



PUBLIC

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Implementing and Managing Intelligent Services

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1 Intelligent Services

Intelligent Services simplifies the user experience for employees, managers, and business partners by integrating into a single experience the individual transactions in a multi step HR process that cross the traditional boundaries of HCM applications and organizational departments. Intelligent Services links with external systems that allow seamless integration with third-party applications. For example, if a hiring manager goes on leave, not only does the core HR system requires updates, but potentially other systems such as the Applicant Tracking System, performance management system, learning system, Payroll system, benefits carrier, and more.

End-users often cannot navigate the complexity of Human Experience Management (HXM), and companies are forced to spend large sums of money for shared HR services, or business process outsourcing to ensure that all downstream processes are completed. With Intelligent Services, users no longer figure out what's next, or which system to access, or rely on shared HR services or business partners. Less help is required from shared HR services, reducing the workload and cost of HR shared services.

With Intelligent Services, changes publish as events such as Employee Hire, Change in Manager, Employee Time Off, and more. You can publish events from any SAP SuccessFactors application, and subscribe to these events using SAP SuccessFactors or third party applications.

For example, if a recruiter plans on a leave of absence, their job requisitions reassigned automatically, learning courses postponed, and goals updated.

HR administrators can manage Intelligent Services easily using SAP SuccessFactors, a tool where you can easily configure your events and subscribers using business rules and notification settings. You can configure your external third-party subscriber endpoints using the Event Notification Subscription tool, such as Dell Boomi or any other customer system. Once an Intelligent Services event occurs, your configured external third-party applications receive notifications and react. For example, if you want to welcome a new employee in sending out a bouquet of flowers to their desk on the first day, you can define a rule so when the new hire event publishes to an online florist.

In summary, Intelligent Services:

- **Integrated**
An HR transaction no longer begins and ends with a core HR system, but extends across all affected applications to create an end-to-end, complete process.
- **Intelligent**
Each subscriber is aware of the smallest changes that happen within another application, and automatically responds with intelligence. It predicts the next step in the change that guides users to the right place according to existing rules based on groups, role-based permissions, and notifications.
- **Efficient**
Intuitive software fills the gaps instead of shared HR services, or business process outsourcing, reducing time and expense. HR professionals can easily configure workforce changes based on rules and settings, allowing the right steps presented at the right time.

2 Events, Publishers, and Subscribers

Any SAP SuccessFactors product can raise and publish an event. Any SAP SuccessFactors solution or third-party application can subscribe to any published event. Publishers can send out external notifications That can be received by subscribers..

What is an Event?

Events are changes that occur within the SAP SuccessFactors HXM Suite; such as change of manager, employee department, job information, employee absences, new hires, and terminations.

What is a Publisher?

A **publisher** is the SAP SuccessFactors application where job or employee changes are being initiated such as Employee Central, SAP SuccessFactors Learning, or SAP SuccessFactors Recruiting.

Publishers can trigger, or **raise** events whenever a job or employee change occurs.

❖ Example

When there is a change in manager, Employee Central sends out Web notifications to the employee, their new manager, former manager and to their HR Manager.

What are Subscribers?

A subscriber can either be an SAP SuccessFactors or a third-party application to receive notifications for events.

3 Notifications

Notifications are calls to action to individual users of the SAP SuccessFactors HXM Suite that are triggered by events or transactions in the system.

There are several different notification types, the most common of which are:

- E-mail notifications
- To-Dos
- Web notifications

For example, Employee Central sends out web notifications to specific individuals or group of individual for some Intelligent Services events. All other notifications are subscriber-specific.

4 Intelligent Services Center

The Intelligent Services Center enables you to easily set up and monitor Intelligent Services. As an HR analyst or an IT or HR administrator, you can use it to model your business processes for Intelligent Services.

Publisher and subscriber activities are referred to as Flows. In general, you can only turn preconfigured activities on or off, but activities that run on the Intelligent Services Center framework can be configured using business rules and timing options.

You can configure, customize, and monitor Intelligent Services events that include:

- Publisher details
- Subscriber actions and notifications
- External Event Connector
- Integrations created through the Integration Center
- Event monitoring

Related Information

[Go to the Setting Up Intelligent Services guide to learn about configuration not specific to Intelligent Services Center.](#)

5 Implementing Intelligent Services

Set up Intelligent Services for the first time in your SAP SuccessFactors system.

[Enabling Intelligent Services and Retrieving SuccessStore Rules with Upgrade Center \[page 9\]](#)

Import prepackaged Intelligent Services business rules using the Upgrade Center.

[Publishing for Intelligent Services \[page 13\]](#)

This introduction to publishers gives a detailed overview about publishing for Intelligent Services.

[Reporting in Intelligent Services \[page 14\]](#)

Employee Central customers can report on Intelligent Services events from a new reporting schema.

[External Event Notifications \[page 24\]](#)

You can configure your external third-party application to subscribe to Intelligent Services events.

[API Information for Intelligent Services \[page 39\]](#)

This section contains all the API information related to Intelligent Services.

[Integrating DocuSign With SAP SuccessFactors Intelligent Services \[page 61\]](#)

Integration of DocuSign with SAP SuccessFactors Intelligent Services allows you to trigger electronic signatures when an intelligent services event is raised in SAP SuccessFactors.

5.1 Enabling Intelligent Services and Retrieving SuccessStore Rules with Upgrade Center

Import prepackaged Intelligent Services business rules using the Upgrade Center.

Prerequisites

- You have access to Upgrade Center.
- You have role-based permissions for Intelligent Services.

Procedure

- There are two different scenarios:

Option	Description
Existing Customers: <ul style="list-style-type: none"> • Customer instance older than Q1 2017 • Never used Intelligent Services 	Use Upgrade Center to enable Intelligent Services and download SuccessStore rules. To enable, refer to these topics: <ol style="list-style-type: none"> 1. Enabling Intelligent Services [page 10] 2. Verifying Your SuccessStore Download [page 11]
New Customers: <ul style="list-style-type: none"> • Customer instance Q1 2017 or newer • Never used Intelligent Services 	Intelligent Services is enabled but requires role-based permissions and download from SuccessStore. To enable, refer to these topics: <ol style="list-style-type: none"> 1. Importing Intelligent Services Business Rules from SuccessStore [page 96] 2. Verifying Your SuccessStore Download [page 11]

i Note

There are no role-based permissions for Intelligent Services. However, there is required role-based permissions when using Intelligent Services Center.

Related Information

[Verifying Your SuccessStore Download \[page 11\]](#)

[Publishing for Intelligent Services \[page 13\]](#)

5.1.1 Enabling Intelligent Services

Enable Intelligent Services and download prepackaged Employee Central business rules from the SuccessStore, using the Upgrade Center.

Prerequisites

You have access to Upgrade Center.

Procedure

1. Go to ► [Admin Center](#) ► [Upgrade Center](#) ►.
2. Go to ► [Recommended Upgrades](#) ► [Intelligent Services](#) ► and choose [Learn More & Upgrade Now](#).
3. Choose [Upgrade Now](#) to enable Intelligent Services and then [Yes](#) to confirm.

Next Steps

You can verify your SuccessStore rules by using the [Monitor Job](#) tool.

Related Information

[Verifying Your SuccessStore Download \[page 11\]](#)

5.1.2 Verifying Your SuccessStore Download

You can verify your SuccessStore download using the [Monitor Job](#) tool.

Back to: Admin Center

Monitor Jobs

Items per page: 25 | Page 1 of 103

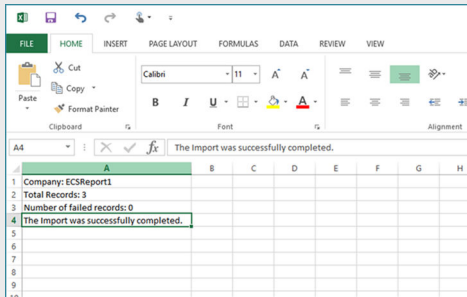
Job Name	Job Type	Job Status	Submission Time	Job Details	Download Status
MDFZIPIImport_Rule_ECSReport1_2016-07-25	MDF Data Import	Completed	2016-07-25 19:36:49.388	Total 3/Processed 3, Passed 3/Failed 0	Download Status
MDFZIPIImport_Rule_ECSReport1_2016-07-25	MDF Data Import	Completed	2016-07-25 19:33:48.818	Total 20/Processed 20, Passed 20/Failed 0	Download Status
BizX Daily Batch	BizX Daily Rules Processing Batch	Completed	2016-07-25 02:48:19.890		Download Status
BizX Daily Batch	BizX Daily Rules Processing Batch	Completed	2016-07-25 02:48:18.967		Download Status
BizX Daily Batch	BizX Daily Rules Processing Batch	Completed	2016-07-24 11:27:21.763		Download Status
BizX Daily Batch	BizX Daily Rules Processing Batch	Completed	2016-07-17 01:11:14.483		Download Status
BizX Daily Batch	BizX Daily Rules Processing Batch	Completed	2016-07-16 02:33:18.960		Download Status

Monitor Job Console

Column Definitions

Columns for The Monitor Job Tool

Column	Description
Job Name	<p>For Intelligent Services SuccessStore downloads <i>Job Name</i> is comprised of:</p> <ul style="list-style-type: none">Type of job that ran: MDFZIPImport_RuleName of your instance: <div>❖ Example ECSReport1</div>Date that this import ran. This ran on July 25, 2016 as seen below: <div>❖ Example 2016-07-25</div> <p>The entire Job Name reads:</p> <div>❖ Example MDFZipImport_Rule_ECSReport1_2016-07-25</div>
Job Type	<p>For Intelligent Services SuccessStore downloads:</p> <ul style="list-style-type: none">MDF Data Import
Job Status	<p>Available statuses:</p> <ul style="list-style-type: none">PendingFailedCompleted
Submission Time	<p>Date and time when Intelligent Services SuccessStore downloads occurred.</p> <div>❖ Example 2016-07-25 19:36:49.388</div>
Job Details	<p>Runs in real time.</p> <p>Number of jobs completed, processed, passed or failures:</p> <div>❖ Example Total:3/Processed, Passed:3/Failed:0</div>

Column	Description
Download Status	<p>Link to downloadable csv file to save to your hard drive. By default the file name contains the ID number of the job as seen in the example below:</p> <div> <p>♣ Example</p> <p>JobResponse0181230</p> </div> <p>.</p> <div> <p>♣ Example</p>  </div>

Related Information

[Enabling Intelligent Services \[page 10\]](#)

[Enabling Intelligent Services and Retrieving SuccessStore Rules with Upgrade Center \[page 9\]](#)

5.2 Publishing for Intelligent Services

This introduction to publishers gives a detailed overview about publishing for Intelligent Services.

Standard Event Framework

Most Intelligent Services publishers use the Standard Event Framework, to publish events to SAP and outside of SAP.

Intelligent Services uses existing OData APIs to fetch additional information about the event and comprises records of the same type.

Some events only publish to other internal SAP SuccessFactors subscribers, or to external third-party applications, or both.

Service Event Bus

The Service Event Bus Architecture allows the event message to flow from publisher to subscribers. The Service Event Bus utilizes OData database tables that contain connected entities that allow internal SAP SuccessFactors applications to receive notifications from publishers. This architecture framework allows external third-party applications to subscribe to Intelligent Services.

Most Intelligent Services events publish to subscribers using the [Service Event Bus](#). There are events available as a result of integration work between Employee Central and SAP Jam, or from form routing workflow using Performance Management forms for a new hire.

Business Rules

Business Rules are used for most Intelligent Services events. Most Employee Central business rules packaged as part of SuccessStore. There are two Employee Central events that require manual creation:

- Expiration of Work Order
- Initiate Performance Form

You can create the business rule manually to associate with a specific Performance Management form for the Initiate Performance Form event for a new hire. See related links at the end of this topic for more information about business rules and how to set up and manage employees using Employee Central

Related Information

[Configuring Leave of Absence Rules \[page 98\]](#)

[Configuring a Business Rule Using the Succession Data Model \[page 100\]](#)

[Prepackaged Rules for Intelligent Services \[page 99\]](#)

5.3 Reporting in Intelligent Services

Employee Central customers can report on Intelligent Services events from a new reporting schema.

Intelligent Services is available in:

- Ad Hoc Report Builder
- Online Report Designer
- Tiles and Dashboards

Related Information

[Creating a Rule from the New Hire Event in Employee Central \[page 15\]](#)

[Configuring a Rule for the New Hire Event in Employee Central \[page 17\]](#)

[Creating a Cross Domain Report \(CDR\) \[page 19\]](#)

5.3.1 Creating a Rule from the New Hire Event in Employee Central

Configure the rule for a New Hire event.

Context

i Note

New Hire is one of the event. You can create rules for other events such as DepartmentChange or FirstTimeManager and check the reporting for those events.

Procedure

1. Log into the application.
2. Go to ► [Admin Tools](#) ► [Configure Business Rule](#) ►.
3. Create a new rule.
4. Select the Basic Option.
5. Fill the Rule details such as [Rule Name](#) and [Rule ID](#).
6. Select [Base Object](#) as **Job Information** as we are supporting Job Information and Job Information Model.

Back to: Admin Tools

Configure Business Rules

Search :Rule [Advanced](#) [Create New Rule](#)

New Rule: Select a Scenario

Basic

- ☒ Basic
Basic rule

Basic

Basic rule

Rule Name

Rule ID*

Start Date*

Rule Type

Description

Base Object*

Additional parameters can be added after creating the rule

[Cancel](#) [Create](#)

Configure Business Rules

Search :Rule [Advanced](#) [Create New Rule](#)

TestNewhire_Event (TestNewhire_Event)

Basic Information

Start Date 01/01/1900

Rule Type Compensation Eligibility (compensationEligibility)

Description

Parameters

Name	Object
Context	SystemContext
Job Information	Job Information

[Collapse All](#) | [Expand All](#)

If

This rule is always true
To add an expression please uncheck the Always True checkbox.

Then

Trigger New Hire Event

Job Information:

Make sure we select the option like this , we should select the new hire event from trigger drop down and Job Information is element

[Cancel](#) [Save](#)

Back to: Admin Tools

Configure Business Rules

Search :Rule Advanced Create New Rule

History «

01/01/1900 Take Action

Rule created

TestNewhire_Event (TestNewhire_Event) Insert New Record

Basic Information		Parameters	
Start Date	01/01/1900	Name	Object
Rule Type	Compensation Eligibility (compensationEligibility)	Context	System Context
Description		Job Information	Job Information

Collapse All | Expand All

If

! This rule is always true
To add an expression please uncheck the Always True checkbox.

Then

Execute New Hire Event
Job Information: Job Information

7. Click [Save](#).

Next task: [Configuring a Rule for the New Hire Event in Employee Central \[page 17\]](#)

Related Information

[Reporting in Intelligent Services \[page 14\]](#)

5.3.2 Configuring a Rule for the New Hire Event in Employee Central

Configure the rule in Succession Data Model.

Prerequisites

You have access to Provisioning.

→ Remember

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

Procedure

1. Log in to Provisioning.
2. Go to the company and click *Import/Export Data Model* link.

- **Succession Management**

[Pre-packaged Templates](#)

[Import/Export Data Model](#)

[Import/Export Country Specific XML for Succession Data Model](#)

[Import/Export Corporate Data Model XML](#)

[Import/Export Country Specific XML for Corporate Data Model](#)

[Import/Export HRIS Propagation Configuration XML](#)

[Import/Export Rules XML for EventReason Derivation](#)

[Import/Export Rules XML for Workflow Derivation](#)

[Update/Modify Templates](#)

[Edit Org Chart configuration](#)

[Edit Matrix Classifier configuration](#)

[Edit Position Tile Customize](#)

3. Select the export option and download the data model.
4. Open the Data model search for the Job Info HRIS element.
5. Configure the rule in job info HRIS element.

```
<hris-element id="jobInfo">
  <label>Job Information</label>
  <label xml:lang="fr-CA">Informations sur l'emploi</label>
  <label xml:lang="es-ES">Información del puesto</label>
  <label xml:lang="en-GB">Job Information</label>
  <label xml:lang="ja-JP">職  業  情  報</label>
  <label xml:lang="it-IT">Informazioni lavoro</label>
  <label xml:lang="pt-BR">Informações do cargo</label>
  <label xml:lang="zh-CN">職  位  信  息</label>
  <label xml:lang="fr-FR">Informations sur le poste</label>
  <label xml:lang="de-DE">Stelleninformationen</label>
  <trigger-rule event="onPostSave" rule="TestNewhire_Event"/>
  <hris-field max-length="255" id="company-visibility" both>
    <label>Company</label>
    <label xml:lang="fr-CA">Soci  t  </label>
    <label xml:lang="es-ES">Empresa</label>
    <label xml:lang="zh-CN">公  司</label>
    <label xml:lang="en-GB">Company</label>
    <label xml:lang="ja-JP">企  業  名  称</label>
    <label xml:lang="it-IT">Azienda</label>
    <label xml:lang="pt-BR">Empresa</label>
    <label xml:lang="fr-FR">Soci  t  </label>
```

6. After configuring the rule, select the import option and import the Data Model.

i Note

Once the rule is created, user needs to do the newhire event either through UI or through imports to trigger the rule which will show up in reporting.

Previous task: [Creating a Rule from the New Hire Event in Employee Central \[page 15\]](#)

Next task: [Creating a Cross Domain Report \(CDR\) \[page 19\]](#)

Related Information

[Reporting in Intelligent Services \[page 14\]](#)

5.3.3 Creating a Cross Domain Report (CDR)

Create a CDR between Intelligent Services and Person and Employment Info sub-domain schema (SDS).

Context

Intelligent Services Reporting enforces cross domain join of Execution Manager (XM) SDS with only *AsOfDate* based SDS because XM records event specific information specific to a *PARTICULAR DATE*. To fetch additional information about that event from the module in which the event has happened, it is required to join XM only with *AsOfDate* SDS. When a report designer creates a CDR, and if the driven SDS is XM, the system only facilitates joining that SDS with *AsOfDate* enabled SDS.

