
- Get a brief overview of each assistant and agent

Follow the links to access detailed documentation for assistant activation, agent configuration, prerequisites, permissions, and supported scenarios.

List of AI Assistants

Name	Description	Supported Agents
Onboarding Assistant	An AI-powered set of agents embedded in SAP SuccessFactors Onboarding. It continuously analyzes onboarding activities, works behind the scenes, and assists hiring managers, HR coordinators, and onboarding stakeholders throughout the onboarding lifecycle. These agents help prioritize and manage onboarding tasks, facilitate the creation and assignment of new tasks through natural language interactions, monitor progress, identify potential risks and delays, and drive timely completion of onboarding activities to ensure a seamless and efficient new hire experience.	Onboarding Task Management Agent Task Creation Agent

List of AI Agents

Name	Description	Supported in Assistants
Onboarding Task Management Agent	Retrieves and ranks open onboarding tasks across active new hires using a composite risk score that factors in task dependencies, SLA proximity, compliance requirements, and task category.	Onboarding Assistant
Task Creation Agent	Automates the creation and management of onboarding tasks in SAP SuccessFactors Onboarding by leveraging conversational interactions through Joule. The agent prioritizes activities, recommends appropriate delegates, and proactively follows up on pending tasks to improve efficiency and onboarding outcomes.	Onboarding Assistant

Joule assistants and agents streamline HR processes by automating routine tasks, reducing manual effort, and providing intelligent guidance throughout business workflows. This helps improve productivity, decision-making, and the overall user experience.

Configuration Requirements

Refer to the documentation of each assistant and agent for more details.

Role-Based Permission Prerequisites

Refer to the documentation of each assistant and agent for more details.

Technical Details

Reference Number	KM-23828
Document ID	HCM-106B-08CF
Product	Onboarding Platform
Module	SAP Business AI Onboarding
Feature	Joule
Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	
Lifecycle	Restricted Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2026 2H 2026
Valid as Of	2026-09-17
Latest Revision	2026-09-17

Change History

Date	What Changed	Reason
September 17, 2026	Initial publication.	

Related Information

Joule Assistants Overview
Joule Agents Overview

1.15 Joule Assistants and Agents in Restricted Availability - September 16, 2026

We're introducing more AI assistants and agents in restricted availability as part of the September 2026 release.

> **Note**
>
> This page contains information about product features that are currently part of an SAP Early Adopter Care (EAC) program. Products or features that are part of an EAC program are not available to users outside of this program.

The following table lists the Joule assistants and agents that are available in restricted availability for this release. Each assistant provides one or more business experiences powered by one or more agents. Likewise, an agent can support multiple assistants. Use this table to:

- Identify the assistants and agents available in this release
- Understand which assistants each agent supports
- Get a brief overview of each assistant and agent

Follow the links to access detailed documentation for assistant activation, agent configuration, prerequisites, permissions, and supported scenarios.

List of AI Assistants

Name	Description	Supported Agents
Performance & Goals Assistant	Helps employees, managers, and HRs set goals, track progress, and support fair evaluations, with insights to drive ongoing performance and development.	Goal Creation Agent Goal Progress Agent Calibration Equity Agent

List of AI Agents

Name	Description	Supported in Assistants	Demo
Calibration Equity Agent	Helps HR professionals and people managers to identify potential inconsistencies in employees' performance ratings during calibration.	Performance & Goals Assistant	Calibration Equity Agent
Goal Creation Agent	Helps employees set meaningful, business-aligned goals and enables managers to create, cascade, and assign goals at scale.	Performance & Goals Assistant	Goal Creation Agent
Goal Progress Agent	Helps managers monitor their team's goal progress, identify potential risks early, and get actionable next steps to keep goals on track.	Performance & Goals Assistant	Goal Progress Agent

Joule assistants and agents streamline HR processes by automating routine tasks, reducing manual effort, and providing intelligent guidance throughout business workflows. This helps improve productivity, decision-making, and the overall user experience.

Configuration Requirements

Refer to the documentation of each assistant and agent for more details.

Role-Based Permission Prerequisites

Refer to the documentation of each assistant and agent for more details.

Technical Details

Reference Number	KM-23810
Document ID	HCM-301A-AEB1
Product	Performance & Goals Platform
Module	SAP Business AI Calibration Goal Management
Feature	Joule
Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	Refer to the Demo column in the List of AI Agents table above.
Lifecycle	Restricted Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2026 2H 2026
Valid as Of	2026-09-16
Latest Revision	2026-09-16

Change History

Date	What Changed	Reason
September 16, 2026	Initial publication.	

Related Information

Joule Assistants Overview
Joule Agents Overview

1.16 Joule Assistants and Agents in Restricted Availability - September 9, 2026

We're introducing more AI assistants and agents in restricted availability as part of the September 2026 release.

> ⓘ Note
>
> This page contains information about product features that are currently part of an SAP Early Adopter Care (EAC) program. Products or features that are part of an EAC program are not available to users outside of this program.

The following table lists the Joule assistants and agents that are available in restricted availability for this release. Each assistant provides one or more business experiences powered by one or more agents. Likewise, an agent can support multiple assistants. Use this table to:

- Identify the assistants and agents available in this release
- Understand which assistants each agent supports
- Get a brief overview of each assistant and agent

Follow the links to access detailed documentation for assistant activation, agent configuration, prerequisites, permissions, and supported scenarios.

List of AI Assistants

Name	Description	Supported Agents
Learning Assistant	Ensures employees have the right skills, complete required training, and receive relevant learning opportunities through personalized, AI-driven guidance and recommendations.	Learning Compliance Management Agent Learning Assignment Agent Learning Skills Agent

List of AI Agents

Name	Description	Supported in Assistants	Demo
Learning Assignment Agent	Helps administrators assign the right training to the right employees using simple natural language, instead of manually navigating complex configuration pages to create assignment profiles.	Learning Assistant	Learning Assignment Agent
Learning Compliance Management Agent	Helps manage compliance continuously across all active employee assignments and can be used to detect at-risk learners and get them back on track before deadlines are missed.	Learning Assistant	Learning Compliance Management Agent
Learning Skills Agent	Helps managers support continuous skill development by identifying skill gaps, finding relevant learning, and assigning them to their direct reports from the conversation.	Learning Assistant	Learning Skills Agent

Joule assistants and agents streamline HR processes by automating routine tasks, reducing manual effort, and providing intelligent guidance throughout business workflows. This helps improve productivity, decision-making, and the overall user experience.

Configuration Requirements

Refer to the documentation of each assistant and agent for more details.

Role-Based Permission Prerequisites

Refer to the documentation of each assistant and agent for more details.

Technical Details

Reference Number	KM-23793
Document ID	HCM-3260-8D65
Product	Learning Platform
Module	SAP Business AI
Feature	Joule

Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	Refer to the Demo column in the List of AI Agents table above.
Lifecycle	Restricted Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2026 2H 2026
Valid as Of	2026-09-09
Latest Revision	2026-09-09

Change History

Date	What Changed	Reason
September 9, 2026	Initial publication.	

Related Information

Joule Assistants Overview
Joule Agents Overview

1.17 Joule Assistants and Agents in Restricted Availability - August 2026

We're introducing more AI assistants and agents in restricted availability as part of the August 2026 release.

> **Note**
>
> This page contains information about product features that are currently part of an SAP Early Adopter Care (EAC) program. Products or features that are part of an EAC program are not available to users outside of this program.

The following table lists the Joule assistants and agents that are available in restricted availability for this release. Each assistant provides one or more business experiences powered by one or more agents. Likewise, an agent can support multiple assistants. Use this table to:

- Identify the assistants and agents available in this release
- Understand which assistants each agent supports
- Get a brief overview of each assistant and agent

Follow the links to access detailed documentation for assistant activation, agent configuration, prerequisites, permissions, and supported scenarios.

List of AI Assistants

Name	Description	Supported Agents
HR Operations Assistant	A group of autonomous, AI-powered agents built on SAP SuccessFactors Employee Central that empowers employees, managers, and HR admins by keeping HR data compliant, consistent, and up to date.	Employee Data Integration Agent Position Optimization Agent Job Change Request Agent Compensation Guidance Agent

List of AI Agents

Name	Description	Supported in Assistants	Demo
Employee Data Integration Agent	Automates the resolution of data inconsistencies in Employee Central by proposing resolution steps and applying corrections in a human-in-the-loop process, ensuring accuracy for payroll integration.	HR Operations Assistant	Employee Data Integration Agent
Position Optimization Agent	Identifies the best matching vacant position, updates individual position fields, removes uncertainties if multiple matching positions exist and creates a new position by copying a same-level position while ensuring a human is still in the loop.	HR Operations Assistant	N/A
Job Change Request Agent	Interprets requests for promotions and transfers, determines the required information, proposes field values where appropriate, collaborates with specialized agents when additional recommendations are needed, and guides users through only the necessary decisions and confirmations before submitting the change through the appropriate workflow.	HR Operations Assistant	N/A
Compensation Guidance Agent	Empowers managers and HR administrators to make smarter, bias-free compensation decisions by analyzing employee performance, pay positioning, and company policies to deliver transparent, data-driven salary recommendations.	HR Operations Assistant	N/A

Joule assistants and agents streamline HR processes by automating routine tasks, reducing manual effort, and providing intelligent guidance throughout business workflows. This helps improve productivity, decision-making, and the overall user experience.

Configuration Requirements

Refer to the documentation of each assistant and agent for more details.

Role-Based Permission Prerequisites

Refer to the documentation of each assistant and agent for more details.