Employee Central Ad Hoc schemas need to be updated to work in the cross domain reporting framework so that they can be joined to the Intelligent Services schema. This allows customers to see event information from Intelligent Services and corresponding Employee Central information in a simple CDR as well as change report to see current and previous value.

i Note

This allows cross domain support for all relevant modules such as Performance Management.

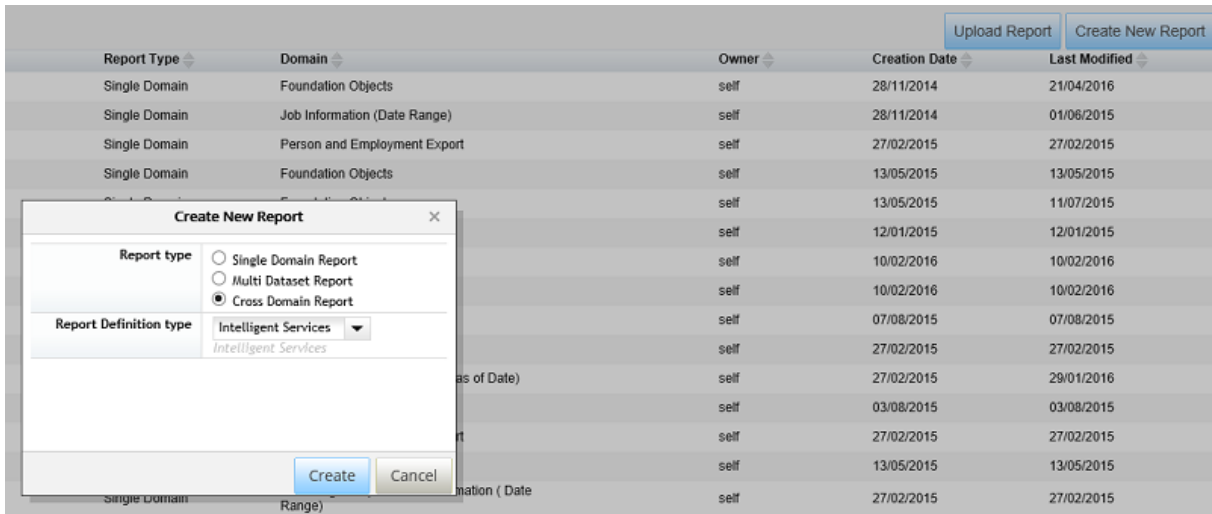
The following steps give the details of creating and previewing a CDR between the Intelligent Services SDS and Employee Centrals' Person and Employment SDS.

These steps are specific to Ad Hoc Reports.

Procedure

1. Navigate to ► [Analytics](#) ► [Reports](#) ► [Ad Hoc Reports](#).
2. Click [Create New Report](#).
3. Select the Intelligent Services as the driving SDS.

For CDR between Intelligent Services and any SDS, Intelligent Services has to be the driving SDS.



4. Fill out the details under [General Info](#) tab.

Creating Cross Domain report :

Back to Ad Hoc Reports List

General Info Intelligent Service Selector Columns Configuration Filters Relationships

Preview

Add Domain Delete Dataset Save Cancel Generate

Describe Report ⓘ A report name is required for all report definitions. Please provide a report name and a description of the report below

Report Type: Cross Domain Report

Report Name: ⓘ Provide the report name to save this report

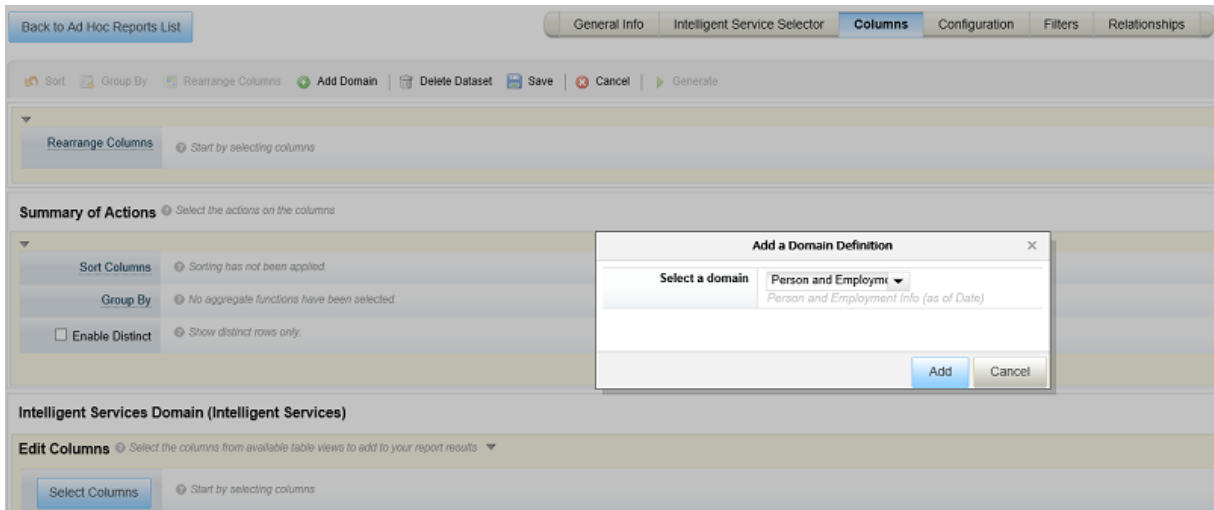
Description: ⓘ This description will appear in your own list of reports for your reference
1000 characters max

Report Priority: ⓘ Provide Report Priority information

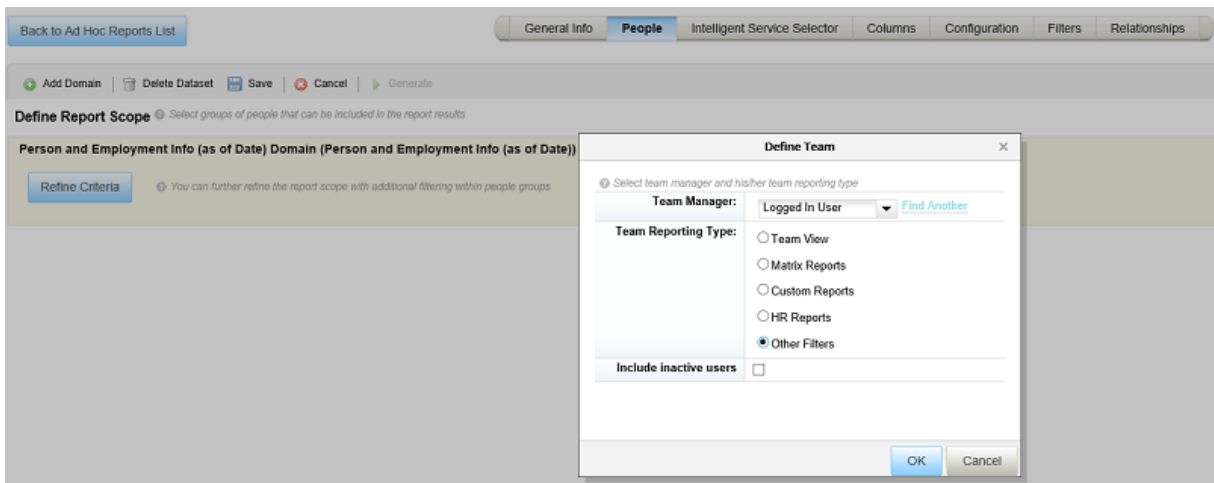
Domain Name:

Domain: Intelligent Services

5. Click [Add Domain](#) to add Person and Employment Info Domain.

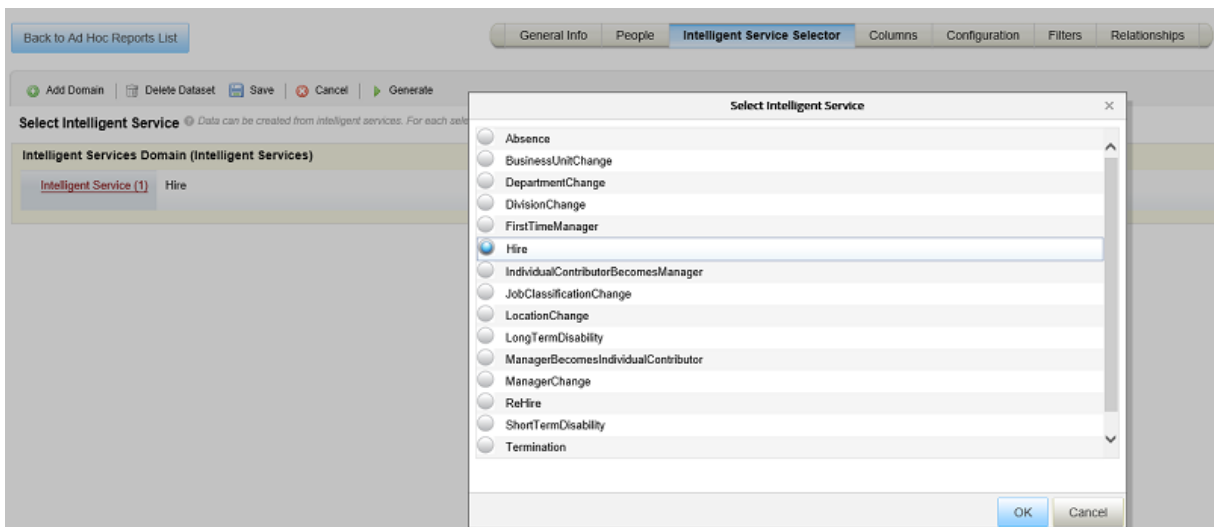


6. Fill out *People* tab.

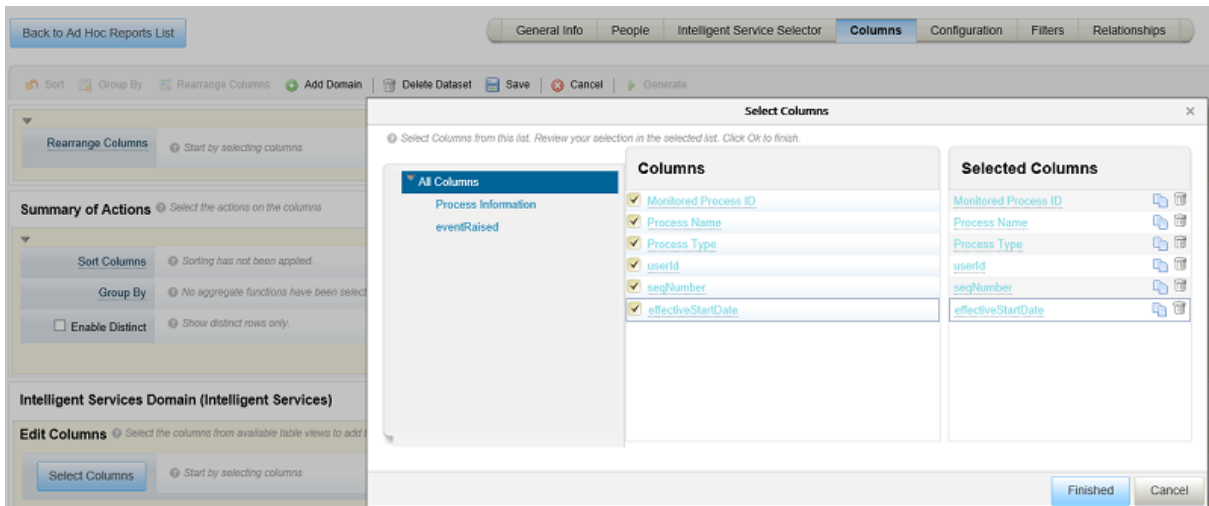


7. Click *Intelligent Service Selector* tab and select the Intelligent Service.

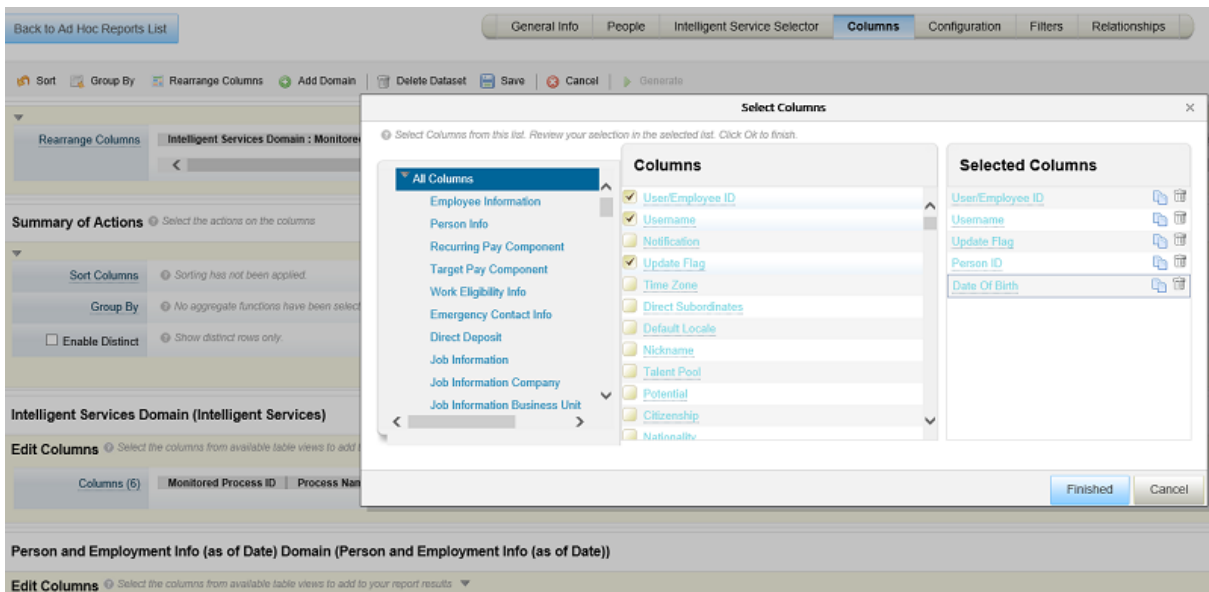
In this example, we have selected **Hire** as Intelligent Service.



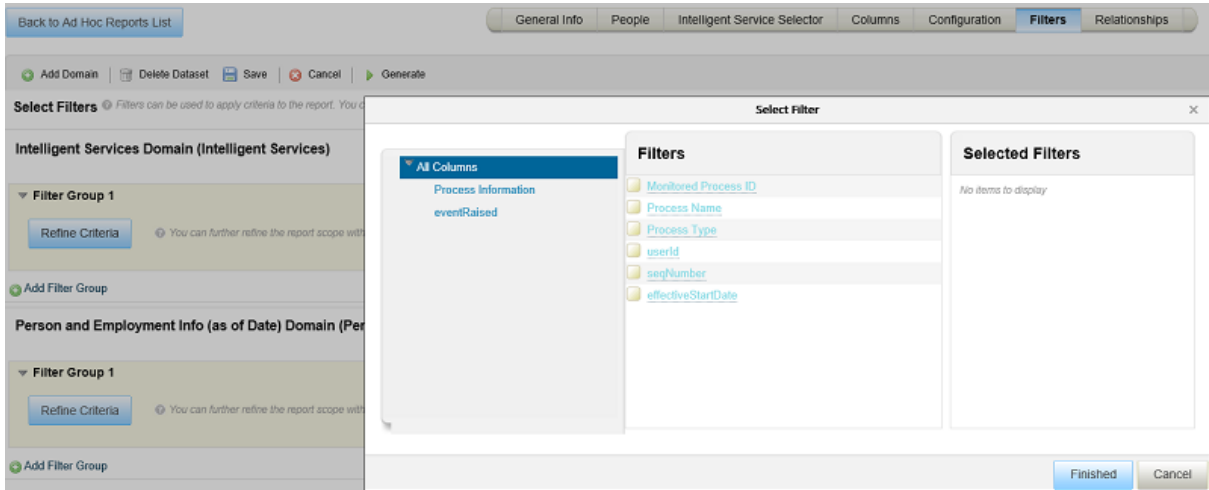
8. Select Columns for both SDS: Intelligent Service.



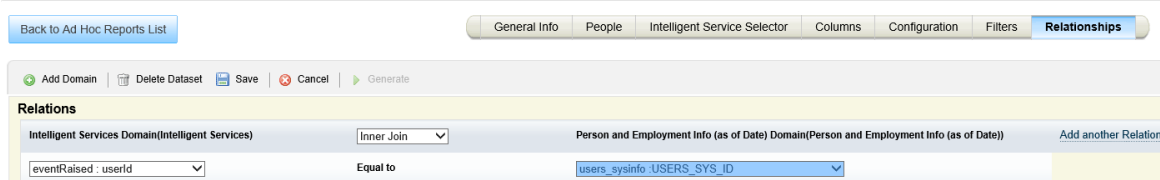
9. Select Columns for both SDS: Person & Employment Info..



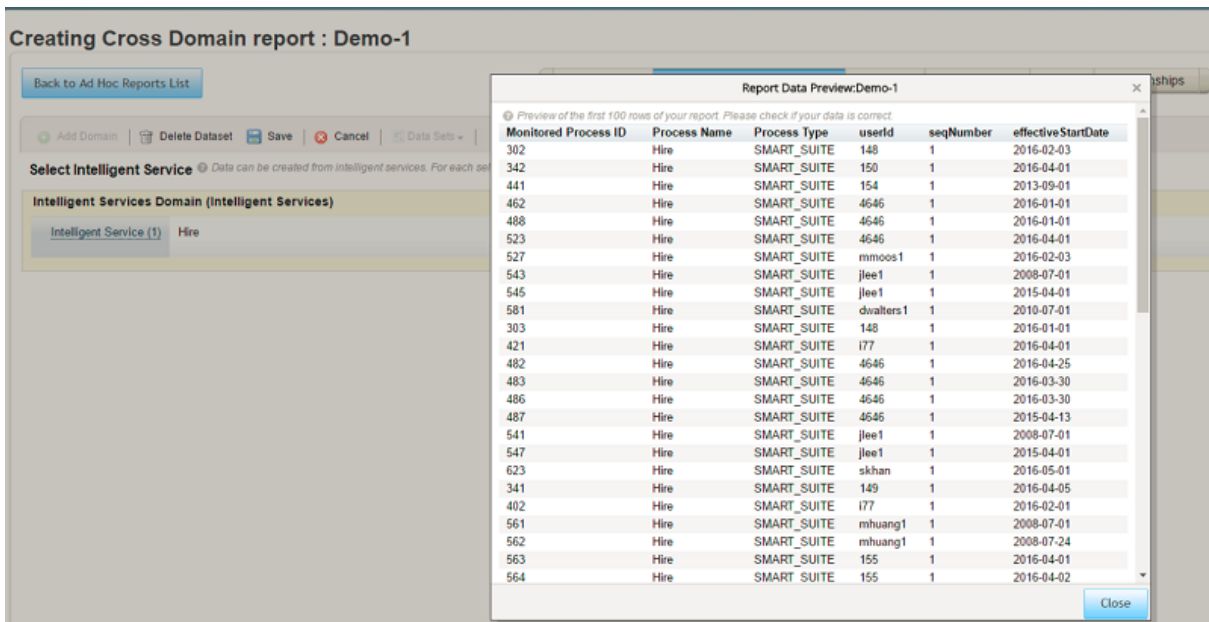
10. Select Columns for both SDS.
11. Select Filters to apply criteria to the report.
- Filter from both the SDS (Intelligent Services and Person and Employment Info) to get the desired result.



12. Define Relationship between the two SDS
 - a. Select columns from both SDS which should be joined with one another.
 - b. Select the join type.



13. Preview the Report.



14. Click [Save](#).
15. Run the Report.
 - a. Click [Run Report](#) from drop down next to the report name in the report listing page.
 - b. Select [Run Online](#) and click [Generate Report](#).

Back to Ad Hoc Reports List

General Info | People | Intelligent Service Selector | Columns | Configuration | Filters | **Relationships**

[Add Domain](#) | [Delete Dataset](#) | [Save](#) | [Cancel](#) | [Generate](#)

Relations

Intelligent Services Domain(Intelligent Services) Inner Join Person and Employment Info (as of Date) Domain(Person and Employment Info (as of Date)) [Add another Relation](#)

eventRaised : userid Equal to users_sysinfo : USERS_SYS_ID

Report Name	Report Type	Domain
Demo-1	Cross Domain	Intelligent Services, Person and Employment Info (as of Date)
Test6666	Single Domain	Non-Recurring Compensation (Date Range)
Test2222	Single Domain	Recurring Compensation Information (Date Range)
rii	Single Domain	Foundation Objects
recu_test	Single Domain	Recurring Compensation Information (Date Range)
rep1	Single Domain	Recurring Compensation Information (Date Range)
m1	Single Domain	Recurring Compensation Information (Date Range)
atest	Single Domain	Recurring Compensation Information (Date Range)
job_test	Single Domain	Recurring Compensation Information (Date Range)
rep11	Single Domain	Recurring Compensation Information (Date Range)
yes11	Single Domain	Recurring Compensation Information (Date Range)
YES1	Single Domain	Recurring Compensation Information (Date Range)
as_of_date	Single Domain	Recurring Compensation Information (Date Range)

Execute Demo-1

☒ Run Online
 ☐ Download (CSV)
 ☐ Run Offline
 ☐ Export

[Generate Report](#) [Cancel](#)

Previous task: [Configuring a Rule for the New Hire Event in Employee Central \[page 17\]](#)

Related Information

[Reporting in Intelligent Services \[page 14\]](#)

5.4 External Event Notifications

You can configure your external third-party application to subscribe to Intelligent Services events.

Some Intelligent Services events can publish externally to your third-party application, which you can configure as subscribers. When a change in job or employee information triggers an Intelligent Services event, your configured third-party application subscriber receives notification with information relevant to that change.

Use the [Event Subscription Management](#) tool to configure your third-party subscriptions for Intelligent Services, and the Event Notification Audit Log to monitor your external notifications.

Note

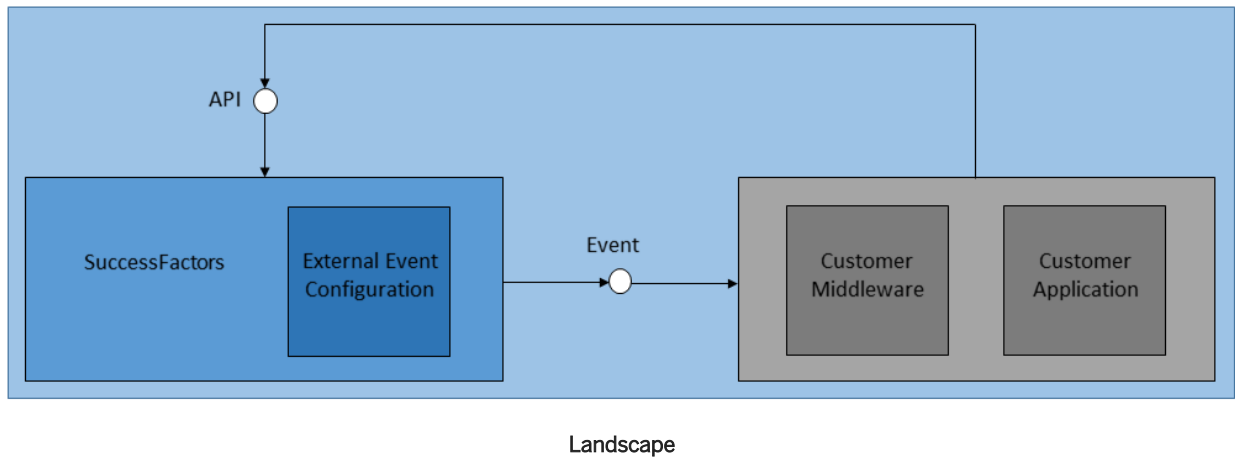
This guide addresses configuration for external non-SAP SuccessFactors third-party applications. There are SAP SuccessFactors internal applications that are configured as external third-party application such as Employee Central Payroll.

5.4.1 Event Architecture

This topic gives a brief overview of Intelligent Services event architecture.

In brief, SAP SuccessFactors does the following:

- Publishes significant changes as events so customers can build custom business scenarios based on Intelligent Services events
- Provides APIs to access and update the critical data that allows access data in the cloud.



You can use the Event Center to view and monitor events within SAP SuccessFactors HXM Suite.

You can use the [Event Subscription Management](#) tool to configure subscriptions to events. Events are sent as SOAP messages to configured endpoints. The Event Notification Audit Log is used to monitor external notifications.

5.4.2 Adding an External Third-Party Subscriber

Add an external third-party application as a subscriber so that you can subscribe it to an event.

Prerequisites

- Intelligent Services are enabled and configured..
- You have [Access to Event Notification Subscription](#) permission.

Context


A [subscriber](#) is an external third-party application that can be configured to receive to an event notification when a particular event occurs.

After a subscriber is added to the Event Notification Subscription tool, you can

Procedure

1. Go to ► [Admin Center](#) ► [Event Notification Subscription](#) ► [Subscriber](#) ► tab.
2. Select the [Edit Subscriber](#) button.
3. Select the [Add Subscriber](#) button to configure your third-party application as a subscriber.
4. Complete the [Subscriber ID](#) field, which is the only required field.
5. Complete any remaining fields as needed.
6. Select [Save](#) to finish.

Results

 Example

[Back to Admin Center](#)

Event Notification Subscription

Subscriber

External Event

SEB External Event

Edit Subscriber

Category	Subscriber Id	Name	Group	Client Id	Created On	Last Modified	Last Modifi...	Deleted
Customized	TestEvent	TestEvent1	Group	Client Id	2016-02-23 18:	2016-02-23 18:	sfadmin	<input type="checkbox"/>

Example of an Event Notification Subscription

Next Steps

Refer to the table in the [Subscriber Configuration Fields \[page 27\]](#) to learn more about the [Subscriber](#) tab fields.

5.4.2.1 Subscriber Configuration Fields

This table describes the fields available when configuring subscribers using the Event Notification Subscription tool.

Field Name	Description
Category	This field default to the <i>Customized</i> category, which is set for one company instance only. This is not an editable field at this time.
Subscriber Id	Where you enter in the unique ID for your third party application to receive notifications for events, which is the only required field.
Name	where you enter the display name of the third party application to receive notifications.
Group	This is an optional field to categorize the subscriber into groups.
Client Id	This is an optional field to enter in the client Identification information.

i Note

Only the *Subscriber Id* field is required, all others are optional.

Next Steps

Once you have completed your external or third-party application to subscribe to Intelligent Services, it is time to set up events to publish.

5.4.3 Configuring Trust for Outbound Requests

Use the Outbound Trust Manager page to establish trust for all outbound request servers.

Prerequisites

You have ► *Manage Integration Tools* ► *Access to Outbound Trust Manager* ► permission.

Context

The Outbound Trust Manager allows you to bypass the security check for HTTPS URL endpoint authentication, for third-party subscribers that use HTTPS URL such as Boomi.

Procedure

1. Go to ► [Admin Center](#) ► [Outbound Trust Manager](#) ►
2. Answer yes or no to the question [Want to trust all outbound request servers?](#).
3. Save.

5.4.4 Adding and Managing Event Subscriptions

You can add and manage your endpoint URL subscriptions to all external events using the [Event Subscription Management](#) tool.

Prerequisites

You have the [Create, Edit and Delete](#) permission to ► [Administrator](#) ► [Manage Event Subscription](#) ► [Access to Event Subscription](#) ► role-based permission. The [View](#) permission is enabled by default.

Procedure

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

i Note

You can add upto a maximum of six subscriptions for an event, inclusive of:

- New subscriptions created in [Event Subscription Management](#).
- Existing subscriptions migrated from the old [Event Notification Subscription](#).
- The subscriptions maintained under the [Event Connector](#) for any event in [Intelligent Services Center](#). Any changes made to subscriptions in the [Intelligent Services Center](#) tool will also reflect for the same subscriptions in the [Event Subscription Management](#) tool, and vice versa. The data will be maintained in both tools.

4. Enter the following details:

Parameter	Description
Name	<p>You can add a name for new subscriptions as per your choice.</p> <p>For event subscriptions which have been migrated from Event Notification Subscription the name field will be pre-filled with something generic, for example, New Subscription 1, New Subscription 2, etc., and you can edit these names.</p> <p>For events from Intelligent Services Center, the same name will carry over to Event Subscription Management.</p>
Endpoint URL	Enter the URL of the endpoint.
Authentication Type	<p>Select the following authentication type from the dropdown:</p> <ul style="list-style-type: none"> • Certificate Based Authentication: Authentication is established with the endpoint using X509 certificates. X509 Certificates can be selected from the dropdown list. Choose Refresh to reflect the latest certificate. <div data-bbox="899 932 1427 1335" data-label="Complex-Block"> <p>i Note</p> <ul style="list-style-type: none"> • To access X509 certificates, you must have the View access to Access to X509 Certificates permission. You can choose only External CA and SAP Cloud Root CA X509 certificates. • To generate a new X509 certificate, select Click to maintain Certificates. For more information, refer to Generating X509 Certificates in the related information. </div> <ul style="list-style-type: none"> • OAuth Authentication: Allows you to connect to the endpoint using token URL, client ID, client secret, and scope combination. <ul style="list-style-type: none"> • Token URL: The URL to get the access token. • Client ID: The authorization server issues the registered client, a client id - a unique string representing the registration information provided by the client. This is a mandatory field. • Client Secret: This is a secret ID known only to the application and the authorization server. • Scope: • Basic Authentication: Allows you to connect to the endpoint using the username and password combination.

Parameter	Description
	<ul style="list-style-type: none"> • <i>User Name</i>: Enter the user name of the system you want to access. • <i>Password</i>: Enter the Password to access the system. <div> i Note Security Center does not support non-ascii characters in the password field. </div>
Event Type	<p>If you create a new external event subscription using the <i>Event Subscription Management</i> tool, by default, the <i>Event Type</i> is <i>External Event Alert V2</i>.</p> <p>If the subscriptions are migrated from <i>Event Notification Subscription</i> tool, then the <i>Event Type</i> will be set to the one existing in <i>Event Notification Subscription</i> tool.</p>

5. Choose *Save*.

Results

You've successfully created an endpoint URL subscription.

Next Steps

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

i Note

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

Related Information

[Generating X509 Certificates](#)

5.4.5 Event Notification Audit Log

Intelligent Services subscriptions that were part of [Event Notification Subscriptions](#) are now migrated to [Event Subscription Management](#) and the monitoring of event notifications previously done in the Event Notification Audit Log can be viewed in the ► [Admin Center](#) ► [Execution Manager](#) ►.

In [Execution Manager](#), you can view the status of each individual event notification, to verify that it was sent properly to the configured subscriber or view event details to help you troubleshoot errors. For more information refer to **Execution Manager** in the **Related Information** section.

[Viewing Payload Information in an Event Notification \[page 31\]](#)

View payload details for the SOAP request and response in the Event Notification Audit Log.

[Retriggering a Failed Event Notification \[page 34\]](#)

Retrigger a failed event notification to a third-party subscriber.

Related Information

[Execution Manager](#)

5.4.5.1 Viewing Payload Information in an Event Notification

View payload details for the SOAP request and response in the Event Notification Audit Log.

Prerequisites

- Intelligent Services are enabled and configured..
- You have [Access to Event Notification Audit Log](#) permission.

Procedure

1. Go to ► [Admin Center](#) ► [Event Notification Audit Log](#) ►.
2. Find the event you want to view and choose ► [Event Details](#) ►.
3. Select a tab in the the [Event Notification Audit Log Details](#) dialog for the SOAP payload you want to view.

- To view the SOAP request, select the [Request](#) tab.
- To view the SOAP response, select the [Response](#) tab.

Results

The screenshot shows the 'Admin Center' interface with the 'Event Notification Audit Log' section. On the left, there are filter options for 'Event Type' (All, rcm_assessment_alert_v2, een_assessment_alert, rcm_assessment_alert), 'Subscriber' (All, NewHireSubscriber), and 'Status' (All, Created, Published, Delivered, Failed, Retrying). The main table lists audit log entries with columns for ID, Event Type, and a timestamp. A modal window titled 'Event Notification Audit Log Details' is open, showing the 'Payload Detail' for a selected event. The modal has two tabs: 'Request' and 'Response'. The 'Request' tab is active, displaying a SOAP XML payload. The 'Response' tab is also visible. The modal includes a 'Close' button at the bottom right.

Viewing Payload Information

Task overview: [Event Notification Audit Log \[page 31\]](#)

Related Information

[Retriggering a Failed Event Notification \[page 34\]](#)

5.4.5.1.1 Event Notification Audit Log Filtering Options

There are a number of filtering options you can use to monitor your external event using the Event Notification Audit Log as described in the table in this topic.

Filtering Options For Monitoring Events

Filter Type	Description
Event Type	<p>You can choose to select "All" or by specific Event Types.</p> <div>i Note Events for <i>Event Center</i> should look similar to this: <code>com.successfactors.Employment.JobInformation.ManagerChange</code></div>
Subscriber	<p>You can choose to select "All" or any subscriber that you have already configured.</p>
Status	<p>You can choose to select "All" or any of these based on status:</p> <ul style="list-style-type: none">• Created• Published• Delivered• Failed• Retrying

5.4.5.1.2 Event Notification Audit Log Column Headers

Becoming familiar with the column headers in the

Column Headers

Column Header	Brief Description
ID	<p>This ID is automatically generated when an event publishes externally out to a third-party application.</p>
Event Type	<p>This is the Event type. They will begin with <code>com.successfactors</code> followed by name of the event. See sample for Change of Manager event.</p> <div>≡, Sample Code <pre>com.successfactors.Employment.JobInformation.ManagerChange.</pre></div>

Column Header	Brief Description
Subscriber	The Subscribers that have been configured to receive notifications.
Status	<p>There are at least five type of statuses:</p> <ul style="list-style-type: none"> • Created • Published • Delivered • Failed • Retrying
Event Details	<p>There's a View link that initiates a pop-up named Event Notification Log Details.</p> <p>The Event Notification Log Details contains two tab pages with the payload details to view request and response SOAP content.</p>
Sent By	This should contain the administrator username that configured third-party applications that received notifications.
Send Time	The time when events published out to the subscriber.
Correlation ID	<p>Each publishing event has a unique correlation ID that can be specified or automatically generated.</p> <p>If there's only one attempt, then there will only be one correlation ID for that event. After every attempt, the original ID will be appended by a hyphen and additional numbers or letters.</p>

5.4.5.2 Retriggering a Failed Event Notification

Retrigger a failed event notification to a third-party subscriber.

Prerequisites

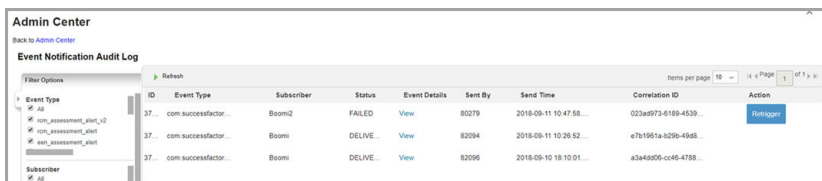
- Intelligent Services are enabled and configured.
- You have [Access to Event Notification Audit Log](#) permission.

Context

When an event that is configured for a third-party application fails, the system attempts to retrigger the event automatically once every three hours. When the system has retriggered the event at least 10 times, you see the [Retrigger](#) action in the Event Notification Audit Log so you can retrigger it manually as well.

Procedure

1. Go to ► [Admin Center](#) ► [Event Notification Audit Log](#) ►.
2. Find the event with [FAILED](#) status that you want to retrigger.