Technical Details

Reference Number	KM-23674
Document ID	HCM-6CEB-10A1
Product	Employee Central Platform
Module	Employee Data Integration and Extension Company Organization Compensation SAP Business AI
Feature	Joule
Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	
Lifecycle	Restricted Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2026 2H 2026
Valid as Of	2026-08-26

Latest Revision	2026-08-26

Change History

Date	What Changed	Reason
August 26, 2026	Initial publication.	

Related Information

Joule Assistants Overview
Joule Agents Overview

1.18 Enhancement to Use Cases - August 2026

We've made enhancements to the following use cases.

Use Case	Enhancement	Important Notes	Sample Prompts	Enhancement Supported on Mobile App?
Create Addresses Change Addresses	After creating a new address or updating an existing one, users can now easily copy the address into another supported address type so they don't have to re-enter the same details. Previously, they had to re-enter the same address information.	N/A	*Copy my address.* *Duplicate my home address.* *Copy my home address to work address.*	Yes

We made the enhancement to optimize your experience with Joule, making your HR processes more efficient, flexible, and user-friendly.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-10723
Document ID	HCM-2546-E38E
Product	Platform Employee Central
Module	SAP Business AI Employee Data
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	Enhancements to Use Cases - August 2026
Lifecycle	General Availability
Type	Changed
Major or Minor	Minor
Business Process Variant	Not Applicable
Software Version	2H 2026 1H 2026
Valid as Of	2026-08-24
Latest Revision	2026-08-14

Change History

Date	What Changed	Reason
August 14, 2026	Initial publication.	

Related Information

Joule Use Cases Overview

1.19 HR Knowledge Assistant and HR Knowledge Agent: Restricted Availability Release - July 2026

You can now use the HR Knowledge Assistant in Joule to access HR research, industry insights, and best practices enriched with guidance from Galileo by The Josh Bersin Company. The assistant includes the HR Knowledge Agent, which retrieves research-backed HR insights from trusted knowledge providers directly within Joule.

> **Note**
>
> This page contains information about product features that are currently part of an SAP Early Adopter Care (EAC) program. Products or features that are part of an EAC program are not available to users outside of this program.

> **Note**
>
> HR Knowledge Assistant and HR Knowledge Agent currently support English only. In addition, customers with an EU Access requirement aren't currently supported.

HR Knowledge Assistant enables HR leaders, managers, and employees to ask HR-related questions directly in Joule and receive responses that combine company HR policy information with research-backed recommendations. You can invoke the assistant by typing @HR Knowledge Assistant or selecting it from the @ menu. Once invoked, the assistant routes your request to the HR Knowledge Agent. Based on your query, HR Knowledge Agent retrieves insights from Galileo by The Josh Bersin Company and returns responses with supporting references and citations. If required, you can follow reference links to access the full source content. This feature is centrally available and can be used across modules, depending on user permissions and access to Galileo content.

We've integrated HR research and workforce insights directly into Joule so that users can access HR guidance and supporting recommendations without switching between systems or external research sources.

Configuration Requirements

For HR Knowledge Assistant:

- The assistant is enabled in SAP for Me. For more information, refer to Set Up Joule Assistants for SAP Autonomous Suite.
- You have the required permissions to use the agents available in this assistant.
- You've completed the following configurations:
  1. You've enabled *Agent Knowledge Sources* on the *AI Services Administration* page. For more information, refer to Document Grounding for SAP SuccessFactors Joule Agents in Restricted Availability - July 2026 [page 56]

> **Note**
>
> Enabling this feature creates the Document Grounding Service pipeline in AI Core.

2. You've enabled Ask HR Policies on the *AI Services Administration* page and configured it on the *Manage Document Grounding* page. For configuration details, refer to Adding Metadata to Your HR Policy Documents

> **Note**
>
> When *Agent Knowledge Sources* is already enabled, *Ask HR Policies* creates the Document Grounding Service pipeline in AI Core.

For HR Knowledge Agent:

- You've enabled Joule in SAP SuccessFactors.
- You've activated the HR Knowledge Assistant.
- You are a Josh Bersin Company corporate member.

Role-Based Permission Prerequisites

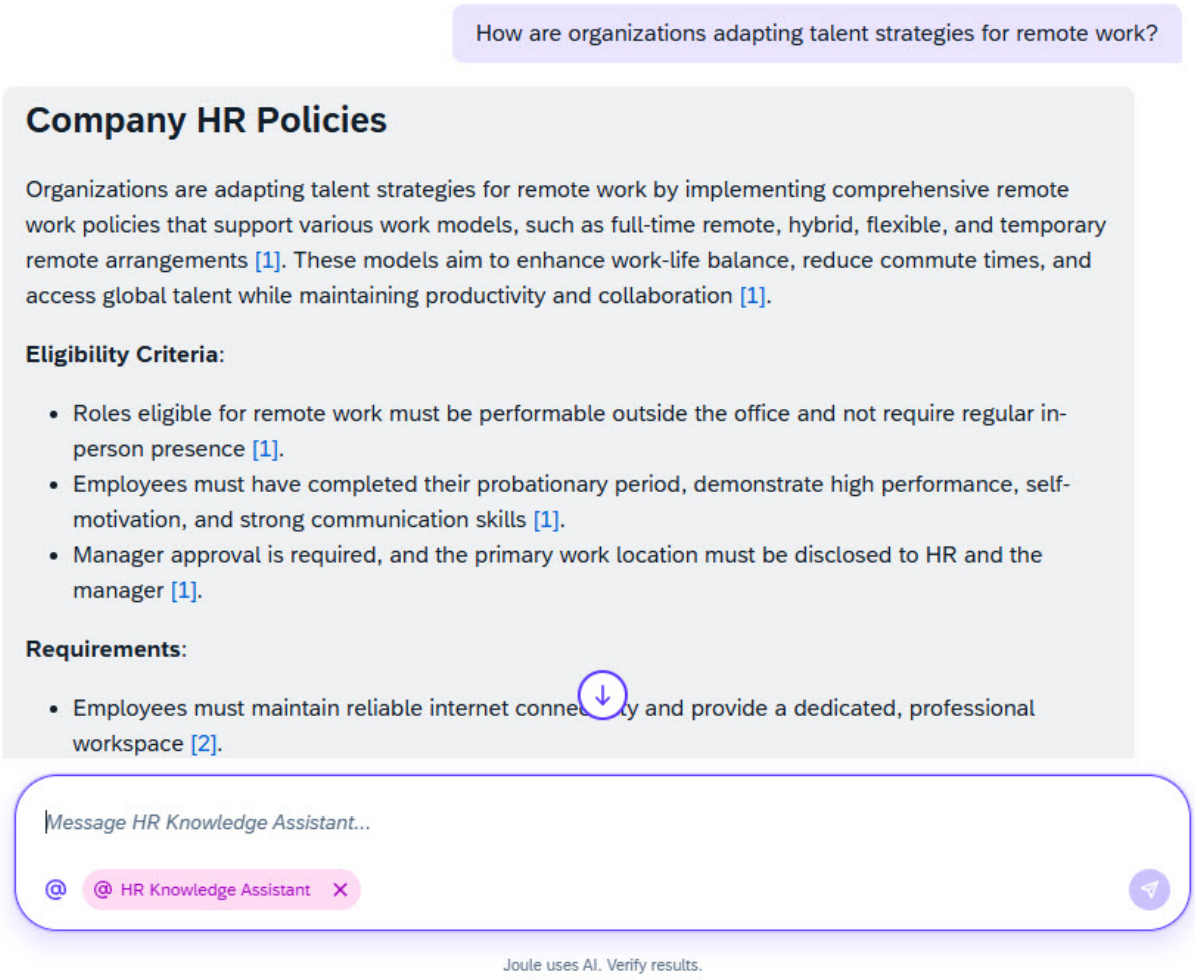
The following permissions are required for HR Knowledge Agent:

- You have the *User Permissions* > *General User Permission* > *Access to Joule* permission.
- You have the *User Permissions* > *AI Access* > *Galileo* permission.

What's Changed

How It Looks Now

You can invoke HR Knowledge Assistant directly in Joule to ask HR-related questions. HR Knowledge Agent routes your query to Galileo and returns responses enriched with industry knowledge, HR guidance, and supporting references and citations. Depending on the request, the response can combine company HR policy information with research-backed recommendations from Galileo by The Josh Bersin Company within a single conversation.



How It Looked Before

Users needed to access external HR research sources separately to review industry insights, recommendations, and research-backed HR best practices from providers like Galileo.

Technical Details

Reference Number	SFGAI-6782
Document ID	HCM-1C55-37EC
Product	Platform
Module	SAP Business AI
Feature	Joule

Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	
Lifecycle	Restricted Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2026 2H 2026
Valid as Of	2026-07-31
Latest Revision	2026-08-04

Change History

Date	What Changed	Reason
August 4, 2026	Initial publication.	

Related Information

About Joule Agents
HR Knowledge Agent
HR Knowledge Assistant

1.20 Document Grounding for SAP SuccessFactors Joule Agents in Restricted Availability - July 2026

You can connect your Microsoft SharePoint document sources and add metadata to documents on the *Manage Document Grounding* page, enabling supported Joule agents to deliver more contextualized responses using user attributes, such as legal entity and country/region.

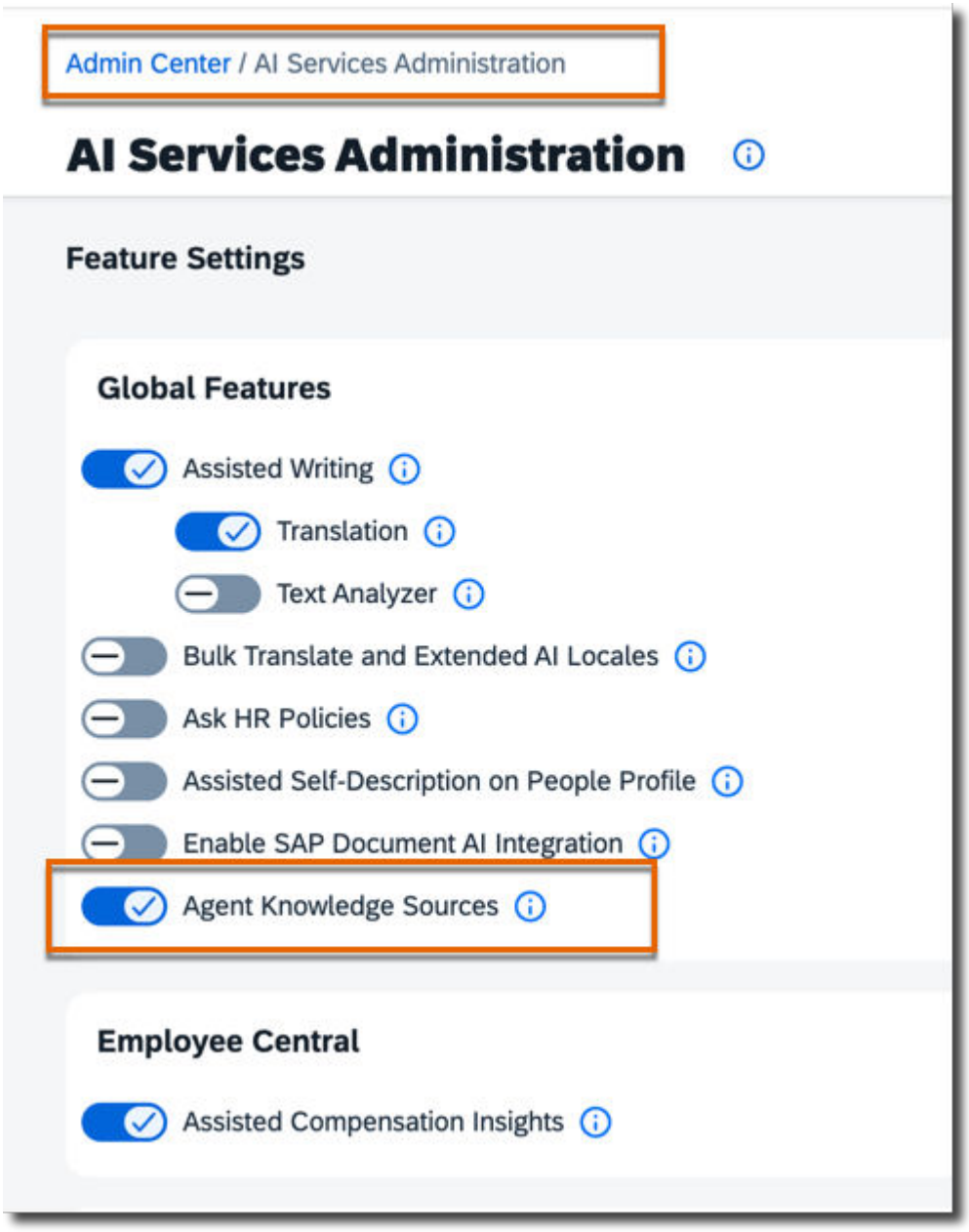
> **Note**
>
> This page contains information about product features that are currently part of an SAP Early Adopter Care (EAC) program. Products or features that are part of an EAC program are not available to users outside of this program.

In addition to the *Ask HR Policies* and *Explain Pay Statement* options, the *Manage Document Grounding* page now includes the *Agent Knowledge Sources* AI use case to add document metadata.

This enhancement enables supported SAP SuccessFactors Joule agents to deliver more contextualized responses by grounding your organization's documents with contextual metadata.

Configuration Requirements

- You've enabled the *Agent Knowledge Sources* in the *Global Features* section from *Admin Center* > *AI Services Administration*.



- You've setup the integration between the Document Grounding Service and Microsoft SharePoint. For more information, refer to Prepare your Microsoft SharePoint Integration and the blog post Joule - Document Grounding with Contextualization (aka Metadata to your Documents) - Setup Guide – 2.
- Ensure that you've registered your application to communicate with SAP SuccessFactors HCM Suite with OpenID Connect. Setting Up the Communication with SAP SuccessFactors

Role-Based Permission Prerequisites

- You have the *Administrators* > *Manage AI Capabilities* > *Manage Document Grounding* permission.

Technical Details

Reference Number	WEF-169678
Document ID	HCM-D0EC-D062
Product	Platform
Module	SAP Business AI
Feature	Joule
Action	Info only
Enablement	Contact Customer Engagement Executive or Account Manager
Link to Demo	
Lifecycle	Restricted Availability
Type	Changed
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2026 2H 2026
Valid as Of	2026-07-31
Latest Revision	2026-08-04

Change History

Date	What Changed	Reason
August 4, 2026	Initial publication.	

Related Information

Adding Metadata for Agent Knowledge Documents

HR Knowledge Assistant and HR Knowledge Agent: Restricted Availability Release - July 2026 [page 52]

1.21 Enhancement to Use Cases - July 2026

We've made enhancements to the following use cases.

Use Case	Enhancement	Important Notes	Enhancement Supported on Mobile App?
Create Addresses Change Addresses	If users try to update an address type that hasn't yet maintained any data, Joule now guides them through the process of creating a new address from scratch. Previously, when no matching address was found, Joule did not offer users a way to continue.	N/A	Yes
View Birthday View Department View Division View Hire Date View Job Code View Location View Phone Numbers View Email Addresses View Title View Timezone	These use cases now support displaying custom labels defined in the system to align with your specific configurations and terminology. Previously, only hard-coded or system default labels could be shown.	N/A	Yes

Additionally, a WalkMe guided tour is now available for Joule on the Web to help end users onboard more easily. The guided experience walks users through where to find and open Joule and how to interact with it. Users can access the tour by choosing the ⓘ *(WalkMe)* icon at the global header.

We made the enhancement to optimize your experience with Joule, making your HR processes more efficient, flexible, and user-friendly.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.
- You've enabled WalkMe in SAP SuccessFactors.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-10649
Document ID	HCM-EE51-0C4C
Product	Platform
Module	SAP Business AI
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	Enhancements to Use Cases - July 2026
Lifecycle	General Availability
Type	Changed
Major or Minor	Minor
Business Process Variant	Not Applicable
Software Version	2H 2026 1H 2026
Valid as Of	2026-07-15
Latest Revision	2026-07-15

Change History

Date	What Changed	Reason
July 15, 2026	Initial publication.	

Related Information

Joule Use Cases Overview
Showing SAP SuccessFactors-Managed WalkMe Content to Users

1.22 Enhancements to Performance Preparation Agent - April 2026

We've made the following enhancements to the Performance Preparation Agent.

Use Case	Enhancement	Important Notes	Sample Prompts	Supported on Mobile App?
Performance Preparation Agent	• The agent now includes inline citation links directly within generated responses. These deep links, displayed as citation numbers, allow managers to navigate to the relevant detail pages, making it easier to understand where information comes from and review the underlying data when needed. • The agent now provides managers with role-relevant next-step recommendations that are tailored to an employee's performance, goals, and recent feedback. • The agent now handles incomplete or unclear queries more gracefully. If a request is missing key information, such as the employee name or intended action, the agent asks questions to clarify intent. Instead of leaving conversations open-ended, it offers options to help managers get re-	In mobile apps, support for inline citation links is limited. Some citation numbers allow navigation to detail screens, while links to certain modules, such as Performance Management and 360 Reviews, are shown as plain number text and do not support navigation.	N/A	Yes

Use Case	Enhancement	Important Notes	Sample Prompts	Supported on Mobile App?
	sults with minimal back-and-forth.			

We made these enhancements to optimize your experience with Joule, making your HR processes more efficient and user-friendly.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- You've enabled the *Performance Preparation Agent* setting at *Admin Center* > *AI Services Administration*.

Role-Based Permission Prerequisites

- Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.
- Users have the *User Permissions* > *AI Access* > *Performance Preparation Agent* permission.

Technical Details

Reference Number	SFDIS-9897
Document ID	HCM-80D2-FF29
Product	Platform Performance & Goals
Module	SAP Business AI
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	
Lifecycle	General Availability
Type	Changed

Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	2H 2025 1H 2026
Valid as Of	2026-05-18
Latest Revision	2026-05-15

Change History

Date	What Changed	Reason
May 8, 2026	Initial publication.	
May 15, 2026	We removed the enhancements to the "Create Addresses" and "Change Addresses" use cases.	We need to improve the enhancements.

Related Information

Deletion of the Legacy Performance Preparation Agent - September 30, 2026 [page 24]

1.23 Enhancements to Use Cases - January 2026

We've made enhancements to the following use cases.