ID	Event Type	Subscriber	Status	Event Details	Sent By	Send Time	Correlation ID	Action
37...	com.succesfactor...	Boomi2	FAILED	View	80279	2018-09-11 10:47:58...	023a5973-6189-4539...	Retrigger
37...	com.succesfactor...	Boomi	DELIVE...	View	82084	2018-09-11 10:26:52...	e7b1961a-629b-49d8...	
37...	com.succesfactor...	Boomi	DELIVE...	View	82096	2018-09-10 18:10:01...	a3a45606-cc46-4788...	

Screenshot of the Retrigger Action for a Failed Event in the Event Notification Audit Log

3. Choose the [Retrigger](#) action.

→ Remember

It can take at least 30 hours after the initial failure for the [Retrigger](#) action to appear in the Event Notification Audit Log.

Results

The event is retriggered.

Task overview: [Event Notification Audit Log \[page 31\]](#)

Related Information

[Viewing Payload Information in an Event Notification \[page 31\]](#)

5.4.6 Example of New Hire Event

5.4.6.1 Adding a Third-Party Application for a New Hire Event

You have a third-party application that is integrated with *Employee Central* and you want it to receive notifications for the *New Hire* event. This can be done by setting up your subscriber that is your third-party application by following these steps:

Prerequisites

- Intelligent Services are enabled and configured..
- You have *Access to Event Notification Subscription* permission.
- The business rule *SAP_EVENT_HIRE* is configured in the Succession Data Model.
- The *SAP_EVENT_HIRE* is triggered by saving this rule from the *Manage Business Configuration* UI via from *Admin Center*.

Procedure

1. Go to ► *Admin Center* ► *Event Notification Subscription* ► *Subscriber* ► tab.
2. Select the *Edit Subscriber* button.
3. Select the *Add Subscriber* button to configure your third-party application as a subscriber.
4. Complete the *Subscriber ID* field, which is the only required field.
5. Complete any remaining fields as needed.

The screenshot shows the 'Event Notification Subscription' page in the Admin Center. It has a breadcrumb trail: 'Back to Admin Center' > 'Event Notification Subscription' > 'Subscriber'. Below the breadcrumb is a title 'Event Notification Subscription'. There are three tabs: 'Subscriber' (selected), 'External Event', and 'SEB External Event'. An 'Edit Subscriber' button is in the top right. Below the tabs is a table with the following columns: Category, Subscriber Id, Name, Group, Client Id, Created On, Last Modified, Last Modifi..., and Deleted. The first row of data shows: Category: Customized, Subscriber Id: TestEvent, Name: TestEvent1, Group: Group, Client Id: Client Id, Created On: 2016-02-23 18:, Last Modified: 2016-02-23 18:, Last Modifi...: sfadmin, and Deleted: an unchecked checkbox. There are two empty rows below the first data row.

Category	Subscriber Id	Name	Group	Client Id	Created On	Last Modified	Last Modifi...	Deleted
Customized	TestEvent	TestEvent1	Group	Client Id	2016-02-23 18:	2016-02-23 18:	sfadmin	<input type="checkbox"/>

6. Select *Save* to finish.

5.4.6.2 Adding a Subscription to a New Hire Event

Once you have saved your subscription, it is time to add it to the [New Hire](#) event. The published event is known as a [Topic](#). You can do this from the [SEB External Event](#) tab of the [Event Notification Subscription](#) tool. To do this, follow these steps:

Prerequisites

- Intelligent Services are enabled and configured..
- You have [Access to Event Notification Subscription](#) permission.
- The business rule [SAP_EVENT_HIRE](#) is configured in the Succession Data Model.
- The [SAP_EVENT_HIRE](#) is triggered by saving this rule from the [Manage Business Configuration](#) UI via from [Admin Center](#).

Procedure

1. Go to ► [Admin Center](#) ► [Event Notification Subscription](#) ► [SEB External Event](#) ► tab.
2. Select [Add Topic](#) button and select [Employee Hire](#)
3. Select [+Add Subscription](#) to save your event.
4. Enter in your endpoint URL under the [Endpoint URL](#) column.
5. Go to [Subscriber](#) to select your third-party subscriber.
6. Go to [Protocol](#) and select SOAP over [HTTP/HTTps](#).
7. Go to [Authentication](#) to select either [NONE](#) or

[Back to Admin Center](#)

Event Notification Subscription

Subscriber External Event **SEB External Event**

Service Event Bus Topic

[+ Add Topic](#)

[Edit](#)

[Change in Manager](#)



Individual Contributor to Manager



Endpoint URL	Subscriber	Protocol	Authentication	Deleted
http://www.com/	12345	SOAP over HTTP/HTTP	Authentication	<input type="checkbox"/>

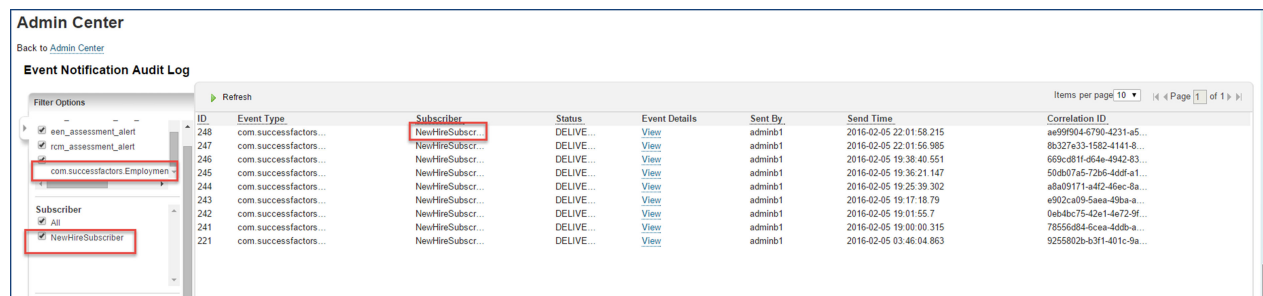
[basic](#).

8. Select [Save](#) to finish.

5.4.6.3 Event Notification When an Employee Is Hired

After the [New Hire](#) event has been configured and triggered, you can use the [Event Notification Audit Log](#) to monitor for successes and failures.

New Hire Event in Audit Log



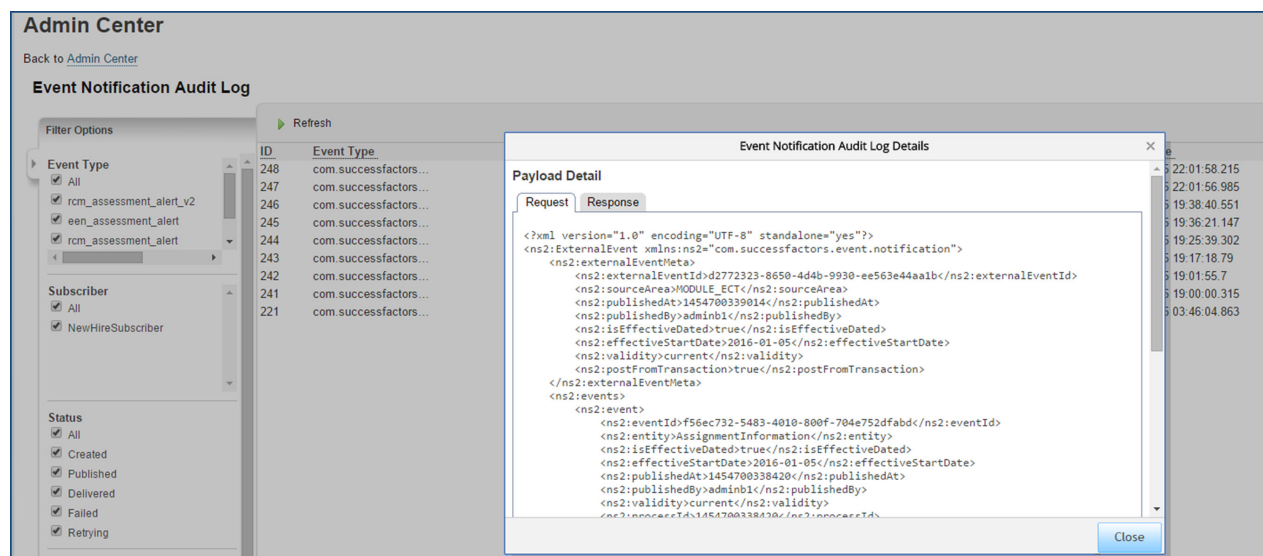
Admin Center							
Back to Admin Center							
Event Notification Audit Log							
Filter Options							
Refresh							
ID	Event Type	Subscriber	Status	Event Details	Sent By	Send Time	Correlation ID
248	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 22:01:58.215	aa99904-6790-4231-a5...
247	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 22:01:56.985	8b327e33-1582-4141-8...
246	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 19:38:40.551	669cd81f-d64e-4942-83...
245	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 19:36:21.147	50db07a5-72b6-4d4f-a1...
244	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 19:25:39.302	a8a09171-a4f2-46ec-8a...
243	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 19:17:18.79	e902ca09-5aaa-49ba-a...
242	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 19:01:55.7	0ab4bc75-42e1-4e72-9f...
241	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 19:00:00.315	78556d84-6cea-4d0b-a...
221	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 03:46:04.863	9255802b-b3f1-401c-9a...

The [Event Type](#) name for [New Hire](#) event is:
`com.successfactors.Employment.AssignmentInformation.Hire` listed within the [Event Type](#) filter options.

Your third-party subscriber appears under the [Subscriber](#) filter list.

New Hire Event Payload Information

Go to [Event Details](#) [View](#) of any instance of your event to view payload details for the request and response SOAP content.



Admin Center							
Back to Admin Center							
Event Notification Audit Log							
Filter Options							
Refresh							
ID	Event Type	Subscriber	Status	Event Details	Sent By	Send Time	Correlation ID
248	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 22:01:58.215	aa99904-6790-4231-a5...
247	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 22:01:56.985	8b327e33-1582-4141-8...
246	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 19:38:40.551	669cd81f-d64e-4942-83...
245	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 19:36:21.147	50db07a5-72b6-4d4f-a1...
244	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 19:25:39.302	a8a09171-a4f2-46ec-8a...
243	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 19:17:18.79	e902ca09-5aaa-49ba-a...
242	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 19:01:55.7	0ab4bc75-42e1-4e72-9f...
241	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 19:00:00.315	78556d84-6cea-4d0b-a...
221	com.successfactors...	NewHireSubscriber...	DELIVE...	View	adminb1	2016-02-05 03:46:04.863	9255802b-b3f1-401c-9a...

Event Notification Audit Log Details

Payload Detail

Request

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns2:ExternalEvent xmlns:ns2="com.successfactors.event.notification">
  <ns2:externalEventMeta>
    <ns2:externalEventId>d2772323-8650-4d4b-9930-ee563e44aa1b</ns2:externalEventId>
    <ns2:sourceArea>MODULE_ECT</ns2:sourceArea>
    <ns2:publishedAt>1454700338420</ns2:publishedAt>
    <ns2:publishedBy>adminb1</ns2:publishedBy>
    <ns2:isEffectiveDated>true</ns2:isEffectiveDated>
    <ns2:effectiveStartDate>2016-01-05</ns2:effectiveStartDate>
    <ns2:validity>current</ns2:validity>
    <ns2:postFromTransaction>true</ns2:postFromTransaction>
  </ns2:externalEventMeta>
  <ns2:events>
    <ns2:event>
      <ns2:eventId>f56ec732-5483-4010-800f-704e752dfab</ns2:eventId>
      <ns2:entity>AssignmentInformation</ns2:entity>
      <ns2:isEffectiveDated>true</ns2:isEffectiveDated>
      <ns2:effectiveStartDate>2016-01-05</ns2:effectiveStartDate>
      <ns2:publishedAt>1454700338420</ns2:publishedAt>
      <ns2:publishedBy>adminb1</ns2:publishedBy>
      <ns2:validity>current</ns2:validity>
      <ns2:postFromTransaction>true</ns2:postFromTransaction>
    </ns2:event>
  </ns2:events>
</ns2:ExternalEvent>
```

Response

Close

5.5 API Information for Intelligent Services

This section contains all the API information related to Intelligent Services.

[Example: SOAP Request for Employee Hire Event \[page 39\]](#)

All communications between the publishing application and third-party application will always have a response for HTTP requests. The code within the responses will indicate whether the request was successful or not. SOAP is an XML-based protocol that allows you to exchange information over a specific protocol (HTTP or SMTP) between applications.

[Web Services Description Language \(WSDL\) \[page 40\]](#)

The **Web Service Description Language** or WSDL is hierarchical structured XML document that is used to describe the functionality offered by a web service. The WSDL file provides a machine-readable description includes: how the service is called, expected parameters and what data structure that the outbound call returns.

5.5.1 Example: SOAP Request for Employee Hire Event

All communications between the publishing application and third-party application will always have a response for HTTP requests. The code within the responses will indicate whether the request was successful or not. SOAP is an XML-based protocol that allows you to exchange information over a specific protocol (HTTP or SMTP) between applications.

SOAP Request for Employee Hire

Sample Code

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns2:ExternalEvent xmlns:ns2="http://notification.event.successfactors.com">
  <ns2:externalEventMeta xsi:type="eenAlertRequestMeta"
    xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <ns2:externalEventId>94343027-c93b-4895-905c-3abbcfa78c30</
ns2:externalEventId>
    <ns2:type>com.successfactors.Employment.AssignmentInformation.Hire</
ns2:type>
    <ns2:publishedAt>0</ns2:publishedAt>
    <ns2:publishedBy>admin</ns2:publishedBy>
    <ns2:effective>future</ns2:effective>
    <ns2:repost>false</ns2:repost>
  </ns2:externalEventMeta>
  <ns2:events>
    <ns2:event xsi:type="eenAlertRequestData"
      xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
      <ns2:eventId>b9f867ab-c7ba-439e-be76-aaf33350336e</ns2:eventId>
      <ns2:entityType>EmpJob</ns2:entityType>
      <ns2:effectiveStartDate>2015-03-28</ns2:effectiveStartDate>
      <ns2:publishedAt>1459828362036</ns2:publishedAt>
      <ns2:publishedBy>admin</ns2:publishedBy>
      <ns2:repost>false</ns2:repost>
      <ns2:entityKeys>
```

```

        <ns2:entityKey>
            <name>userId</name>
            <value>user1000</value>
        </ns2:entityKey>
        <ns2:entityKey>
            <name>seqNumber</name>
            <value>1</value>
        </ns2:entityKey>
    </ns2:entityKeys>
    <ns2:params>
        <ns2:param>
            <name>changedFields</name>
            <value/>
        </ns2:param>
    </ns2:params>
</ns2:event>
</ns2:events>
</ns2:ExternalEvent>

```

Parent topic: [API Information for Intelligent Services \[page 39\]](#)

Related Information

[Web Services Description Language \(WSDL\) \[page 40\]](#)

[Web Services Description Language \(WSDL\) \[page 40\]](#)

5.5.2 Web Services Description Language (WSDL)

The **Web Service Description Language** or WSDL is hierarchical structured XML document that is used to describe the functionality offered by a web service. The WSDL file provides a machine-readable description includes: how the service is called, expected parameters and what data structure that the outbound call returns.

Web Service Description Language

You can implement your web service using the corresponding WSDL xml file:

Sample Code

```

<!-- Generated by JAX-WS RI at http://jax-ws.dev.java.net. RI's version is JAX-
WS RI 2.2.4-b01. -->
<definitions targetNamespace="http://notification.event.successfactors.com"
name="NotifyImplService"
    xmlns="http://schemas.xmlsoap.org/wsdl/" xmlns:wsp="http://www.w3.org/ns/ws-
policy"
    xmlns:tns="http://notification.event.successfactors.com"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"
    xmlns:wsp1_2="http://schemas.xmlsoap.org/ws/2004/09/policy"
    xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/"
    xmlns:wsam="http://www.w3.org/2007/05/addressing/metadata"

```



```

    xmlns:wsu="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-
utility-1.0.xsd">
    <types>
    <xs:schema version="1.0" targetNamespace="http://
notification.event.successfactors.com"
    xmlns:xs="http://www.w3.org/2001/XMLSchema">
    <xs:element name="ExternalEvent" type="tns:ExternalEvent"/>
    <xs:element name="ExternalEventResponse" type="tns:ExternalEventResponse"/>
    <xs:complexType name="ExternalEvent">
    <xs:sequence>
    <xs:element name="externalEventMeta" type="tns:eenAlertRequestMeta"
form="qualified"
    minOccurs="0"/>
    <xs:element name="events" type="tns:events" form="qualified"
minOccurs="0"/>
    </xs:sequence>
    </xs:complexType>
    <xs:complexType name="eenAlertRequestMeta">
    <xs:sequence>
    <xs:element name="externalEventId" type="xs:string" form="qualified"
minOccurs="0"/>
    <xs:element name="type" type="xs:string" form="qualified"
minOccurs="0"/>
    <xs:element name="publishedAt" type="xs:string" form="qualified"
minOccurs="0"/>
    <xs:element name="publishedBy" type="xs:string" form="qualified"
minOccurs="0"/>
    <xs:element name="effective" type="xs:string" form="qualified"
minOccurs="0"/>
    <xs:element name="repost" type="xs:boolean" form="qualified"
minOccurs="0"/>
    </xs:sequence>
    </xs:complexType>
    <xs:complexType name="events">
    <xs:sequence>
    <xs:element name="event" type="tns:eenAlertRequestData"
form="qualified" minOccurs="0"
    maxOccurs="unbounded"/>
    </xs:sequence>
    </xs:complexType>
    <xs:complexType name="eenAlertRequestData">
    <xs:sequence>
    <xs:element name="eventId" type="xs:string" form="qualified"
minOccurs="0"/>
    <xs:element name="entityType" type="xs:string" form="qualified"
minOccurs="0"/>
    <xs:element name="effectiveStartDate" type="xs:string"
form="qualified" minOccurs="0"/>
    <xs:element name="publishedAt" type="xs:long" form="qualified"
minOccurs="0"/>
    <xs:element name="publishedBy" type="xs:string" form="qualified"
minOccurs="0"/>
    <xs:element name="repost" type="xs:boolean" form="qualified"
minOccurs="0"/>
    <xs:element name="entityKeys" form="qualified" minOccurs="0">
    <xs:complexType>
    <xs:sequence>
    <xs:element name="entityKey" type="tns:param" form="qualified"
minOccurs="0"
    maxOccurs="unbounded"/>
    </xs:sequence>
    </xs:complexType>
    </xs:element>
    <xs:element name="params" form="qualified" minOccurs="0">
    <xs:complexType>
    <xs:sequence>
    <xs:element name="param" type="tns:param" form="qualified"
minOccurs="0"