Use Case	Enhancement	Important Notes	Sample Prompts	Enhancement Supported on Mobile App?
Performance Preparation Agent	A new feature "Summarize Detailed 360 Report" is now available. The agent summarizes the Detailed 360 Report of direct reports, offers details about specific aspects, and provides insights tailored to address managers' queries.	Managers must have access to the Detailed 360 Report of their direct reports. For details, refer to the *Detailed 360 Report Permission Control* section in 360 Form Template Settings.	*Can you summarize the 360 report for my direct report Aanya?* *What common themes do you see in the 360 forms of Mike Smith?* *What insights can you provide about the communication skills of Alex Hall from his 360 feedback?*	Yes
Create activity	You can now add, update, and delete up to five attachments when creating an activity. Previously, attachments weren't supported in this use case.	• The supported file types are bmp, csv, doc, docx, gif, htm, html, jpeg, jpg, pdf, png, ppt, pptx, rtf, txt, xls, and xlsx. • The maximum file size is 5 MB or 10 MB, depending on your configurations. For configuration details, refer to Configuring Document Attachment Settings. • Uploaded attachments cannot be reviewed in the preview card. This differs from other use cases where a single attachment can be reviewed by selecting its name.	*Want to add an activity. Please help me set up activities for my performance goal.* *I need to create activity for Aanya Singh.*	Yes

We made these enhancements to optimize your experience with Joule, making your HR processes more efficient, flexible, and user-friendly.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.

- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-9439
Document ID	HCM-649D-8B81
Product	Platform Performance & Goals
Module	SAP Business AI Continuous Performance Management 360 Reviews
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	Enhancements to Use Cases - January 2026
Lifecycle	General Availability
Type	Changed
Major or Minor	Minor
Business Process Variant	Not Applicable
Software Version	2H 2025 1H 2026
Valid as Of	2026-02-19
Latest Revision	2026-02-19

Change History

Date	What Changed	Reason
January 29, 2026	Initial publication.	
February 19, 2026	We've renamed the Performance and Goals Agent to Performance Preparation Agent.	

Related Information

Joule Use Cases Overview

1.24 Enable CDM Content Auto-Refresh - January 2026

You can now enable CDM Auto-Refresh, which automatically keeps your Common Data Model (CDM) content up to date without the need for manual refreshes.

When enabled, all future enhancements and updates are automatically applied to your CDM content with each release. Previously, you had to manually refresh your CDM content after each release.

We made this enhancement to reduce repetitive administrative tasks and lower the risk of missing content updates.

Configuration Requirements

You need to complete one final manual refresh according to the instructions in KBA 3612244.

Technical Details

Reference Number	SFDIS-9921
Document ID	HCM-B407-563F
Product	Platform
Module	SAP Business AI

Feature	Joule
Action	Recommended
Enablement	Customer configured
Link to Demo	
Lifecycle	General Availability
Type	Changed
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2026 2H 2025
Valid as Of	2026-01-29
Latest Revision	2026-01-29

Change History

Date	What Changed	Reason
January 29, 2026	Initial publication.	

1.25 New Use Case and Enhancements Available in Joule - December 2025

A new use case and several enhancements to existing use cases are now available in Joule.

Below are the details of the new transactional use case:

Product	Use Case	Description	Important Notes	Capability Type	Sample Prompts	On Mobile App?
Employee Central	Deactivate position	Allows managers to deactivate a position.	For more information, refer to Use Cases for Employee Central Quick Actions for Positions.	Transactional	*Deactivate the "Graphic Designer" position effective immediately.* *Change the status of the "IT Support" position to inactive.* *Set the Data Analyst position to inactive, effective Nov 27.*	Yes

Besides, on iPhone and iPad devices, you can now ask Siri in multiple languages to launch Joule. Previously, only English was supported. For details about the supported languages, refer to Using Siri to Launch Joule.

We've also made enhancements to the following use cases.

Use Case	Enhancement	Important Notes	Sample Prompts	Enhancement Supported on Mobile App?
Request feedback	You can now request feedback from up to five people at a time. Previously, you could request feedback from one person. Managers can also request feedback on behalf of a direct report from up to five people.		*I need to gather feedback from Mike Smith and Alex Hall about my recent project deliverable.* *I want to request feedback for Alex Hall from his peers in the sales department.* *Can you send a feedback request to both my mentor, Mike Smith, and my team lead, Aanya Singh?*	Yes

Use Case	Enhancement	Important Notes	Sample Prompts	Enhancement Supported on Mobile App?
Change chosen name Change contract end date Change legal name Change location Change probation Change working time Promotion Transfer View legal name View marital status View location	For all these use cases, you can now add, update, and delete attachments. Previously, attachments were not supported.	• The supported file types for attachments are bmp, csv, doc, docx, gif, htm, html, jpeg, jpg, pdf, png, ppt, pptx, rtf, txt, xls, and xlsx. The maximum file size is 5 MB or 10 MB, depending on your configurations. For configuration details, refer to Configuring Document Attachment Settings. • For details about attachment handling, refer to Using Employee Central Quick Actions.		Yes
Create time off	You can now update up to 12 fields at a time. Previously, you could update only up to 8 fields.		*I need to take maternity leave.* *I want to create one day annual leave on June 13 for family issue.* *I need to take a half-day off on May 10th afternoon.*	Yes

We made these enhancements to optimize your experience with Joule, making your HR processes more efficient, flexible, and user-friendly.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.
- You've refreshed CDM contents. For more information, refer to KBA 3612244.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-7824
Document ID	HCM-3DEC-BA53
Product	Platform Employee Central Performance & Goals
Module	SAP Business AI Continuous Performance Management Employee Data Time Management Company Organization
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	New Use Case and Enhancements Available in Joule - December 2025
Lifecycle	General Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	2H 2025 1H 2026
Valid as Of	2026-01-27
Latest Revision	2025-12-16

Change History

Date	What Changed	Reason
December 16, 2025	Initial publication.	

Related Information

Joule Use Cases Overview
Using Siri to Launch Joule

1.26 Enhancements to Use Cases - October 2025

We've made enhancements to the following use cases.

Use Case	Enhancement	Important Notes	Sample Prompts	Enhancement Supported on Mobile App?
Ask HR Policies	You can receive more personalized and contextualized answers to your HR policy and procedure queries based on your profile data, such as location, country/region, legal entity, and other entities.	For configuration details, refer to Adding Metadata to Your HR Policy Documents. **Note** The Assisted Q&A use case is renamed to Ask HR Policies.	*I am going to take maternity leave, and how many days off can I get at most?* *Tell me about the details I should pay attention to when renting a car during business travel.* *What's the on-call and weekend policy?*	Yes
Create time off	You can now add, update, and delete attachments when creating time off requests. Previously, attachments were not supported in Joule.	• The supported file types are bmp, csv, doc, docx, gif, htm, html, jpeg, jpg, pdf, png, ppt, pptx, rtf, txt, xls, and xlsx. • The maximum file size is 5 MB or 10 MB, depending on your configurations. For configuration details, refer to Configuring Document Attachment Settings.	*I need to take maternity leave.* *I want to create one day annual leave on June 13 for family issue.* *I need to take a half-day off on May 10th afternoon.*	Yes

Use Case	Enhancement	Important Notes	Sample Prompts	Enhancement Supported on Mobile App?
Request feedback	You can now request feedback on behalf of your direct reports. Previously, you could request feedback only for yourself.		*I want to request feedback for Alex on his recent project.* *Can you ask for feedback from Mike Smith about Alex's collaboration?* *Help me gather feedback from stakeholders regarding Alex's performance on the last campaign.*	Yes
Generate compensation insights	Streaming is now available for this use case, allowing responses to be delivered in real time for a more dynamic experience. Additionally, we've enhanced the *Data Sources* section at the end of the response, so you can easily check the time range of the data used for insights.	You can turn off response streaming by selecting *Settings* > *Disable Streaming* in the Joule header. When streaming is disabled, responses appear only after the full message is processed, rather than in real time.	*Generate compensation insights for my direct report Alex Hall.* *Show me my team's compensation insights.* *Can you provide talking points I can consider when I discuss compensation with Aanya Singh?*	No

Use Case	Enhancement	Important Notes	Sample Prompts	Enhancement Supported on Mobile App?

Create same-level position (copy rule)
Create same-level position (copy all fields)
Change location of position
Change job details of position
Change organizational data of position
Change "To be hired" status of position
Change working time for position
	• For all these use cases, Joule now supports the following fields that you can add to Employee Central Position Quick Actions templates:
	  • The *comment* field of the field type *String*
	  • Custom fields of the type *date*
	  • Custom fields of the type *user*
	• For the "Change 'To be hired' status of position" use case, Joule now supports the *multipleIncumbentsAllowed*, *targetFTE*, and *standardHours* fields.
	• For the "Create same-level position (copy rule)" use case, you can define which fields are copied when you create a same-level or lower-level position in the system using the *Rule for Defining Copy-Relevant Position Fields* in the template. The defined rule is now supported by Joule.
		For configuration requirements, refer to Configuring an Employee Central Quick Action Template.		Yes

All use cases for Employee Central Quick Actions	You can now update up to 12 fields at a time for these use cases. Previously, up to 8 fields could be updated.			Yes

We made these enhancements to optimize your experience with Joule, making your HR processes more efficient, flexible, and user-friendly.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.
- You've refreshed CDM contents. For more information, refer to KBA 3612244.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-6469
Document ID	HCM-F54C-1AF6
Product	Platform Performance & Goals Employee Central
Module	SAP Business AI Continuous Performance Management Time Management
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	Enhancements to Use Cases - October 2025
Lifecycle	General Availability
Type	Changed
Major or Minor	Major

Business Process Variant	Not Applicable
Software Version	2H 2025
Valid as Of	2025-11-18
Latest Revision	2025-11-18

Change History

Date	What Changed	Reason
November 18, 2025	Initial publication.	

Related Information

Joule Use Cases Overview
Adding Metadata to Your HR Policy Documents

1.27 Performance Preparation Agent Available in Joule - October 2025

Managers can now use the Performance Preparation Agent to effectively prepare for performance conversations with their direct reports.