```

```

        maxOccurs="unbounded" />
      </xs:sequence>
    </xs:complexType>
  </xs:element>
  <xs:element name="eventPayload" type="xs:anyType" form="qualified"
minOccurs="0" />
</xs:sequence>
</xs:complexType>
<xs:complexType name="param">
  <xs:sequence>
    <xs:element name="name" type="xs:string" minOccurs="0" />
    <xs:element name="value" type="xs:string" minOccurs="0" />
  </xs:sequence>
</xs:complexType>
<xs:complexType name="ExternalEventResponse">
  <xs:sequence>
    <xs:element name="responsePayload" type="tns:eenAlertResponsePayload"
form="qualified"
minOccurs="0" />
  </xs:sequence>
</xs:complexType>
<xs:complexType name="eenAlertResponsePayload">
  <xs:sequence>
    <xs:element name="entityId" type="xs:string" form="qualified"
minOccurs="0" />
    <xs:element name="errorCode" type="xs:string" form="qualified"
minOccurs="0" />
    <xs:element name="errorMessage" type="xs:string" form="qualified"
minOccurs="0" />
    <xs:element name="status" type="xs:int" form="qualified"
minOccurs="0" />
    <xs:element name="statusDate" type="xs:dateTime" form="qualified"
minOccurs="0" />
    <xs:element name="statusDetails" type="xs:string" form="qualified"
minOccurs="0" />
  </xs:sequence>
</xs:complexType>
</xs:schema>
</types>
<message name="ExternalEvent">
  <part name="parameters" element="tns:ExternalEvent" />
</message>
<message name="ExternalEventResponse">
  <part name="parameters" element="tns:ExternalEventResponse" />
</message>
<portType name="INotify">
  <operation name="ExternalEvent">
    <input wsam:Action="http://notification.event.successfactors.com/INotify/
ExternalEventRequest"
message="tns:ExternalEvent" />
    <output
wsam:Action="http://notification.event.successfactors.com/INotify/
ExternalEventResponse"
message="tns:ExternalEventResponse" />
  </operation>
</portType>
<binding name="NotifyImplPortBinding" type="tns:INotify">
  <soap:binding transport="http://schemas.xmlsoap.org/soap/http"
style="document" />
  <operation name="ExternalEvent">
    <soap:operation soapAction="" />
    <input>
      <soap:body use="literal" />
    </input>
    <output>
      <soap:body use="literal" />
    </output>
  </operation>

```

```
</binding>
<service name="NotifyImplService">
  <port name="NotifyImplPort" binding="tns:NotifyImplPortBinding">
    <soap:address location="REPLACE_WITH_ACTUAL_URL" />
  </port>
</service>
</definitions>
```

Next Steps:

Refer to the [Employee Central Event Structure and Payload \[page 43\]](#) topic for more information about how Employee Central

Parent topic: [API Information for Intelligent Services \[page 39\]](#)

Related Information

[Example: SOAP Request for Employee Hire Event \[page 39\]](#)

[Example: SOAP Request for Employee Hire Event \[page 39\]](#)

5.5.3 Event Structure and Payload for Employee Central

5.5.3.1 Employee Central Event Structure and Payload

Intelligent Services employs Employee Central OData APIs to publish externally to third-party applications. Most Intelligent Services events are published by Employee Central.

What is an Entity?

Employee Central stores data in table structures, which are known as entities. Entities comprise of records of the same type. Employee Central entities let you create and manipulate employee data. Navigation in an entity represent associations between entities.

Intelligent Services uses existing OData APIs to fetch additional information about the event. It is typical to do OData callbacks to the entity type that publishes it.

For more information about Employee Central OData APIs, refer to the [Employee Central OData API Reference Guide](#)

Each entity can have the following properties:

- Effective dating: Allows you to make scheduled changes to a record.
- Business keys: Uniquely identifies an entity
- Required/nullable attribute: Attribute set by the data model. For business keys, Required is always set to TRUE.
- Processing parameters for upsert: Both full purge and incremental purge are supported.

i Note

This table applies for all events published by Employee Central

sourceArea	MODULE_ECT
entityKeys	The Entity Key <code><assignment(string)></code> maps to OData object <code><UserId></code> .

5.5.3.2 Employee Hire

This event publishes when a new worker is created with a specified start date.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
Hire	EmpJob	userId(string) seqNumber(string)	changedFields(string) perPersonUuid(string) personIdExternal(string) 123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

❁ Example

`0b3473c8_8da7_4374_9352_164fda0fd086(string)`

5.5.3.3 Employee Rehire

This event publishes when a terminated or retired worker is rehired with a new specified start date.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
ReHire	EmpJob	userId(string)	changedFields(string)
		seqNumber(string)	perPersonUuid(string)
			personIdExternal(string)
			123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

❖ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.4 First Time Manager

The First Time Manager event publishes when a job information change for a worker who is assigned a new direct report that has never been a manager before the effective start date.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
FirstTimeManager	EmpJob	userId(string)	changedFields(string)
			perPersonUuid(string)
			personIdExternal(string)
			123(string)

i Note

The unique identifier belongs to the first time manager, which applies to either that manager is an employee or a contingent worker.

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

♣ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.5 Change in Manager

This event publishes after a job information change for an employee that is assigned a new manager.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
ManagerChange	EmpJob	userId(string)	changedFields(string)
		seqNumber(string)	managerId(string)
			perPersonUuid(string)
			personIdExternal(string)
			123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

♣ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.6 Individual Contributor to Manager

This event is published after a job information change for an individual contributor that is now a manager with direct reports.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
IndividualContributorBecomesManager	EmpJob	userId(string)	changedFields(string) perPersonUuid(string) personIdExternal(string) 123(string)

i Note
The unique identifier belongs to the manager, which is applicable as an employee or as a contingent worker.

→ Tip

The `perPersonUuid` and `personIdExternal` parameters appear as a unique identifier ID number as part of your payload information. A given `perPersonUuid(string)` unique identifier may look like:

❖ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.7 Manager to Individual Contributor

This event publishes when a manager becomes an individual contributor and no longer have direct reports after a specific effective start date.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
ManagerBecomesIndividual-Contributor	EmpJob	assignment(string)	changedFields(string) perPersonUuid(string) personIdExternal(string) 123(string)

i Note
The unique identifier belongs to the previous manager, which may be an employee or a contingent worker.

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

❖ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.8 Change in Employee Department

This event publishes after a job information change for an employee that moved to a new department.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
DepartmentChange	EmpJob	userId(string) seqNumber(string)	changedFields(string) department(string) perPersonUuid(string) personIdExternal(string) 123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

♣ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.9 Change in Employee Location

This event publishes after a job information change for a worker that moved to a new location.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
LocationChange	EmpJob	userId(string)	changedFields(string)
		seqNumber(string)	location(string)
			perPersonUuid(string)
			personIdExternal(string)
			123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

♣ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.10 Change in Employee Division

This event publishes after a job information change for an employee that moved to a new division.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
DivisionChange	EmpJob	userId(string)	changedFields(string)
		seqNumber(string)	division(string)
			perPersonUuid(string)
			personIdExternal(string)
			123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

❖ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.11 Change in Business Unit

This event publishes after a job information change for an employee that moved to a new business unit.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
BusinessUnitChange	EmpJob	userId(string)	changedFields(string)
		seqNumber(string)	businessUnit(string)
			perPersonUuid(string)
			personIdExternal(string)
			123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

❖ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.12 Job Transfer

The *Job Transfer* event publishes after an employee is transferred to a new job starting after a specified effective start date.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
Transfer	EmpJob	userId(string)	changedFields(string)
		seqNumber(string)	manager-id(string)
			perPersonUuid(string)
			personIdExternal(string)
			123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

❖ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.13 Change in Job Title

This event publishes after a job information change for a worker that is being assigned a new job title.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
JobTitleChange	EmpJob	userId(string)	changedFields(string)
		seqNumber(string)	jobTitle(string)
			perPersonUuid(string)
			personIdExternal(string)
			123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

❖ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.14 Change in Job Classification

This event publishes after a job information change for an employee moved to a new job classification.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
JobClassificationChange	EmpJob	userId(string) seqNumber(string)	changedFields(string) jobCode(string) perPersonUuid(string) personIdExternal(string) 123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

♣ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.15 Add Global Assignment

This event publishes after a new global assignment created for an employee after the effective start date.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
AddGlobalAssignment	EmpJob	userId(string) seqNumber(string)	changedFields(string) homeUserId(string) perPersonUuid(string) personIdExternal(string) 123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

♣ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.16 End Global Assignment

This event publishes when a global assignment has ended for an employee.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
EndGlobalAssignment	EmpJob	userId(string) seqNumber(string)	changedFields(string) homeUserId(string) perPersonUuid(string) personIdExternal(string) 123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

❖ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.17 Create Concurrent Employment

This event publishes when an employee starts is assigned a new concurrent assignment after the effective date.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
CreateConcurrentEmployment	EmpJob	userId(string) seqNumber(string)	changedFields(string) personIdExternal(string) perPersonUuid(string) personIdExternal(string) 123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

❖ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.18 Start Probation

This event publishes when an employee is put on probation after a specified date.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
StartProbation	EmpJob	userId(string)	changedFields(string)
		seqNumber(string)	perPersonUuid(string)
			personIdExternal(string)
			123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

❖ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.19 Employee Time Off

This event publishes for an employee for any type of absence.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
Absence	EmployeeTime	externalCode(string)	userId(string)
			perPersonUuid(string)
			personIdExternal(string)
			123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

❖ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.20 Employee Short Term Disability

This event publishes when an absence is determined by the configured business rules to meet the criteria of a short-term disability.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
ShortTermDisability	EmployeeTime	externalCode(string)	userId(string) perPersonUuid(string) personIdExternal(string) 123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

❖ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.21 Employee Long Term Disability

This event publishes when an absence is determined by the configured business rules to meet the criteria of a long-term disability.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
LongTermDisability	EmployeeTime	externalCode(string)	userId(string) perPersonUuid(string) personIdExternal(string) 123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

❖ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```

5.5.3.22 Expiration of Work Order

This event publishes when a work order is going to expire for a contingent worker.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
WorkOrderExpiration	WorkOrder	externalCode(string) workOrderOwnerId(string)	

5.5.3.23 Employee Termination

This event publishes when a notification of an employee termination.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
Termination	EmpJob	userId(string) seqNumber(string)	changedFields(string) perPersonUuid(string) personIdExternal(string) 123(string)

→ Tip

The `perPersonUuid` and `personIdExternal` parameters, appears as a unique identifier ID number as part of your payload information. A given The `perPersonUuid(string)` unique identifier may look like:

❖ Example

```
0b3473c8_8da7_4374_9352_164fda0fd086(string)
```


5.5.4 Event Structure and Payload for Talent Management

5.5.4.1 Spot Awards Given

This event is published by SAP SuccessFactors Compensation when the Spot Awards nomination is approved. The source Area for this event: `MODULE_COMP`.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
SpotAwardGivenEvent	SpotAward	externalCode(string)	receiverName(string) nominatorName(string) programName(string) categoryName(string) approvalDateISO(string)

5.5.4.2 Calibration Session Activation

This event is published by Calibration after a calibration session has been activated. The source area for this event: `MODULE_CALIBRATION`.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
CalibrationActivateSession	CalibrationSession	sessionid(string)	sessionid(string)

5.5.5 Event Structure and Payload For Continuous Performance

5.5.5.1 Add Continuous Performance Management Activity

This event publishes after an employee creates a continuous performance management activity. The source area is `MODULE_CPM`.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
ActivityCreationEvent	Activity	activityId(long)	activityId(string) subjectUserId(string) createdBy(string) createdDate(string)

5.5.5.2 Add Continuous Performance Management Achievement

This event publishes after an employee creates a continuous performance management achievement. The source area is `MODULE_CPM`.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
AchievementCreationEvent	Achievement	achievementId(string)	achievementId(long) subjectUserId(string) createdBy(string) createdDate(string)

5.5.6 Event Structure and Payload for Onboarding

5.5.6.1 Onboarding 1.0 Step Complete

This event publishes when step in onboarding is completed. The source area is `MODULE_OB`.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
OnboardingProcess_Step-Completed	StepCompleteHrData	hrDataId(string)	processType(string) processName(string) stepName(string) customStepName(string)

5.5.6.2 Offboarding 1.0 Step Complete

This event publishes when an offboarding step is completed. The source area is `MODULE_OB`.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
OffboardingProcess_Step-Completed	StepCompleteHrData	hrDataId(string)	processType(string) processName(string) stepName(string) customStepName(string)

5.5.7 Event Structure and Payload for Recruiting

5.5.7.1 Update of Job Requisition

Recruiting publishes this event when an approval or closed job requisition is updated. The source area for this event: MODULE_RCM.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
JobRequisition.Updated	JobRequisition	jobReqId(string)	updatedFieldsList(string) isOnboardingInitiated(string)

5.5.7.2 Update of Job Application

Recruiting publishes this event when a job application is dated and the applicant is in an applied state. The source Area for this event: MODULE_RCM.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
JobApplication.Updated	JobApplication	applicationId(string)	updatedFieldsList(string) isOnboardingInitiated(string)

5.5.7.3 Approval of Offer Detail

Recruiting publishes this event after the final approval step on a job offer details. The source Area for this event: MODULE_RCM.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
JobOffer.Updated	JobOffer	offerApprovalId(string)	isOnboardingInitiated(string) applicationId(string)

5.5.8 Event and Payload Structure for Learning

5.5.8.1 Completion of Learning

Learning publishes this event after an employee completes a learning item or program. The source area for this event: `MODULE_LMS`

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
LearningCompletion	learninghistory	userID(string) itemID(string) itemTypeID(string) revisionDate(Long) completionStatusID(string) completionDate(Long)	

5.5.9 Event Structure and Payload for Job Profile Builder

5.5.9.1 Update of Employee Competency Assessment

The Update of Employee Competency Assessment event publishes when an employee competency assessment is updated. The source area is `MODULE_JPB`.

Event Type	OData Entity Type	Entity Keys and Data type	Parameter Keys and Data type
WorkerCompetencyAssessment	StandardEntityEvent	assessmentId(long)	N/A

5.6 Integrating DocuSign With SAP SuccessFactors Intelligent Services

Integration of DocuSign with SAP SuccessFactors Intelligent Services allows you to trigger electronic signatures when an intelligent services event is raised in SAP SuccessFactors.

Integrating DocuSign with SAP SuccessFactors Intelligent Services is a modern approach of holding secured and trusted document signatures electronically. The DocuSign tool has an envelope that sends parameters to generate

a document using the document template to initiate e-Signature. The envelope also contains information about the sender, security, authentication information, and more.

After documents are signed electronically:

- SAP SuccessFactors receives the signed documents from DocuSign that are saved in the Document Management Repository.
- Also, it raises a standard Intelligent Services event - [DocuSignEnvelopeStatusUpdate](#) to which the supplementary **Business Scenario**, a pre-configured template, when subscribes to it, updates certain details in SAP SuccessFactors EmpJob based on the user-defined mappings.

The DocuSign integration is supported for the following events: [Change in Name](#), [New Work Order](#) and [Employment Termination](#).

❖ Example

An employee's last name has been updated and saved. On saving the changes, the [Change in Name](#) Intelligent Service event is triggered and an email (triggered from DocuSign tool) is sent to the participant. The participant can review and electronically sign the document, which is saved in the Document Management Repository

5.6.1 Configuring DocuSign Account in SAP SuccessFactors

Adding DocuSign account in SAP SuccessFactors to integrate with the DocuSign tool and allow users to sign their documents electronically.

Prerequisites

- The [Enable DocuSign Adaptor](#) option must be selected from [Provisioning](#).

→ Remember

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

- Role-based Permissions:
 - [Configure DocuSign eSignature](#) must be enabled to integrate DocuSign.
 - [Manage DocuSign envelopes](#)

Procedure

1. Go to ► [Admin Center](#) ► [Configure DocuSign eSignature](#) ►.
2. Enter your DocuSign account ID in the [Account ID](#) field.
3. Enter the e-mail address associated with the integration in the [Email](#) field.

4. Select an *Integration type* from the dropdown menu. You can use *Sandbox* for demo DocuSign account and *Production* for production environment.
5. Click *Activate*.

5.6.2 Setting Up Integration for DocuSign With SAP SuccessFactors Intelligent Services

You want to configure and integrate DocuSign with SAP SuccessFactors Intelligent Services, which facilitates electronic exchange of contracts and signed documents.

Prerequisites

To configure and integrate DocuSign with SAP SuccessFactors Intelligent Services, you must have established the following prerequisites in your system:

- Create an account in DocuSign tool.
- Create a template in the DocuSign tool to include documents, text fields and signature fields.

i Note

Currently, the supported standard fields are *Signature* and *Text*.

- Configure DocuSign account in SAP SuccessFactors application to integrate with DocuSign tool and allow you to sign your documents electronically.
- Enable Intelligent Services.
- Enable Document Generation
- Document Management Repository

The sequence of steps helps you to configure and integrate DocuSign with SAP SuccessFactors Intelligent Services, which facilitates electronic exchange of contracts and signed documents.

Procedure

1. Create a document template in *Document Generation - Manage Document Template*
2. Map this document template using *Document Generation - Manage Document Template Mapping*.
3. Create a Business Rule to Trigger an Intelligent Services event.
4. Assign the Business Rule to an Object.
5. Configure events in *Intelligent Service Center*.

Next Steps

1. Once all the configurations are complete, go to the employee profile and edit [Personal Information](#) to change the last name. The [Change in Name](#) Intelligent Service event is triggered and you receive an email (triggered from DocuSign tool). Click on [Review Document](#).
2. View and manage the status of DocuSign envelopes at ► [Admin Center](#) ► [Manage DocuSign envelopes](#) ►.

Related Information

[Enable Document Generation](#)

[Enabling Intelligent Services and Retrieving SuccessStore Rules with Upgrade Center \[page 9\]](#)

[Configuring DocuSign Account in SAP SuccessFactors \[page 62\]](#)

[Manage DocuSign Envelopes](#)

5.6.2.1 Creating a Document Template in SAP SuccessFactors Employee Central Document Generation

Here, you can create new or edit existing templates that provides a framework for the entire document's content for a given employee.

Procedure

1. Go to [Admin Center](#).
2. In the [Tools Search](#) field, enter [Document Generation - Manage Document Template](#).
3. Go to [Create New](#) and select [Document Generation Template](#) to create a new template in SAP SuccessFactors Document Generation.
4. Enter the relevant details in the fields and choose [Save](#).
5. In the [Template Content](#) area, add all content relevant for your document. To add the placeholders in the content, choose the [P](#) button and give a name to place holder such as **First Name**.

→ Remember

The [Template Content](#) area is set to its default formatting (Font size, color and so on). Use the default setting while creating the document template for integration with DocuSign. This integration doesn't support content formatting.

These place holders are used in the document to support dynamic content so that the relevant employee's data can be added to the document during the generation process. For example, **First Name** and **Last**

Name are different for each employee and when you generate the document, these placeholders are replaced by the relevant employee's details.

6. Use tables and direct mappings by choosing the table icon with number of Columns as 3 and number of rows will be equal to number of fields defined in the DocuSign template. In this example, the number of rows are 2.
 1. In the first column, enter *textTabs*, as *Text* type fields are used in the DocuSign template.
 2. In the second column, enter the *Data field* name of each field that is defined in the DocuSign template. Here, the second column will have *FName* and *LName*.
 3. In the third column, enter the *Placeholder* name. Here, let us enter the placeholder name as *FirstName* and *LastName*.
7. Click *Save*.

Next Steps

The next step is to map the placeholders in the Document Template to the relevant HRIS or MDF fields.

5.6.2.2 Mapping the Document Template in SAP SuccessFactors Document Generation

Here you can manage your document template mapping that allows you to map the placeholders added while creating a Document Template to the relevant HRIS or MDF fields, or map them using rules which you have created.

Prerequisites

View and/or Edit access to HRIS fields defined in the Document Generation Template Mapping. For example, if personal information fields such as *First Name* and *Last Name* are being mapped in the Document Generation Template Mapping, then view and/or edit access must be available to map these HRIS fields while these documents are generated.

Procedure

1. Go to *Admin Center*.
2. In the *Tools Search* field, enter *Document Generation - Manage Document Template Mapping*.
3. Select the template which was created using the Document Generation tool and map the placeholder *FirstName* and *LastName*. Based on your mapping types, you can choose:
 - *Direct Mapping*
 - *Past Direct Mapping*
 - *Future Direct Mapping*

- [Rule Mapping](#)
4. Click [Save](#).

Next Steps

The next step is to create a business rule to trigger intelligent service event.

Related Information

[Managing Document Template Mapping](#)

5.6.2.3 Creating a Business Rule to Trigger an Intelligent Service Event

You can use the [Configure Business Rules](#) tool to configure business rules for your Intelligent Services flow.

Procedure

1. Go to [Admin Center](#).
2. In the field, [Tools Search](#) enter [Configure Business Rules](#).
3. Choose [+](#) ([Create New Rule](#)) in the [Business Rules Admin](#) page.
4. Select a scenario suitable for the business rule you want to create.
5. Make entries in the fields in the popup dialog and choose [Continue](#).

You get to the [Configure Business Rules](#) detail page.

6. Set up your [If/Then](#) statements you want for this event.

Considering an example of changing the first and last name for the [Change in Name](#), this is how your [If/Then](#) statement will be:

Sample Code

```
If Personal Information Model.First Name.Previous Name is not equal to  
Personal Information Model.First Name.Value  
Or  
If Personal Information Model.Last Name.Previous Name is not equal to  
Personal Information Model.Last Name.Value  
Then  
Execute Trigger Name Change Event()  
Personal Information: Personal Information Model.Personal Information
```

7. Select [Save](#) to finish.

Next Steps

Once the rule is created, you must assign this rule to an object.

5.6.2.4 Assigning a Business Rule to an Object

Prerequisites

- You've set up the Business Configuration UI (BCUI).

i Note

Please note that you can use BCUI only to configure HRIS elements and HRIS fields that are part of the Succession Data Model and the Country-Specific Succession Data Model.

- Before you can assign a rule to an HRIS element or a field, a rule must already exist. If the rule does not exist, create one using the procedure described in **Creating a Business Rule to Trigger an Intelligent Service Event**.

Procedure

1. Go to ► [Admin Center](#) ► [Manage Business Configuration](#) ►.
2. Under ► [Employee Central](#) ► [HRIS Elements](#) ►, select the HRIS element that you want to assign the rule to. For example, select [personallInfo](#) for Personal Information.
3. To assign the rule on object level (HRIS-element level):
 - a. Scroll down to the [Trigger Rules](#) section.
 - b. From the [Base Object](#) dropdown, select a base object.
 - c. From the [Event Type](#) dropdown, select the event type on which the rule gets triggered.
 - d. From the [Rules](#) dropdown, select the corresponding rule. The rules get filtered based on the base object selected.
 - e. **Optional:** To create a new rule, or search for existing rules, select the + [Add Rule](#) option next to the rules dropdown.

You get to the [Configure Business Rules](#) page.

4. Save your changes.

Next Steps

Once the business rule has been created and assigned to an object, configure the event in [Intelligent Services Center](#).

Related Information

[Setting Up and Using Business Configuration UI](#)

[Creating a Business Rule to Trigger an Intelligent Service Event \[page 66\]](#)

5.6.2.5 Configuring Events in Intelligent Service Center

Intelligent Service Center publishes information that includes which SAP SuccessFactors application published the event, event description, and the event publishing rule. Here, you must configure the action when the event is fired. This action is defined at the event level in Intelligent Service Center.

Procedure

1. Go to [Admin Center](#).
2. In the [Tools Search](#) field, enter [Intelligent Service Center](#).

This page lists the available events.
3. Select an event. For our relevance, let's choose [Change in Name](#)
4. Go to [Custom Activities](#), select [DocuSign](#).
5. Enter the [DocuSign Template ID](#). The [DocuSign Template ID](#) must be derived from the DocuSign template that was created in the DocuSign tool.
6. Enter the [SAP SuccessFactors Template ID](#). The [SAP SuccessFactors Template ID](#) is the ID of the document generation template created in SAP SuccessFactors Employee Central Document Generation.
7. Click [Add](#).
8. Every Intelligent Services event has a default flow, If there is no business requirement to change existing preconfigured business rules to any activities, leave the flow as is. To create a new rule, do so in [Configure Business Rules](#).

For more information on creating and saving a new flow, see [Flows and Flow Rules](#)

9. Click ► [Actions](#) ► [Save Flow](#) ►.

Related Information

[Using Intelligent Services Center](#)

5.6.3 Business Scenario: DocuSignEnvelope Status Update

The *DocuSignEnvelope Status Update* business scenario is a pre-configured template that captures the DocuSign Envelope Status details in the SAP SuccessFactors EmpJob entity once the documents are signed and completed by the recipient. The status details are captured when events are triggered in the *Intelligent Services Center*, when a user electronically signs a document or a set of documents. The signed documents are saved in the Document Management Repository.

The Business Scenario is supported for the following events: *Change in Name*, *New Work Order* and *Employment Termination*

Activate the Business Scenario in ► *Admin Center* ► *Business Scenarios* ►. On activation, you are redirected to *Integration Center*, to configure your integration. Configuring this integration allows you to set up your required field transformation and necessary filters that can help you generate a customized output.

Once you save your configuration, complete your setup in *Intelligent Services Center* by adding the configured integration to the event flow.

Related Information

[Configuring Business Scenarios](#)

5.6.3.1 Setting Up the DocuSign Envelope Status Update Business Scenario

Enable and configure the *DocuSignEnvelope Status Update* business scenario to monitor the status of DocuSign envelopes for the SAP SuccessFactors EmpJob entity.

Prerequisites

- You must have completed the DocuSign integration with SAP SuccessFactors Intelligent Services as discussed in **Setting Up DocuSign Integration with SAP SuccessFactors Intelligent Services**.
- Role-Based Permissions
 - [Access to Business Scenarios](#)
 - [Allow users to execute "Application/UI" or "Event-based" Integrations](#). For contextual information on this permission see **List of Role-Based Permissions**.
 - ► [Admin Center Permission](#) ► [Read Execution Manager Events](#) ►

Procedure

1. Go to ► [Admin Center](#) ► [Business Scenario](#) ►.
2. Find [DocuSignEnvelope Status Update](#) and move the slider to [On](#) in the Active column to activate the business scenario.
3. Click [OK](#) on the [Confirm](#) dialog.

You are redirected to the Integration Center's [Options](#) tab that displays prepopulated integration information.

→ Remember

Don't modify the details of the integration information on this page.

4. Click [Next](#).

You are in the [Configure Fields](#) tab. In this tab, you can view and edit the layout and field transformations.

5. Select the Field Mapping View icon to edit field transformations.

i Note

The primary fields have already been mapped. However, you must map [Source Fields](#) with the [Destination Fields](#) based on your integration requirements. The [Preview](#) area displays the field mappings.

6. Click [Next](#) in the [Configure Fields](#) tab.

You are in the [Filter](#) tab. This tab allows you to add a filter to your source fields.

❁ Example

You can add a filter for Document Category to process only a certain set of envelopes or certain set of document types.

7. Click [Next](#) in the [Filter](#) tab.

You are in the [Review and Run](#) tab. In this tab, you can view the configuration summary.

8. Click [Save](#) to save your configuration.

i Note

The integration scheduler is not applicable to this integration.

9. **Optional:** Click [Go to ISC](#).

You are redirected to the [Intelligent Services Center](#) landing page. You will find the [DocuSignEnvelope Status Update](#) listed under [All Events](#).

Next Steps

1. Configure your Integration in the **Intelligent Services Center** for the [DocuSignEnvelope Status Update](#) event.
2. When you run the [DocuSignEnvelope Status Update](#) integration, you can check your job execution status in ► [Admin Center](#) ► [Execution Manager](#) ►.

6 Using Intelligent Services Center

Use Intelligent Services Center to manage events and subscriber activities for Intelligent Services.

[Enabling Intelligent Services Center \[page 72\]](#)

Enable Intelligent Services Center so that you can use it to configure Intelligent Services events and subscribers.

[Refreshing OData API Metadata \[page 73\]](#)

After enabling Intelligent Services Center, refresh the OData API metadata.

[Viewing a List of Intelligent Services Events \[page 73\]](#)

Use Intelligent Services Center to view a list of Intelligent Services events in the system.

[Viewing Details About an Event \[page 74\]](#)

Use Intelligent Services Center to view details about a specific event, including publishing rules, event monitoring data, and its associated flows and activities.

[Viewing Subscriber Activities for an Event \[page 75\]](#)

Use Intelligent Services Center to view the subscriber activities that are associated with a specific event.

[Configuring a Connection to a Third-Party Subscriber \[page 76\]](#)

Use an Event Connector to configure a connection to a third-party subscriber using endpoint URLs.

[Integrating Intelligent Services with Integration Center \[page 77\]](#)

Intelligent Services in SAP SuccessFactors provide suite-wide events that occur within the SAP SuccessFactors HXM Suite. When an event occurs in one part of suite, other areas are made aware of it and can react accordingly.

[Creating a New Flow for Intelligent Services \[page 85\]](#)

Create a new flow for an Intelligent Services event so that you can use flow rules to trigger different subscriber activities in different scenarios.

[Creating a Flow Rule for Intelligent Services \[page 86\]](#)

Create a flow rule to determine when a flow that's associated with an Intelligent Services event is triggered.

[Tracking Errors and Viewing Execution Details \[page 87\]](#)

Find and troubleshoot errors or confirm the successful execution of Intelligent Services events, subscriber activities, and third-party integrations during the last 180 days.

[Retrying a Failed Third-Party Subscriber Activity \[page 91\]](#)

If you find subscriber activity that failed to execute in an external, third-party subscriber, you can retry it.

6.1 Enabling Intelligent Services Center

Enable Intelligent Services Center so that you can use it to configure Intelligent Services events and subscribers.

Prerequisites

- Intelligent Services is enabled.
- You have access to Upgrade Center.

Context

Intelligent Services Center is the latest administration tool for configuring Intelligent Services. When you enable it, it replaces the legacy Event Center tool.

Procedure

1. Go to ► [Admin Center](#) ► [Upgrade Center](#) ►.
2. Go to ► [Recommended Upgrades](#) ► [Intelligent Services Center](#) ► and choose [Learn More & Upgrade Now](#).
3. Choose [Upgrade Now](#) to enable Intelligent Services Center and then [Yes](#) to confirm.

Results

Intelligent Services Center is enabled.

→ Remember

To undo the upgrade, go to ► [Upgrade Center](#) ► [View Recently Completed Upgrades](#) ►, and choose [Undo](#).

Next Steps

Refresh OData API metadata.

6.2 Refreshing OData API Metadata

After enabling Intelligent Services Center, refresh the OData API metadata.

Prerequisites

- You have the ► [Manage Integration Tools](#) ► [Access to OData API Metadata Refresh and Export](#) ► permission.

Procedure

1. Go to ► [Admin Center](#) ► [OData API Metadata Refresh and Export](#) ►
2. Choose [Refresh](#).

The refresh may take a few minutes. Wait until you see a success message, along with a date and timestamp.

6.3 Viewing a List of Intelligent Services Events

Use Intelligent Services Center to view a list of Intelligent Services events in the system.

Prerequisites

You have the ► [Intelligent Services Tools](#) ► [Intelligent Services Center \(ISC\)](#) ► permission.

Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Review information about each event.

For each event, you can see:

- Name and description of the event
 - SAP SuccessFactors solution that publishes the event
 - Total number of events of this type that have been raised recently
3. To change the period for which total events raised are calculated, use the menu to select 1 day, 7 days, or 15 days.

4. To change the sort order of the list, use the [Sort By](#) option.
5. To search for a specific event, use the search box.
6. To see more information or configure activities and rules, choose the name of the event and open the [Event Details](#) page.

6.4 Viewing Details About an Event

Use Intelligent Services Center to view details about a specific event, including publishing rules, event monitoring data, and its associated flows and activities.

Prerequisites


You have the ► [Intelligent Services Tools](#) ► [Intelligent Services Center \(ISC\)](#) ► permission.

Context

i Note

If you can't see Event Details, try refreshing your OData API Metadata.

Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ► and choose the event you want to see details about.
2. For events that are triggered by configurable business rules, go to the [Publishing Rule](#) tab to see the name of the rule. Choose the name or  ([Details View](#)) to see details.

Publishing rules set conditions that determine when events are published to subscribers, when events are published to third-party applications, or both.

3. Go to the [Event Monitoring](#) tab to see details about events, subscribers, and integration activities during a specific time range.

! Restriction

Event monitoring data is only available for the last 15 days. Older data is purged regularly, for data protection and privacy.

4. Go to a Flows tab to see details about the flow and its associated activities.

A "flow" is a collection of subscriber activities that are triggered by an event. You can create multiple flows for each event and use flow rules to determine when each flow is triggered.

5. To view details about a different event, use the [Select Event](#) menu at the top of the page.

Related Information

[Refreshing OData API Metadata \[page 73\]](#)

6.5 Viewing Subscriber Activities for an Event

Use Intelligent Services Center to view the subscriber activities that are associated with a specific event.

Prerequisites

You have the [Intelligent Services Tools](#) > [Intelligent Services Center \(ISC\)](#) permission.

Procedure

1. Go to [Admin Center](#) > [Intelligent Services Center](#) and choose the event whose activities you want to see.
2. Select one of the Flows tabs to view subscriber activities in that flow.

A "flow" is a collection of subscriber activities that are triggered by an event. You can create multiple flows for each event and use flow rules to determine when each flow is triggered.

3. Review the list of activities that are **currently** included in the flow, sorted by timing or subscriber name.
 - Choose [Timing](#) to sort activities by when they occur. Most activities occur when the event is published.
 - Choose [Subscriber](#) to sort activities by SAP SuccessFactors solution.

→ Tip

For each subscriber activity listed, you can see the following information:

- **Activity type** is indicated by the vertical line at the start of the row:
 - A blue dotted line indicates a preconfigured activity that can only be switched on or off. It can't be configured further. Most activities are this type and typically appear in the [When event is published](#).
 - A blue solid line indicates a configurable activity. You can configure rules, timing, and recipient. These activities can be added multiple times to the same event and typically appear in an [On Effective Date](#) section.
 - A gray solid line indicates a custom activity for third-party subscribers. These activities appear in an [Event Connector](#) or [Integration](#) section.
- **Notifications** that are sent by the subscriber solution when the event occurs.

Expand the [Web Notifications](#) or [Email Notifications](#) sections to see which notifications of each type are turned on or off.

4. Review all of the available activities that **can be** included in the flow, sorted by type.

→ Tip

Activities that are already included in the flow are shaded. Activities that are available to add are white.

- [Custom Activities](#) are ways of publishing events to an external or third-party subscriber. There are two methods: [Event Connector](#) and [Integration](#).
- Other activities are grouped by SAP SuccessFactors solution.

6.6 Configuring a Connection to a Third-Party Subscriber

Use an Event Connector to configure a connection to a third-party subscriber using endpoint URLs.

Prerequisites

You have the [Intelligent Services Tools](#) [Intelligent Services Center \(ISC\)](#) permission.

Context

Event notifications are sent out as a SOAP request message to a specified endpoint. An API callback can be done to get the details of the event using the metadata contained in the object. Event Connectors belong to an event and are applicable to flows associated with the event.