> **Note**
>
> The agent described in this document was retired as a legacy experience on September 30, 2026. The latest Performance Preparation Agent began phased rollout on November 13, 2026. The new experience includes expanded data sources, improved response quality, enhanced user experience, and more targeted data access controls based on Role-Based Permissions (RBP). For information about the latest version, refer to Setting Up and Using the Performance Preparation Agent.

The agent can summarize and analyze direct reports' performance and goals data, including goals, performance forms, activities, continuous feedback, 1:1 meetings, and achievements, offering a clear overview that highlights both successes and challenges. Based on the analyzed data, it can generate personalized talking points and outline a structured agenda to keep discussions on track. Additionally, the agent can recommend actionable next steps, such as assisting in scheduling 1:1 meetings or helping managers request feedback from relevant stakeholders when direct reports haven't received any feedback.

The Performance Preparation Agent provides managers with a more flexible way to engage with Joule. Unlike traditional use cases that require following predefined steps, this agent allows them to ask questions and receive

tailored answers that address their specific needs. For example, they can ask follow-up questions based on earlier conversations, and the agent will offer increasingly relevant analysis and advice.

The following section lists the main features of the agent, along with sample utterances that managers might use to interact with Joule.

Features	Description	Sample Prompts
Generate talking points and meeting agenda	Provides personalized talking points and structured agendas for performance discussion based on direct reports' performance-related data including goals, achievements, feedback, performance forms, and activities.	*I'm going to have a 2025 goal-setting meeting with my direct report Mike. Can you help me with talking points?* *What should I include in the meeting agenda for my performance review with Alex?* *I will meet with Aanya Singh about her performance so far this year. Can you summarize for me her achievements, feedback, and anything else relevant to her performance and development?*
Schedule 1:1 meeting	Helps draft meeting requests, including subject and body content, for conversations with direct reports, and provides a link to easily schedule the meetings in Outlook.	*Help me set up a meeting with Alex Hall to discuss his goals and feedback.* *Schedule a 1:1 meeting with Mike Smith about his performance.* *Can you create a meeting request for a performance review with Aanya Singh next Friday?*
Summarize feedback	Summarizes continuous feedback that direct reports have received, offers details about specific aspects, and provides insights tailored to address managers' queries.	*What are the top strengths and development areas mentioned in Aanya Singh's feedback?* *I'm preparing for a performance review meeting. Give me a high-level summary of all feedback received by Alex Hall.* *What are Mike Smith's top improvement areas from recent feedback?*
Summarize achievements	Summarizes the achievements of direct reports, offers details about specific aspects, and provides insights tailored to address managers' queries.	*What achievements should I highlight for my direct report Alex?* *Summarize the major accomplishments of Mike this quarter.* *What insights can you provide on Aanya Singh's achievements this year?*
Summarize activities	Summarizes the activities of direct reports, offers details about specific aspects, and provides insights tailored to address managers' queries.	*Summarize the activities Mike has completed this month.* *How many activities does Alex Hall have right now?* *What insights can you give on Aanya Singh's activity trends?*

Features	Description	Sample Prompts
Summarize performance and development goals	Summarizes the performance and development goals set by direct reports, offers details about specific aspects, and provides insights tailored to address managers' queries.	*What progress has been made on the performance goals set for Mike Smith?* *Summarize the development goals for Alex Hall.* *Show milestones and target dates for Aanya Singh's goals.*
Summarize performance forms	Summarizes the performance forms of direct reports, offers details about specific aspects, and provides insights tailored to address managers' queries.	*Highlight comments captured in the performance forms for Mike Smith.* *What are the objectives of Aanya Singh in her performance form for 2024?* *What are the main takeaways from Alex Hall's performance form regarding his contributions?*
Request feedback	Allows managers to request continuous feedback on behalf of their direct reports from relevant stakeholders.	*I want to request feedback for Alex on his recent project.* *Can you ask for feedback from Mike Smith about Alex's collaboration?* *Help me gather feedback from stakeholders regarding Alex's performance on the last campaign.*

We've developed the agent to help managers support direct reports in achieving continuous improvement and reaching their goals.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- You've enabled the *Performance Preparation Agent* switch in the *Promotions Feature Settings* section at *Admin Center* > *AI Services Administration*. For more information about promotional features, refer to the *New Promotions Feature Settings Section Added to AI Services Admin Page* topic in the *Related Information* section.
- You've refreshed CDM contents. For more information, refer to KBA 3612244.

Role-Based Permission Prerequisites

- Managers have the *User Permissions* > *General User Permission* > *Access to Joule* permission.
- Managers have the *User Permissions* > *AI Access* > *Performance Preparation Agent* permission.

Technical Details

Reference Number	SFGAI-3173
Document ID	HCM-50BD-C109
Product	Performance & Goals Platform
Module	SAP Business AI
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	Performance Preparation Agent in Joule
Lifecycle	General Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	2H 2025
Valid as Of	2025-11-18
Latest Revision	2026-02-19

Change History

Date	What Changed	Reason
November 18, 2025	Initial publication.	
February 19, 2026	We've renamed the Performance and Goals Agent to Performance Preparation Agent.	

Related Information

New Promotions Feature Settings Section Added to AI Services Admin Page

Deletion of the Legacy Performance Preparation Agent - September 30, 2026 [page 24]
Performance Preparation Agent in Phased Rollout - November 13, 2026 [page 8]

1.28 Enhancement to View Worker - October 2025

We've made the following enhancement to the "View worker" use case.

Use Case	Enhancement	Important Notes	Sample Prompts	On Mobile App?
View worker	You can now search for employees by their job titles. Previously, you could only search using names and emails.	You must select the setting *Search for people by additional keywords such as job title, location, department, or division (requires Role-based Permissions)* in *Admin Center* > *Company System and Logo Settings*.	*Who is Alex, the project manager?* *Is there a software engineer named Mike Smith?* *Help me find Aanya Singh, the customer support specialist.*	Yes

This enhancement makes it easier for users to find employees based on their roles.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.
- You've refreshed CDM contents. For more information, refer to KBA 3612244.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-9597
Document ID	HCM-6DB8-AC87

Product	Platform
Module	SAP Business AI Employee Data
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	2510 SuccessFactors Joule New Features
Lifecycle	General Availability
Type	Changed
Major or Minor	Minor
Business Process Variant	Not Applicable
Software Version	1H 2025 2H 2025
Valid as Of	2025-10-24
Latest Revision	2025-10-24

Change History

Date	What Changed	Reason
Oct 24, 2025	Initial publication.	

Related Information

Joule Use Cases Overview

1.29 Enhancement to View Leave Balance - September 2025

We've made the following enhancement to the "View leave balance" use case.

Use Case	Enhancement	Important Notes	Sample Prompts	On Mobile App?
View leave balance	Users can now check their own leave balance by specific time types, such as annual leave or sick leave, in the time type view. Previously, users could only receive leave balance information for all time types without the ability to filter.	• The exact and partial matches for time types are supported. • Filtering by time type is available only in the time type view and is not supported in the time account view.	*How many days of annual leave do I have left?* *What's my sick leave balance right now?* *How much maternity leave do I still have available?*	Yes

We made this enhancement to address user needs for more targeted information regarding their leave balances.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.
- You've refreshed CDM contents. For more information, refer to KBA 3612244.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-9340
Document ID	HCM-5B6A-5CEA
Product	Platform Employee Central

Module	SAP Business AI Time Management
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	Enhancement to View Leave Balance in Joule
Lifecycle	General Availability
Type	Changed
Major or Minor	Minor
Business Process Variant	Not Applicable
Software Version	1H 2025 2H 2025
Valid as Of	2025-09-24
Latest Revision	2025-09-24

Related Information

Joule Use Cases Overview

1.30 Enhancement to Create Time Off - August 2025

We've made the following enhancement to the "Create time off" use case.

Use Case	Enhancement	Important Notes	Sample Prompts	On Mobile App?
Create time off	Half-day absence is now supported. Clock-time users can request the first or second half of a day when creating an absence request without having to enter the start and end times.	You need to configure half-day absence for clock-time users. For configuration details, refer to Setting Up Half-Day Absence Recording for Clock-Time Users and Half Day Absence Requesting for Clock-Timers.	*I need to take a half-day off on May 10th afternoon.* *I have a dentist appointment. Can I take sick leave for half the day tomorrow morning?* *I'd like to take a half-day unpaid leave on March 3rd in the afternoon.*	Yes

This enhancement was made to better meet customers' needs for this use case and improve overall experience.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.
- You've refreshed CDM contents. For more information, refer to KBA 3612244.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-9088
Document ID	HCM-BA07-B808
Product	Platform Employee Central

Module	SAP Business AI Time Management
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	Creating Half-Day Leave Requests in Joule
Lifecycle	General Availability
Type	Changed
Major or Minor	Minor
Business Process Variant	Not Applicable
Software Version	1H 2025 2H 2025
Valid as Of	2025-08-20
Latest Revision	2025-08-20

Related Information

Half-Day Absences for Clock-Time Users
Joule Use Cases Overview

1.31 New Transactional Use Case Available in Joule - July 2025

The use case "View time off instructions" has been converted from Navigational to Transactional, and is now available in mobile apps.

Product	Use Case	Description	Important Notes	Capability Type	Sample Prompts	On Mobile App?