Procedure

1. Go to [Admin Center](#) [Intelligent Services Center](#) and choose the event whose activities you want to see.
2. Select one of the Flows tabs.
3. Choose the [Event Connector](#) activity.
4. Select one of the available Event Connectors or choose to create a new one.
5. Configure [Connector Options](#), including name, description, endpoint URL, external event alerts, and icon image.

i Note

Only the name and endpoint URL are required. The endpoint URL is important because it identifies where the event is published. Information is sent to the endpoint URL in the form of a SOAP message.

6. Choose [Authentication](#) settings.

You can select from the following [Authentication](#) options.

- [None](#) - No authentication is required to access the external application.
- [Basic](#) - Provide a username and password to access the external application.
- [OAuth2 Client Credentials Grant](#) - Provide a client ID, client secret, token endpoint, and scope for the endpoint you want to connect to.
- [X.509 Certificate](#) - Provide an X.509 Certificate to authenticate to the external application.

7. Choose [Save](#) to save the connector.

Results

The Event Connector is added and is now included in all flows associated with the event.

If you create a new flow, this connector appears. If you remove the connector from one flow, it's removed from all flows for that event.

6.7 Integrating Intelligent Services with Integration Center

Intelligent Services in SAP SuccessFactors provide suite-wide events that occur within the SAP SuccessFactors HXM Suite. When an event occurs in one part of suite, other areas are made aware of it and can react accordingly.

Intelligent Services is now integrated with Integration Center, as [Intelligent Services Center](#). The [Intelligent Services Center](#) will enable you to model the business processes for the Intelligent Services events within SAP SuccessFactors and other business applications.

If there is a change in event in Employee Central, the [Intelligent Services Center](#) integration is triggered. The change in event could be any of the following types:

- New Hire,
- Change in Manager Employee Time off,
- Change in Location, etc.

The [Intelligent Services Center](#) tool offers seamless integration.

When this integration is triggered, a file is generated. This file will contain information of those employees for which an event was triggered in Employee Central, which means that the file will not contain all data, rather it will contain data of employees for which the change event was triggered. We also support REST output for Intelligent Services based integration.

[Accessing Intelligent Services Center](#)

You can access the [Intelligent Services Center](#) tool from the Admin Center. If [Intelligent Services Center](#) is not configured, you must contact Product Support.

[Example to trigger an integration from Intelligent Services Center](#)

Suppose you want to trigger the *Change in Manager* event in [Intelligent Services Center](#).

Here are the steps you'd follow:

1. Click the *Change in Manager* event in Intelligent Services Center.
2. On the details page, click *Integration* under *Custom Activities*.
3. On the *Select Integration* page, you have the following two options:
 - To add an existing integration:
Select an integration listed under *My Integrations* and then click *Add Integration*.
 - To create new integration:
Click *Create New Integration*. Then, on the *Chose Integration Type* page, select the *Destination Type* and the *Format* of the output file and click *Create*.
4. You are now in the Integration Center view. Select and fill in the appropriate fields in the tabs.
5. On the *Review and Run* page, you have an option to go back to the *Intelligent Services Center* by clicking *Go to ISC* button.
6. From the *Intelligent Services Center* landing page, select the *Change in Manager* event. Click *Event Monitoring* and you can see event logs.

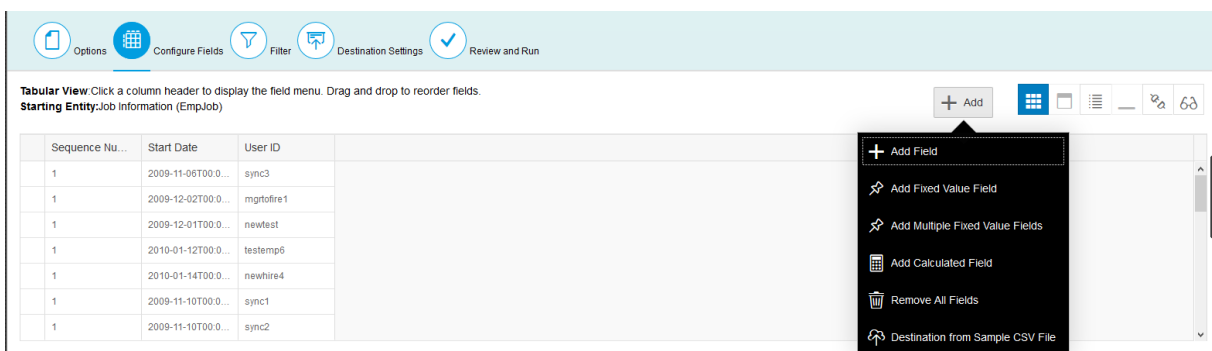
Example to use business keys in an integration created on Intelligent Services Center

When Intelligent Services event is triggered, only business keys are received. In Integration Center, typically customers extract additional data using the business keys from the corresponding ODATA API before sending the output data to either SFTP or REST API. Let's see this example.

Suppose you trigger the *Change in Manager* event in *Intelligent Services Center*.

Here are the steps to follow:

1. Click the *Change in Manager* event.
2. On the details page, click *Integration* under *Custom Activities*.
3. On the *Select Integration* page, choose *Create New Integration*.
4. On the *Chose Integration Type* page, select the *Destination Type* and the *Format* of the output file and click *Create*.
5. This takes you to the *Options* page in Integration Center. Click *Configure Fields* and you see by default, three configured business keys as shown in the following screen.



You can click the + icon to add multiple fields.

Related Information

[Retrying a Failed Third-Party Subscriber Activity \[page 91\]](#)

[Using Intelligent Services Center for Integrations \[page 79\]](#)

[Selecting an Existing Integration in Intelligent Services Center \[page 80\]](#)

[Creating a New Integration in Intelligent Services Center \[page 81\]](#)

[About Review and Run \[page 83\]](#)

[Displaying Event Names for Intelligent Services Integrations \[page 84\]](#)

6.7.1 Using Intelligent Services Center for Integrations

After an integration is created, it is linked to an event in the Integration Center and is added as a configurable action. You can define a rule and timing options. When the event is triggered, the integration is called automatically. SAP SuccessFactors Integration Center supports REST and SFTP File Transfer.

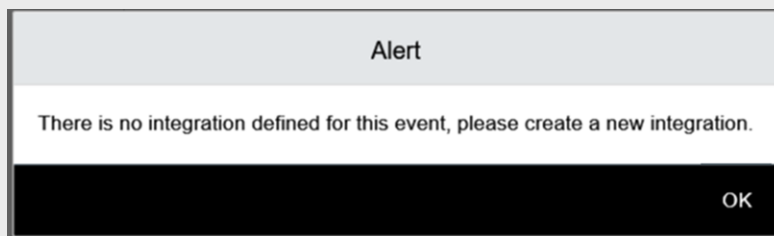
Using Integration Tab

There are two options available when you use *Integrations* tab in Intelligent Services Center:

- My Integrations
- Create New Integrations

i Note

If no integrations have been created for a specific event, an alert appears that state: *There is no integration defined for this event, please create a new integration.*



Related Information

[Integrating Intelligent Services with Integration Center \[page 77\]](#)

[Selecting an Existing Integration in Intelligent Services Center \[page 80\]](#)

[Creating a New Integration in Intelligent Services Center \[page 81\]](#)

[About Review and Run \[page 83\]](#)

[Displaying Event Names for Intelligent Services Integrations \[page 84\]](#)

6.7.1.1 Selecting an Existing Integration in Intelligent Services Center

You can set up an already existing integration for your event, from the Intelligent Services Center [Integration](#) tab.

Prerequisites

You have the [Intelligent Services Tools](#) > [Intelligent Services Center \(ISC\)](#) permission.

Procedure

1. Go to [Admin Center](#) > [Intelligent Services Center](#).
2. Go to [Activities](#) > [Custom Activities](#) > [Integration](#).

The [Select Integration](#) dialog box opens that contains a list of integrations under the [My Integrations](#) tab.

List of Integrations under the [My Integrations](#) tab in the [Select Integration](#) dialog box

3. Select the Integration package you want to use from the [My Integrations](#) tab.
4. Select [Add Integration](#) to finish.

Next task: [Creating a New Integration in Intelligent Services Center \[page 81\]](#)

Related Information

[Integrating Intelligent Services with Integration Center \[page 77\]](#)

[Using Intelligent Services Center for Integrations \[page 79\]](#)

6.7.1.2 Creating a New Integration in Intelligent Services Center

You can create new integrations from Intelligent Services Center that links with Integration Center.

Prerequisites

You have the [Intelligent Services Tools > Intelligent Services Center \(ISC\)](#) permission.

Context

Note

Integration Center supports SOAP-based integration, but can't be done from Intelligent Services Center. You can create your SOAP-based integrations using Integration Center first and add to your event later.

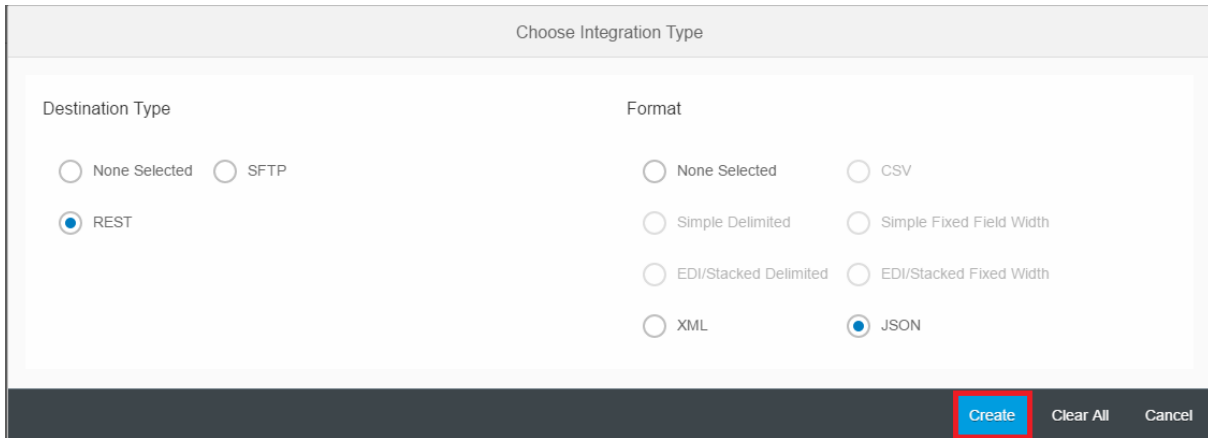
Procedure

1. Go to [Admin Center > Intelligent Services Center](#).
2. Go to [Activities > Custom Activities > Integration](#).
3. Select **OK** until the alert dialog box disappears.

You now see the [Select Integration](#) dialog box.

4. Select [Create Integration](#).

The [Choose Integration Type](#) dialog box opens



The dialog box is titled "Choose Integration Type". It contains two columns of radio button options. The first column, labeled "Destination Type", has three options: "None Selected", "SFTP", and "REST" (which is selected). The second column, labeled "Format", has six options: "None Selected", "CSV", "Simple Delimited", "Simple Fixed Field Width", "EDI/Stacked Delimited", "EDI/Stacked Fixed Width", "XML", and "JSON" (which is selected). At the bottom right, there are three buttons: "Create" (highlighted with a red box), "Clear All", and "Cancel".

Choose Integration Dialog Box for a New Integration

5. Go to [Destination Type](#) to select any of the two destination types:

- REST
- SFTP

6. Go to [Format](#) to select the format you want.

7. Select [Create](#)

You're now in the Integration Center view.

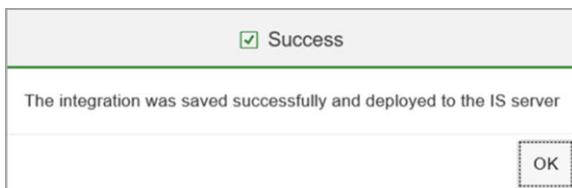
8. Configure the following in each tab:

- Options
- Configure Fields
- Filter
- Destination Settings

9. Select [Next](#) until you reach the [Review and Run](#) page.

10. Select [Save](#) button to save your Intelligent Services integration.

When you save your Intelligent Services, the [Success](#) dialog box appears.



The dialog box has a title bar with a green checkmark icon and the word "Success". Below the title bar, the text reads "The integration was saved successfully and deployed to the IS server". At the bottom right, there is an "OK" button.

Successful Integration When Saving for Intelligent Services

11. To finish, you can do either of the following:

- Select [Run Now](#) to run your integration.
- Select [Go to ISC](#) to return back to Intelligent Services Center.

! Restriction

Note that there's a difference in number of records processed for **bulk** events and for **standard** events. For bulk events, multiple records can be processed, but standard events, only one record is processed.

Previous task: [Selecting an Existing Integration in Intelligent Services Center \[page 80\]](#)

Next task: [About Review and Run \[page 83\]](#)

Related Information

[Integrating Intelligent Services with Integration Center \[page 77\]](#)

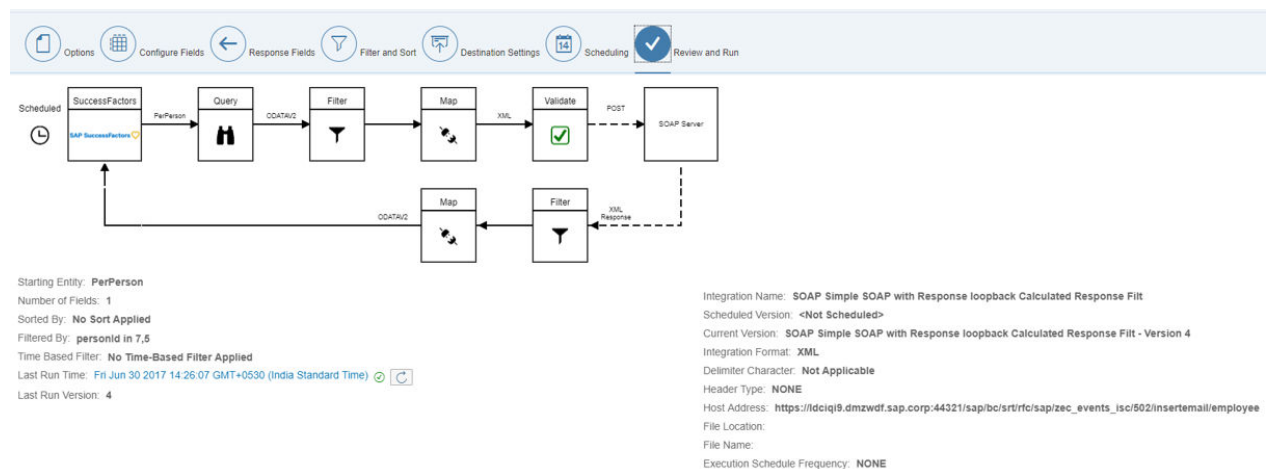
[Using Intelligent Services Center for Integrations \[page 79\]](#)

6.7.1.3 About Review and Run

You can use the [Review and Run](#) to review your settings before you save, run, or schedule your integration.

Reviewing Integration Definition

You can review your integration using the graphical representation that includes all integration steps.



Graphical Representation With Integration Steps

You can review your integration last execution detail after you have used the [Run Now](#) option. This is information that is available off the [Review and Run](#) page.

Note

If a job is interrupted due to server restart or any other maintenance activities, then Integration Center cancels all the scheduled jobs to avoid duplication of records.

Previous task: [Creating a New Integration in Intelligent Services Center \[page 81\]](#)

Next task: [Displaying Event Names for Intelligent Services Integrations \[page 84\]](#)

Related Information

[Integrating Intelligent Services with Integration Center \[page 77\]](#)

[Using Intelligent Services Center for Integrations \[page 79\]](#)

6.7.1.4 Displaying Event Names for Intelligent Services Integrations

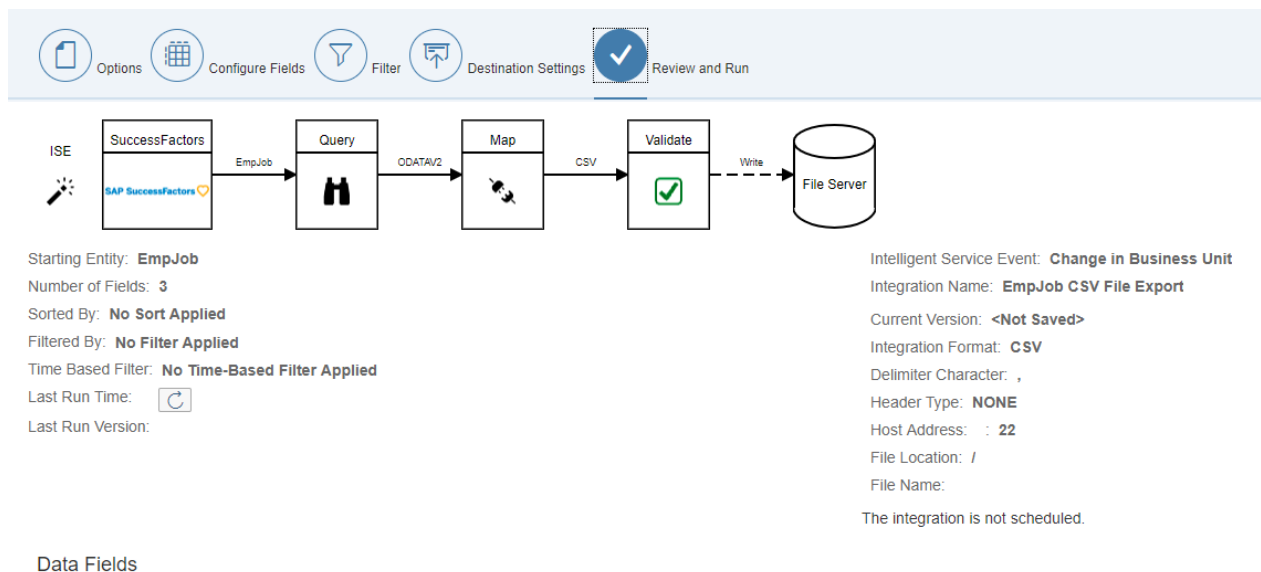
You can now see the event names associated with the Intelligent Services based integrations on the Review and Run page.