Employee Central	View time off instructions	Allows users to check time off instructions displayed on the *Time Off* page.	• For how to configure instructional text, refer to the *Instructional Text For Time Off Employee Self-Service* part in Time Profile.
			• Joule does not support the following Bulletin Board Code (BBCode) formats:
			  • Underline
			  • Font Size
			  • Font Color
			  • Center Text
				Transactional	*Show me leave instructions.*
					View time off instructions.
					I want to check instructions for leave of absence.
						Yes

This enhancement allows users to seamlessly view and act on time off instructions directly in Joule, improving efficiency and making the process more user-friendly.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.
- You've refreshed CDM contents. For more information, refer to KBA 3612244.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-7105
Document ID	HCM-F607-9645
Product	Platform Employee Central
Module	SAP Business AI Time Management
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	Joule New Use Case Highlights - July 2025
Lifecycle	General Availability
Type	Changed
Major or Minor	Minor
Business Process Variant	Not Applicable
Software Version	1H 2025 2H 2025
Valid as Of	2025-07-24
Latest Revision	2025-07-24

Related Information

Joule Use Cases Overview

1.32 New Use Cases Available in Joule - June 2025

New use cases are now available in Joule.

Here are the details:

Product	Use Case	Description	Important Notes	Capability Type	Sample Prompts	On Mobile App?
Platform	Fix login issues	Assists administrators in diagnosing the following SAP SuccessFactors account login issues: • Inactive accounts • Missing login permissions • Locked accounts • Non-existent accounts • Incomplete account data Furthermore, Joule can quickly resolve login issues caused by incomplete account data or account lockouts due to multiple incorrect password attempts by the end users. For required permissions, refer to the *Troubleshooting Account Issues* topic in *Related Information* section.		Transactional	*I need to fix a login issue for <login name>.* *<login name> has login issue. Could you check it?* *<login name> could not log in to our system.*	Yes

Product	Use Case	Description	Important Notes	Capability Type	Sample Prompts	On Mobile App?
Platform	View company	Allows users to view company information.	For how to enable this field, refer to Field Requirements for the User Data File.	Transactional	*Who is my employer?* *What's the full name of my employer?* *What company does Alex Hall work for?*	Yes

Expanding the range of supported use cases within Joule, we enhance users' experience by streamlining their interactions with SAP SuccessFactors modules.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.
- You've refreshed CDM contents. For more information, refer to KBA 3612244.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-8112
Document ID	HCM-3E2A-F324
Product	Platform
Module	SAP Business AI Identity and Access Management
Feature	Joule
Action	Info only
Enablement	Customer configured

Link to Demo	Joule New Use Case Highlights - June 2025
Lifecycle	General Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2025 2H 2025
Valid as Of	2025-06-26
Latest Revision	2025-06-26

Related Information

Joule Use Cases Overview
Troubleshooting Account Issues

1.33 New Use Cases Available in Joule - May 2025

New use cases are now available in Joule.

Here are the details:

Product	Use Case	Description	Capability Type	Sample Prompts
Succession & Development Career and Talent Development	View current roles	Allows users to view current roles along with associated skills and attributes. They can also follow a link to the role details page for more information.	Transactional	*Show my current role <role name>.* *What skills shall I enhance to progress in my role?* *Please display Alex Hall's job role and its details.*

Product	Use Case	Description	Capability Type	Sample Prompts
Succession & Development Career and Talent Development	View target roles	Allows users to view target roles, role readiness, and associated skills and attributes. They can also follow a link to the role details page for more information.	Transactional	*What's my target role readiness now?* *I'd like to see the skills associated with my target role <role name>.* *Could you provide a list of all roles Aanya is interested in reaching?*
Onboarding	View offboarding tasks	Allows users to view their pending offboarding tasks.	Transactional	*Can I check my pending offboarding tasks?* *View all the offboarding tasks that I need to complete.* *Display all my offboarding tasks for Aanya Singh.*
Employee Central	View enrolled benefits	Allows users to view the benefits that they have enrolled for.	Transactional	*Show my enrolled benefits.* *What are the benefits I have enrolled for?* *I need to check my enrolled benefits.*
Employee Central Payroll	Explain pay statement	Allows users to get an explanation of their most recent pay statement, or to compare their most recent pay statement with the previous pay statement. For more information, refer to the *AI-Assisted Explain My Pay Statement for Employee Central Payroll Based on SAP Human Capital Management for SAP S/4HANA* topic in *Related Information* section.	Transactional	*Why are my earnings in this month and last month different?* *Can you explain my deductions in details?* *Why was there a difference in my net pay?*

Expanding the range of supported use cases within Joule, we enhance users' experience by streamlining their interactions with SAP SuccessFactors modules.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.

- You've refreshed CDM contents. For more information, refer to KBA 3612244.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-7331
Document ID	HCM-D4F4-8EBF
Product	Succession & Development Career and Talent Development Employee Central Payroll Onboarding Employee Central
Module	Career Development SAP Business AI Global Benefits Onboarding Payroll
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	Joule New Use Case Highlights - May 2025
Lifecycle	General Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2025
Valid as Of	2025-05-31
Latest Revision	2025-06-03

Related Information

Joule Use Cases Overview

AI-Assisted Explain My Pay Statement for Employee Central Payroll Based on SAP Human Capital Management for SAP S/4HANA

1.34 Joule Available in SAP SuccessFactors Mobile - May 2025

You can now use Joule, SAP's AI copilot, in SAP SuccessFactors Mobile apps.

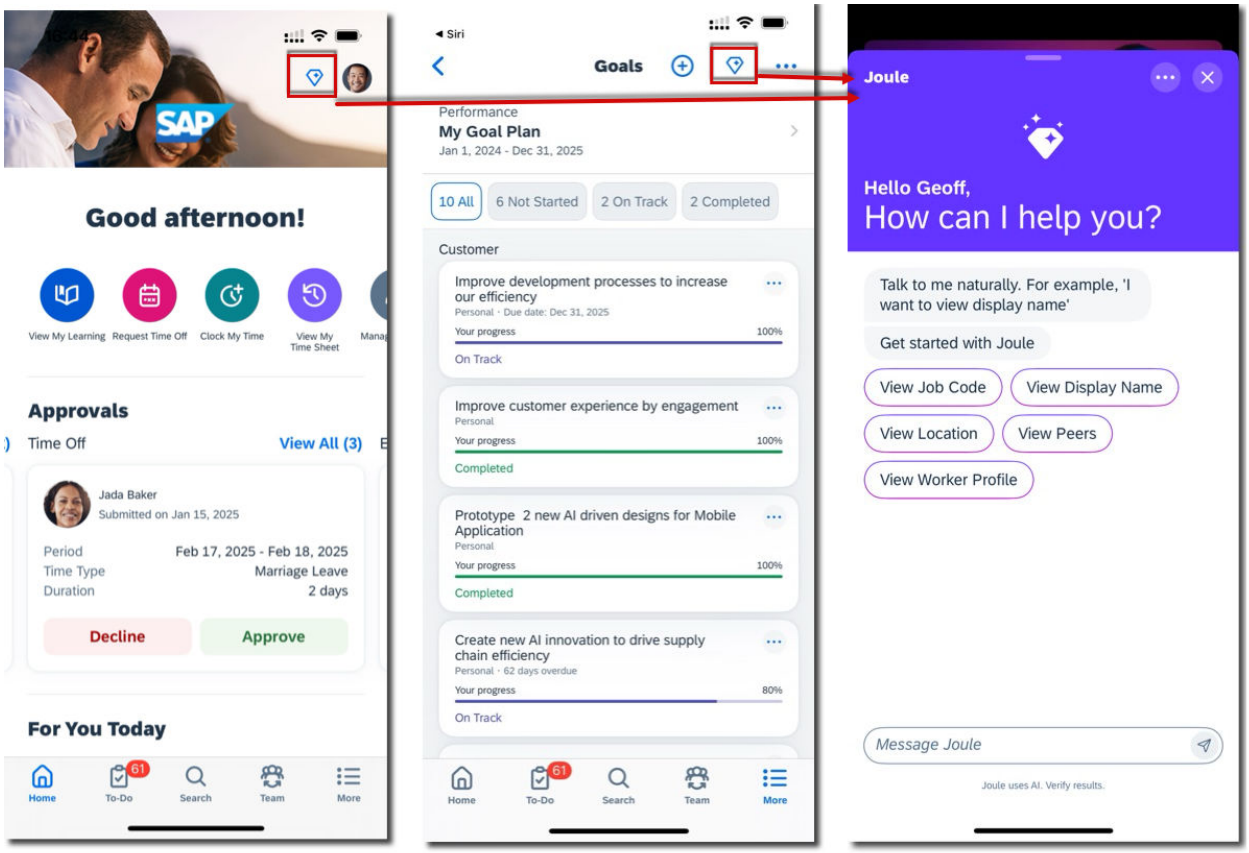
> **Note**
>
> For the latest updates on the availability of Joule in SAP SuccessFactors Mobile, refer to KBA 3604540 - Joule in SuccessFactors Monthly Release.

> **Caution**
>
> Enabling Joule in SAP SuccessFactors Mobile relies on BTP Mobile Services for authentication, which currently doesn't support multi-profile mode. If your organization wants to allow mobile users to use multi-profile mode, please do not enable Joule in SAP SuccessFactors Mobile.

Joule supports three types of capabilities: transactional, navigational, and informational. Based on these capabilities, we've been developing the most frequently used cases in Joule. Here are the details:

- In the transactional use cases, Joule can not only provide you with general HR information about yourself and your colleagues, but also help you directly complete common tasks on the chat interface. For example, when you say "I want to request feedback from my manager", Joule collects your questions and then sends the request directly to your manager.
- In the navigational use cases, Joule can direct you to SAP SuccessFactors pages where you can find the information you need or get the job done. For example, if you need to know where to assign team goals, Joule will provide a direct link to the relevant page.
- In the informational use case, Joule can search available documentation and its own knowledge base to find the answer to your query and provides the summarization as the answer to your question, along with the top three search results. For example, when you want to check your organization's HR policies, you can use Joule to retrieve the relevant documents.

To open Joule, tap on the diamond-shaped button *(Joule)* in the top bar of the home screen or the landing page of a Mobile feature or module (such as Goals).



On iPhone and iPad, you can use Siri to open Joule and send questions to Joule. For example, you can say "Hey Siri, ask Joule in SAP SuccessFactors". Then Siri will respond and you can ask your question which is then directly transferred to Joule.

Here's a list of the use cases available in SAP SuccessFactors Mobile apps:

Product	Use Case	Description	Capability Type
Compensation	Approve spot awards	Allows approvers to approve spot awards that are given through a Reward and Recognition program.	Transactional
Compensation	Create spot awards	Allows users to recognize someone with a spot award.	Transactional
Employee Central	Generate compensation insights	Allows managers to generate insights into an employee's compensation as well as talking points to guide discussions about compensation.	Transactional
Employee Central	View addresses	Allows users to view address.	Transactional

Product	Use Case	Description	Capability Type
Employee Central	Change addresses	Allows users to update current address information.	Transactional
Employee Central	Create addresses	Allows users to create new addresses.	Transactional
Employee Central	Delete addresses	Allows users to delete addresses.	Transactional
Employee Central	View email addresses	Allows users to view email addresses.	Transactional
Employee Central	Change email addresses	Allows users to update current email addresses.	Transactional
Employee Central	Create email addresses	Allows users to create new email addresses.	Transactional
Employee Central	Delete email addresses	Allows users to delete email addresses.	Transactional
Employee Central	View emergency contacts	Allows users to view emergency contacts including contact information and the user's relationship to this person.	Transactional
Employee Central	Change emergency contacts	Allows users to update the contact information of emergency contacts.	Transactional
Employee Central	Create emergency contacts	Allows users to create new emergency contacts.	Transactional
Employee Central	Delete emergency contacts	Allows users to delete emergency contacts.	Transactional
Employee Central	View phone numbers	Allows users to view phone numbers.	Transactional
Employee Central	Change phone numbers	Allows users to update current phone numbers.	Transactional
Employee Central	Create phone numbers	Allows users to create new phone numbers.	Transactional
Employee Central	Delete phone numbers	Allows users to delete phone numbers.	Transactional
Employee Central	View job relationships	Allows users to view relationships to different managers and/or delegates.	Transactional
Employee Central	Change job relationships	Allows managers to update job relationships.	Transactional
Employee Central	Create job relationships	Allows managers to create job relationships.	Transactional
Employee Central	Delete job relationships	Allows managers to delete job relationships.	Transactional

Product	Use Case	Description	Capability Type
Employee Central	Change cost center	Allows managers to update cost center information for employees.	Transactional
Employee Central	Change chosen name	Allows users to update the preferred name, display name, or business first name as needed.	Transactional
Employee Central	Change contract end date	Allows managers to update the contract end date for employees.	Transactional
Employee Central	Change job	Allows managers to update job title and classification for employees.	Transactional
Employee Central	Change legal name	Allows users to update legal name.	Transactional
Employee Central	Change location	Allows managers to update location information.	Transactional
Employee Central	Change probation	Allows managers to update the probation end date of an employee's probationary period.	Transactional
Employee Central	Change pronouns	Allows users to update pronouns.	Transactional
Employee Central	Change working time	Allows managers to update the number of hours that employees work during a week.	Transactional
Employee Central	Promotion	Allows managers to promote employees.	Transactional
Employee Central	Transfer	Allows managers to transfer employees with or without position change.	Transactional
Employee Central	View cost center	Allows users to view cost center.	Transactional
Employee Central	View job	Allows users to view job title and classification.	Transactional
Employee Central	View legal name	Allows users to view legal name.	Transactional
Employee Central	View location	Allows users to view location.	Transactional
Employee Central	View marital status	Allows users to view marital status.	Transactional

Product	Use Case	Description	Capability Type
Employee Central	Create same-level position (copy rule)	Allows managers to create positions that are at the same level as their direct reports' positions when they don't want to copy all the fields defined for the source position over to the new position.	Transactional
Employee Central	Create same-level position (copy all fields)	Allows managers to create positions that are at the same level as their direct reports' positions by copying all fields from the source position.	Transactional
Employee Central	Change location of position	Allows managers to change location of a position.	Transactional
Employee Central	Change job details of position	Allows managers to change job details of a position, including job code and job title.	Transactional
Employee Central	Change organizational data of position	Allows managers to change organizational data of a position, including department and division.	Transactional
Employee Central	Change "To be hired" status of position	Allows managers to change the "To Be Hired" status of a position.	Transactional
Employee Central	Change working time for position	Allows managers to change the working hours for a position.	Transactional
Employee Central	Approve Employee Central workflow requests	Allows approvers to approve pending Employee Central object requests.	Transactional
Employee Central	Approve foundation object workflow requests	Allows approvers to approve pending foundation object workflow requests.	Transactional
Employee Central	Approve time off requests	Allows managers to approve pending leave requests.	Transactional
Employee Central	Approve time sheets	Allows managers to approve time sheets submitted by their team.	Transactional
Employee Central	View holiday calendar	Allows users to view holidays for periods up to 12 months. If the requested period exceeds 12 months, Joule provides information for only the first 12 months of that period.	Transactional

Product	Use Case	Description	Capability Type
Employee Central	View time off	Allows users to view time off records for periods up to 12 months. If the requested period exceeds 12 months, Joule provides information for only the first 12 months of that period.	Transactional
Employee Central	View leave balance	Allows users to view leave balance both in the time type and time account view. For managers, they can view employees' leave balance only in the time account view.	Transactional
Employee Central	Create time off	Allows users to create time off requests.	Transactional
Employee Central	View time sheet	Directs users to the *Time Sheet* page.	Navigational
Employee Central Payroll	View pay statement	Allows users to access their pay statement data such as a pay statement summary including the pay date, payout amount, and gross amount.	Transactional
Employee Central Payroll	View pay statement (PDF)	Allows users to access their pay statement as a PDF.	Transactional
Learning	View required learning	Allows users to view their own required learning assignments, including due and overdue learning assignments.	Transactional
Learning	Approve internal training requests	When learners request to attend an internal training event, approvers can review and accept or decline the requests.	Transactional
Learning	Approve internal class requests	When learners register for the class as part of the curriculum, approvers can review and accept or decline the requests.	Transactional
Learning	Approve external training requests	When learners request to attend an external training event, approvers can review and accept or decline the requests.	Transactional
Learning	Approve user account requests	When learners request Learning accounts, approvers can review and accept or decline the requests.	Transactional

Product	Use Case	Description	Capability Type
Learning	Approve course completions with e-signature verifications	When learners earn a completion status and ask for verification, approvers can review and accept or decline the requests, and are asked for a PIN to verify their identity.	Transactional
Learning	Approve course completions without e-signature verifications	When learners earn a completion status and ask for verification, approvers can review and accept or decline the requests.	Transactional
Onboarding	Assign buddy	Allows HR managers to assign a buddy for new hires.	Transactional
Onboarding	Complete onboarding tasks	Allows HR managers to complete their assigned onboarding tasks.	Transactional
Opportunity Marketplace	Approve assignment offers	Allows approvers to approve or decline the assignment offer requests.	Transactional
Opportunity Marketplace	Approve acceptance of assignment offers	Allows approvers to approve or decline requests of accepting assignment offers.	Transactional
Opportunity Marketplace	Approve assignment applications	Allows approvers to approve or decline requests of applying for assignments.	Transactional
Opportunity Marketplace	Approve assignment publishing	Allows approvers to approve or decline requests of publishing assignments.	Transactional
Performance & Goals	Create activity	Allows users to create activities for themselves and for others that they share a channel with. Users can also link the activities to relevant performance and development goals.	Transactional
Performance & Goals	Give feedback	Allows users to give feedback to others.	Transactional
Performance & Goals	Request feedback	Allows users to request feedback from others.	Transactional
Performance & Goals	View continuous feedback	Directs users to the *Feedback* page where they can view received, given, and requested feedback.	Navigational

Product	Use Case	Description	Capability Type
Performance & Goals	View performance goals	Allows users to get an overview of their performance goals, such as the goal name, goal plan name, and goal status, and follow a link to the goal details page for more information.	Transactional
Performance & Goals	Edit performance goals	Allows users to edit the status and completion percentage of performance goals. Currently only these two fields are supported.	Transactional
Performance & Goals	Add comments to performance goals	Allows users to add comments to performance goals.	Transactional
Performance & Goals	Create performance goals	Directs users to the *Performance Goals* page where they can create goals.	Navigational
Performance & Goals	Delete performance goals	Directs users to the *Performance Goals* page where they can delete goals.	Navigational
Performance & Goals	Cascade goals	Directs users to the *Performance Goals* page where they can cascade goals.	Navigational
Performance & Goals	Create team goals	Directs users to the *Performance Goals* page where they can create team goals.	Navigational
Performance & Goals	Assign team goals	Directs users to the *Performance Goals* page where they can assign team goals.	Navigational
Platform	Assisted Q&A	When users ask Joule questions, Joule searches available documentation and its own knowledge base to find the answer and provides the summarization as the answer to users' questions, along with the top three search results.	Informational
Platform	View worker	Allows users to search for people and view their profile.	Transactional
Platform	View birthday	Allows users to view birthday.	Transactional
Platform	View department	Allows users to view department and division.	Transactional
Platform	View division	Allows users to view department and division.	Transactional

Product	Use Case	Description	Capability Type
Platform	View direct manager	Allows users to view direct manager.	Transactional
Platform	View display name	Allows users to view display name.	Transactional
Platform	View direct reports	Allows managers to view direct reports.	Transactional
Platform	View email addresses	Allows users to view email addresses.	Transactional
Platform	View hire date	Allows users to view hire date.	Transactional
Platform	View job code	Allows users to view job code.	Transactional
Platform	View location	Allows users to view location and timezone.	Transactional
Platform	View peers	Allows users to view peers.	Transactional
Platform	View pronouns	Allows users to view pronouns.	Transactional
Platform	View phone number	Allows users to view phone number.	Transactional
Platform	View title	Allows users to view job title and other details.	Transactional
Platform	View timezone	Allows users to view location and timezone.	Transactional
Platform	Approve MDF workflow requests	Allows approvers to approve pending MDF workflow requests.	Transactional
Platform	View job profile approvals	Allows approvers to review a pending job profile request. Links approvers to details so that they can approve pending changes to a job profile, either a new job profile or an existing one which has a workflow associated with it.	Transactional
Platform	View org chart	Directs users to the *Org Chart* page.	Navigational
Recruiting	View job requisition approvals	Allows approvers to review a pending job requisition.	Transactional
Recruiting	View job offer approvals	Allows approvers to review a pending job offer.	Transactional
Succession & Development	Approve mentors	Allows managers to approve or decline employee requests to be a mentor.	Transactional

Product	Use Case	Description	Capability Type
Succession & Development	Approve mentoring requests	Allows mentors to accept or decline mentoring requests sent by mentees.	Transactional
Succession & Development	View development goals	Allows users to get an overview of development goals, such as the goal name, goal plan name, and goal status, and follow a link to the goal details page for more information.	Transactional
Succession & Development	Edit development goals	Allows users to edit the status and completion percentage of development goals. Currently only these two fields are supported.	Transactional
Succession & Development	Add comments to development goals	Allows users to add comments to development goals.	Transactional
Succession & Development	View talent pool nominee approvals	Allows approvers to review a pending talent pool nominee.	Transactional
Time Tracking	Clock in clock out	Allows users to clock in and clock out.	Transactional

With Joule available in SAP SuccessFactors Mobile apps, users can access a more intuitive and efficient way to manage daily tasks. Joule allows employees to independently resolve issues and reduces the time spent searching for information, and empowers managers to make data-driven decisions to support team performance and growth.

> **Note**
>
> We made the following updates:
>
> - Added a note about Joule availability.
> - Added an important note at the beginning of the topic to help you decide whether to enable Joule for use and included a link to BTP Mobile Services authentication in the Related Information section.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors Mobile. For details, refer to 3583836.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	MOB-88140
Document ID	HCM-7C41-365D
Product	Compensation Employee Central Employee Central Payroll Learning Onboarding Opportunity Marketplace Performance & Goals Recruiting Platform Succession & Development Time Tracking Career and Talent Development
Module	SAP Business AI Mobile Applications
Feature	Joule
Action	Info only
Enablement	Contact Product Support
Link to Demo	Joule Available in SAP SuccessFactors Mobile
Lifecycle	General Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2025
Valid as Of	2025-05-16
Latest Revision	2025-05-16

Related Information

Joule in SAP SuccessFactors

1.35 New Use Cases Available in Joule - April 2025

New use cases are now available in Joule.

Product	Use Case	Description	Capability Type	Sample Prompts
Employee Central	View auto-delegation	Allows users to check their auto-delegation configuration.	Transactional	*Check my auto-delegation.* *Who're my delegates for workflows?* *Want to review the auto-delegation settings.*
Employee Central	Configure auto-delegation	Allows users to turn on, set up, or update their auto-delegation.	Transactional	*Turn on my auto-delegation.* *I want to delegate all my workflows to Aanya while I'm on vacation.* *I need to update my auto-delegation settings.*
Employee Central	Turn off auto-delegation	Allows users to turn off auto-delegation.	Transactional	*Turn off my auto-delegation.* *Want to switch off workflow delegation.* *I need to disable the workflow delegation.*
Recruiting	Give interview feedback	Allows users to give interview feedback for candidates.	Transactional	*Provide my interview feedback for Tom.* *I want to look at candidates for whom I haven't provided my interview feedback yet.* *How do I share my interview feedback?*

Expanding the range of supported use cases within Joule, we enhance users' experience by streamlining their interactions with SAP SuccessFactors modules.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-7284
Document ID	HCM-5ED1-36F7
Product	Employee Central Recruiting Platform
Module	Process Automation SAP Business AI Candidate Experience
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	Joule New Use Case Highlights - April 2025
Lifecycle	General Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	2H 2024 1H 2025
Valid as Of	2025-04-25
Latest Revision	2025-04-28

Related Information

Joule in SAP SuccessFactors

1.36 Multi-Language Support for Joule - April 2025

In addition to English, Joule now supports multiple languages. For more information, refer to Joule Multi Language Support.

Multi-language support allows users to engage with Joule in their preferred language, promoting inclusivity and enhancing the overall user experience. By providing localized messages, system information, and personalized greetings, Joule facilitates effective communication and understanding.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-6466
Document ID	HCM-28BF-7DF2
Product	Platform
Module	SAP Business AI
Feature	Joule
Action	Info only
Enablement	Automatically on
Link to Demo	Joule Multi-Language Support
Lifecycle	General Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2025 2H 2024
Valid as Of	2025-04-04

Latest Revision	2025-04-04

1.37 New Use Cases Available in Joule - March 2025

Two use cases for Position Management are now available in Joule.

Product	Use Case	Description	Capability Type
Employee Central	Change "To Be Hired" Status of Position	Allows managers to change the "To Be Hired" status of a position.	Transactional
Employee Central	Change Working Time for Position	Allows managers to change the working hours for a position.	Transactional

Expanding the range of supported use cases within Joule, we enhance users' experience by streamlining their interactions with SAP SuccessFactors modules.

> **Note**
>
> The new use cases are now available in your system, so we've updated the Valid as Of date.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-5427
Document ID	HCM-8C45-3803

Product	Employee Central Platform
Module	SAP Business AI Company Organization
Feature	Joule
Action	Info only
Enablement	Customer configured
Link to Demo	New Use Case Highlights
Lifecycle	General Availability
Type	New
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	1H 2025 2H 2024
Valid as Of	2025-03-26
Latest Revision	2025-03-26

Related Information

What's New for Joule
Joule in SAP SuccessFactors

1.38 All Use Cases Upgraded to New Conversational Experience in Joule - January 2025

Based on the new conversational experience, we've introduced a new transactional use case and upgraded all remaining cases.

> **Note**
>
> For the latest updates on the availability of new Joule capabilities and features, refer to KBA 3559664.

Here's the newly supported transactional use case. To learn more about the new conversational experience, refer to *New Conversational Experience and Use Cases in Joule* in *Related Information*.

New Transactional Use Case in Joule

Product	Use Case	Description	Capability Type
Employee Central	Create time off	Allows users to create time off requests.	Transactional

The remaining transactional use cases have been upgraded to the new conversational experience. Users can access them directly, without any configuration required on your part.

Upgraded Existing Transactional Use Cases in Joule

Product	Use Case	Capability Type
Employee Central	Create same-level position (copy rule)	Transactional
Employee Central	Create same-level position (copy all fields)	Transactional
Employee Central	Change location of position	Transactional
Employee Central	Change job details of position	Transactional
Employee Central	Change organizational data of position	Transactional
Employee Central	Change addresses	Transactional
Employee Central	Create addresses	Transactional
Employee Central	Delete addresses	Transactional
Employee Central	Change email addresses	Transactional
Employee Central	Create email addresses	Transactional
Employee Central	Delete email addresses	Transactional
Employee Central	Change emergency contacts	Transactional
Employee Central	Create emergency contacts	Transactional
Employee Central	Delete emergency contacts	Transactional
Employee Central	Change phone numbers	Transactional
Employee Central	Create phone numbers	Transactional
Employee Central	Delete phone numbers	Transactional
Employee Central	Change job relationships	Transactional
Employee Central	Create job relationships	Transactional
Employee Central	Delete job relationships	Transactional
Employee Central	Change cost center	Transactional
Employee Central	Change chosen name	Transactional
Employee Central	Change contract end date	Transactional
Employee Central	Change job	Transactional
Employee Central	Change legal name	Transactional
Employee Central	Change location	Transactional

Product	Use Case	Capability Type
Employee Central	Change probation	Transactional
Employee Central	Change pronouns	Transactional
Employee Central	Change working time	Transactional
Employee Central	Promotion	Transactional
Employee Central	Transfer	Transactional

With all the use cases upgraded to the new conversational experience, users can interact with Joule more naturally, and complete tasks with greater efficiency and ease.

Configuration Requirements

- You've enabled Joule in SAP SuccessFactors.
- Use cases in Joule follow the same configurations and permissions as those on the Web. See Related Information for details on how to obtain required access for each use case.

Role-Based Permission Prerequisites

Users have the *User Permissions* > *General User Permission* > *Access to Joule* permission.

Technical Details

Reference Number	SFDIS-5085
Document ID	HCM-2764-9C4E
Product	Platform Employee Central
Module	SAP Business AI Employee Data Time Management Company Organization
Feature	Joule
Action	Info only

Enablement	Customer configured
Link to Demo	Create Time Off and New Conversational Experience
Lifecycle	General Availability
Type	Changed
Major or Minor	Major
Business Process Variant	Not Applicable
Software Version	2H 2024 1H 2025
Valid as Of	2025-01-27
Latest Revision	2025-01-17

Related Information

Joule in SAP SuccessFactors
What's New for Joule

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