Intelligent Services Events Names in *Review and Run*

Under the *Review and Run* page, you can view the Intelligent Services *Event Name* for Intelligent Services based integration. You can locate the event name above or near the *Integration Name* field under the diagram.

! Restriction

Tags are not available for Intelligent Services events.



Screenshot for Change in Business Unit Event in the Review and Run Page

Previous task: [About Review and Run \[page 83\]](#)

Related Information




[Integrating Intelligent Services with Integration Center \[page 77\]](#)

[Using Intelligent Services Center for Integrations \[page 79\]](#)

6.8 Creating a New Flow for Intelligent Services

Create a new flow for an Intelligent Services event so that you can use flow rules to trigger different subscriber activities in different scenarios.

Prerequisites





- You understand business rules and you have permission to configure them. If not, review relevant documentation before you proceed.
- You have the  [Intelligent Services Tools](#)  [Intelligent Services Center \(ISC\)](#)  permission.

Context

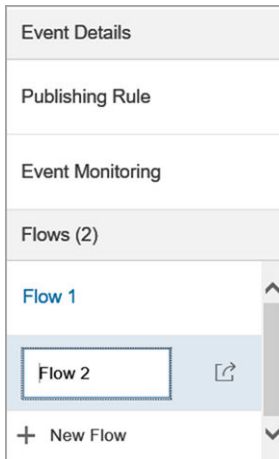
A "flow" is a collection of subscriber activities that are triggered by an event. You can create multiple flows for each event and use flow rules to determine when each flow is triggered. It isn't necessary to create multiple flows. Every Intelligent Services event has one flow by default and many customers find that is enough.

Only create multiple flows for an event if you want to configure different a flow rule for each flow. For example, you could create one flow that's triggered for employees in North America and another for employees in Europe.

Procedure

1. Go to  [Admin Center](#)  and choose the event you want to create a flow for.
2. Create a new flow in one of two ways.
 - To create a new flow from scratch, choose  [New Flow](#).
 - To duplicate an existing flow as a starting point, choose  (more actions) and then [Duplicate Flow](#).

By default, the name of the new flow is numbered based on the existing flows. For example, if you have a preexisting flow called "Flow 1", the new flow is called "Flow 2." Later, you can rename them.



3. Edit the name of the new flow, if you want to.
4. Open the *Elipsis* menu to the right of the *Flows* section and choose *Save Flow*.

Next Steps

Create a flow rule to determine when the flow is triggered.

6.9 Creating a Flow Rule for Intelligent Services

Create a flow rule to determine when a flow that's associated with an Intelligent Services event is triggered.

Prerequisites

- You understand business rules and you have permission to configure them. If not, review relevant documentation before you proceed.
- You have the ► *Intelligent Services Tools* ► *Intelligent Services Center (ISC)* ► permission.

Context

You can define business rules that determine when a flow is triggered. When the If condition in a flow role is true, all activities in the flow are triggered. For example, you could create a flow rule that checks the employee's location and only triggers the flow if they're based in North America.

→ Tip

Although it's also possible to create Intelligent Services rules on the *Configure Business Rules* page, it's easier to do it directly in Intelligent Services Center. If you use the *Configure Business Rules* page, be sure to select

an Intelligent Services rule scenario when you create the rule. Then go to Intelligent Services Center after you create the rule and use the [Use Existing Rule without Copying](#) option to associate it with a flow or activity.

Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Select the event you want to create a flow rule for.
3. Choose how you want to create the rule.
 - To create a new rule from scratch, choose [New Rule](#).
 - To create a copy of an existing rule, choose [Copy of Existing Rule](#). Then select the rule you want to copy.
 - To use an existing rule as-is, choose [Use Existing Rule without Copying](#). Then select the rule you want to use.
4. If you chose [New Rule](#) or [Copy of Existing Rule](#), configure the rule. Otherwise, skip this step.
 - a. Edit [Business Information](#) and enter the following information.
 - [Rule Name](#)
 - [Rule ID](#)
 - [Start Date](#)
 - b. Configure the If statement of the rule.

i Note

Intelligent Services rule scenarios don't have a Then statement. When the If condition is true, the flow or activity associated with the rule is triggered.
 - c. Save the rule.
5. Go to ► [Actions](#) ► [Save Flow](#) ► to save all changes to the flow.

6.10 Tracking Errors and Viewing Execution Details

Find and troubleshoot errors or confirm the successful execution of Intelligent Services events, subscriber activities, and third-party integrations during the last 180 days.

Prerequisites

You have the following permissions:

- [Intelligent Services Center \(ISC\)](#)
- [Read Execution Manager Events](#)

- [Read Execution Manager Event Payload or Event Report.](#)

Context

! Restriction

Event monitoring data is only available for the last 15 days. Older data is purged regularly, for data protection and privacy.

Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ► and choose the event you want to monitor.
2. Go to the [Event Monitoring](#) tab.
3. Review the graph of [Events Raised](#), showing how many times the event occurred daily, during a specified time range.

i Note

The maximum time range is 15 days. If you try to specify a longer time range, the dates are automatically adjusted to a 15-day range.

4. Review the table below the graph, showing each specific occurrence of the event.

You can see:

- Date and time of each occurrence
- Initiator of the event

5. If there are many events listed, filter the table to find the one you're interested in.
 - Select the [Show records with errors only](#) option to filter out successful executions and focus on errors.
 - Use the [Initiator](#) search to find events triggered by a specific user.

6. To view information about each subscriber activity for a specific occurrence, select an event in the table.

A popup displays information about subscriber activities triggered by the event.

You can see:


- Subscriber information
- Name of the activity triggered by the event
- Name of **multiple flows for the same event** that include the activity. If only the default flow is used, the column is blank.
- Status
- Date and time

! Restriction

You can't view statuses for the following subscribers: Onboarding 1.0, Learning, SAP Jam

Event Id: d7094dff-73fe-40f0-9f40-611f53385a41				
Subscriber	Activity	Flow	Status	Date
Event Connector	Boomi@Hire		Delivered	Jul 4, 2017 at 03:05:27
Event Connector	HCP-IS2@Hire		Delivered	Jul 4, 2017 at 03:05:27
Event Connector	HCP-IS@Hire		Delivered	Jul 4, 2017 at 03:05:27
Event Connector	RealSpend@Hire		Failed	Jul 8, 2017 at 06:10:05
Event Connector	SB-SUCCESSCONN@Hire		Failed	Jul 8, 2017 at 06:10:05
Subscriber	Goal Management New Hire		Executed	Jul 4, 2017 at 03:04:25
<div>Jul 4, 2017</div> <div>03:03:56</div> <div>Aanya Sing</div>				

Example of Subscriber Activities for an Event

- For activities with an external third-party subscriber, you can view more details. Choose  (more actions) and then *Show Details* to go to the *Execution Manager* page and view more payload details or download an event log.

You can see:

- Payload SOAP Request
- Payload SOAP Response

Related Information

[Example: SOAP Request for Employee Hire Event Using Boomi Event Connector \[page 89\]](#)

[Example: SOAP Response for Employee Hire Event Using Boomi Event Connector \[page 91\]](#)

[Change History \[page 209\]](#)

6.10.1 Example: SOAP Request for Employee Hire Event Using Boomi Event Connector

You can use *Activity Details* dialog box to view your *OData API SOAP Requests* that are sent out that can help troubleshoot issues.

SOAP Request Sample for Employee Hire Event

The payload information for Employee Hire using *Boomi* Event Connector for an event in *Delivered* status.

Sample Code

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
```

```

<ns3:ExternalEvent xmlns:ns2="com.successfactors.event.notification"
xmlns:ns4="com.successfactors.alert" xmlns:ns3="http://
notification.event.successfactors.com" xmlns:ns5="http://www.boomi.com/connector/
wss" xmlns:ns6="http://alert.successfactors.com">
  <ns3:externalEventMeta>
    <ns3:externalEventId>d7094dff-73fe-40f0-9f40-611f53385a41</
ns3:externalEventId>
    <ns3:type>com.successfactors.Employment.AssignmentInformation.Hire</
ns3:type>
    <ns3:publishedAt>1499162636170</ns3:publishedAt>
    <ns3:publishedBy>sfadmin</ns3:publishedBy>
    <ns3:effective>current</ns3:effective>
    <ns3:repost>false</ns3:repost>
  </ns3:externalEventMeta>
  <ns3:events>
    <ns3:event>
      <ns3:eventId>b54baf88-f077-4bec-97c9-69d4e9160288</ns3:eventId>
      <ns3:entityType>EmpJob</ns3:entityType>
      <ns3:effectiveStartDate>2017-07-03</ns3:effectiveStartDate>
      <ns3:publishedAt>1499162634350</ns3:publishedAt>
      <ns3:publishedBy>sfadmin</ns3:publishedBy>
      <ns3:repost>false</ns3:repost>
      <ns3:entityKeys>
        <ns3:entityKey>
          <name>startDate</name>
          <value>2017-07-03</value>
        </ns3:entityKey>
        <ns3:entityKey>
          <name>userId</name>
          <value>103161</value>
        </ns3:entityKey>
        <ns3:entityKey>
          <name>seqNumber</name>
          <value>1</value>
        </ns3:entityKey>
      </ns3:entityKeys>
      <ns3:params>
        <ns3:param>
          <name>personIdExternal</name>
          <value>103161</value>
        </ns3:param>
        <ns3:param>
          <name>perPersonUuid</name>
          <value>755B15CD3956471F9C000ADB040EB6BB</value>
        </ns3:param>
        <ns3:param>
          <name>changedFields</name>
          <value></value>
        </ns3:param>
      </ns3:params>
    </ns3:event>
  </ns3:events>
</ns3:ExternalEvent>

```

Related Information

[Tracking Errors and Viewing Execution Details \[page 87\]](#)

[Change History \[page 209\]](#)

6.10.2 Example: SOAP Response for Employee Hire Event Using Boomi Event Connector

You can use [Activity Details](#) dialog box to view your OData API SOAP Responses that return that can help troubleshoot issues.

SOAP Response Sample for Employee Hire Event

The payload [OData API SOAP Response](#) information for Employee Hire using [Boomi](#) Event Connector for an event in [Delivered](#) status.

Sample Code

```
ExecuteTime=[1]
EndPointURL=[https://connect.boomi.com/ws/simple/executeSuccessFactorsEvent]
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns2:ExternalEventResponse xmlns:ns1="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns2="http://notification.event.successfactors.com">
  <ns2:responsePayload>
    <ns2:status>0</ns2:status>
    <ns2:statusDate>2017-07-04T06:04:38.061-04:00</ns2:statusDate>
  </ns2:responsePayload>
</ns2:ExternalEventResponse>
```

Note

When you see this XML code `<ns2:status>0</ns2:status>`, the value "0" means that it was successful.

Related Information

[Tracking Errors and Viewing Execution Details \[page 87\]](#)

[Change History \[page 209\]](#)

6.11 Retrying a Failed Third-Party Subscriber Activity


If you find subscriber activity that failed to execute in an external, third-party subscriber, you can retry it.


Prerequisites

You have the following permissions:

- [Intelligent Services Center \(ISC\)](#)
- [Read Execution Manager Events](#)
- [Read Execution Manager Event Payload or Event Report.](#)

Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ► and navigate to the [Event Monitoring](#) for the event with a failure.
2. Find and select the failed third-party subscriber activity.
3. Choose  (more actions) and then [Retry](#) to retrigger the event.

Subscriber	Activity	Flow	Status	Date	
Event Connector	Boom12@AddGlobalAssignment		Failed	Sep 12, 2018 at 10:48:08	
Subscriber	Succession Plan for Add Global Assignment		Triggered	Sep 11, 2018 at 07:48:04	Show Details
Subscriber	Succession Plan for Add Global Assignment		Triggered	Sep 11, 2018 at 07:48:04	Retry

Retry Option from the Action Icon in Event Monitor for Your Third-Party Subscriber

Related Information

[Integrating Intelligent Services with Integration Center \[page 77\]](#)

7 Appendix

7.1 How Each Module Uses Intelligent Services

7.1.1 Compensation

7.1.1.1 Compensation Events for Intelligent Services

Here's a list of all the Intelligent Services events published by Compensation, with the corresponding SAP SuccessFactors applications that subscribe to them.

Event and Subscribers Published by Compensation

Event	Publisher	Publishes Externally? Y/N	Subscribers
Spot Award Given	Compensation	Y	Compensation Management

7.1.1.2 Publish Payment Information to Employee Central

When a Spot Award nomination approved, payment information publishes to Employee Central.

One time payment information such as bonuses is published to Employee Central for the employee that received the Spot Award.

Related Information

To Return Back to Spot Award Given Event:

[Spot Award Given \[page 198\]](#)

7.1.2 Employee Central

7.1.2.1 Employee Central Events for Intelligent Services

Here's a list of all the Intelligent Services events published by Employee Central, with the corresponding SAP SuccessFactors applications that subscribe to them.

Event Name	Publishes Externally?	
	Y/N	Subscribers
Employee Hire	Y	Goal Management
		Employee Central Payroll
Employee Rehire	Y	Employee Central Payroll
First Time Manager	Y	Goal Management
Change in Manager	Y	Calibration
		Goal Management
		Onboarding
		Succession Management
Individual Contributor to Manager	Y	Calibration
		Goal Management
		Home Page
		Succession Management
Manager to Individual Contributor	Y	Calibration
Change in Employee Location	Y	No internal SAP SuccessFactors Subscribers
Change in Employee Division	Y	Goal Management
Change in Employee Department	Y	Goal Management
Change in Business Unit	Y	No internal SAP SuccessFactors Subscribers
Change in Job Title	Y	Goal Management

i Note

The new manager sees a [Review Team Summary](#) tile on their home-page that have their new direct reports listed.

Event Name	Publishes Externally?	Subscribers
	Y/N	
Change in Job Classification	Y	Onboarding
Job Transfer	Y	Onboarding
		Crossboarding with Hiring Manager Activities
Initiate Performance Form	Y	Performance Management
Add Global Assignment	Y	Calibration
		SAP Jam
		Succession Management
End Global Assignment	Y	Succession Management
New Concurrent Employment	Y	No internal SAP SuccessFactors Subscribers
Start Probation	Y	No internal SAP SuccessFactors Subscribers
Employee Time Off	Y	Goal Management
		SAP Jam
		Performance Management
		Recruiting
		Succession Management
Employee Short Term Disability	Y	Goal Management
		Performance Management
		Recruiting
Employee Long Term Disability	Y	Goal Management
		Performance Management
		Recruiting
Employee Termination	Y	Calibration
		Onboarding
		Succession Management
		Employee Central Payroll
Expiration of Work Order	Y	No internal SAP SuccessFactors Subscribers

7.1.2.1.1 Setting Up Event Publishing

7.1.2.1.1.1 Importing Intelligent Services Business Rules from SuccessStore

Import prepackaged business rules for Intelligent Services from SuccessStore when you're setting it up for the first time or each time a new event becomes available.

Prerequisites

If you previously imported Intelligent Services rules from SuccessStore and then changed them, save your rules under a different name before importing them again.

Context

Caution

Importing Intelligent Services rules from SuccessStore overwrites existing rules of the same name.

As a best practice, import business rules again from SuccessStore each time new events become available.

It isn't necessary to download rules for these events:

- First Time Manager
- Change of Manager
- Individual Contributor to Manager
- Manager to Individual Contributor

Procedure

1. Go to ► [Admin Center](#) ► [Import and Export Data](#) ►.
2. Select [Import Data](#) from the menu.
3. Select [SuccessStore](#) to see a list of the available data packages.
4. Select [Intelligent Services Rules](#) for prepackaged Intelligent Services rules for Employee Central.
5. Select [Import](#) to download the prepackaged rules.

Results

The latest prepackaged business rules for Intelligent Services are downloaded from SuccessStore and imported to the system.

Related Information

[Configuring Leave of Absence Rules \[page 98\]](#)

[Configuring a Business Rule Using the Succession Data Model \[page 100\]](#)

[Prepackaged Rules for Intelligent Services \[page 99\]](#)

7.1.2.1.1.2 Configuring Prepackaged Employee Central Rules

After you have downloaded the prepackaged rules from the [SuccessStore](#), you can attach these rules using from the [Manage Business Configuration](#) tool.

Prerequisites

- Role-based permissions for metadata framework enabled.

Context

You can select which Events you want to trigger from the [Trigger Rules](#) section from the [Manage Business Configuration](#) tool.

Procedure

1. Go to [Admin Center](#) > [Manage Business Configuration](#) page.
2. Go to [<jobInfo>](#) > [Trigger Rules](#).
3. Go to [Base Object](#) and select [<Job Information Model>](#).
4. Go to [Event Type](#) and select [<onPostSave>](#).
5. To select the event to trigger, go to [Rules](#) to select.

❖ Example

[<EVENT_IC2MGR \(SAP_EVENT_IC2MGR\)>](#) for the [Individual Contributor to Manager](#) event.

Trigger Rules

Rules

Event Type

Base Object

EVENT_IC2MGR (SAP_EVENT_IC2MGR...

onPostSave

Job Information Model

Individual Contributor to Manager Event Trigger Rule

7.1.2.1.1.3 Configuring Leave of Absence Rules

You can attach or configure leave of absence business rules from the [Configure Business Rules](#) page. Leave of absence rules include: **Time off, Employee Short Term & Employee Long-Term Disability**.

Prerequisites

Must belong in a permission role group with [Metadata Framework](#).




Context

Unlike prepackaged rules available via [SuccessStore](#) download that require going to the [Manage Business Configuration](#) tool, you attach leave of absence rules using the [Configure Business Rules](#) page.

Procedure

- Go to [Admin Center](#) > [Configure Business Rules](#).
- Select [Object Definitions](#) > [Employee Time](#) and you see the [Object Definition: Employee Time \(EmployeeTime\)](#) page.
- Scroll to the `<saveRules>` Section to view the available rules.

Option	Description
If all three leaves of absence rules are present	<ul style="list-style-type: none">You can select any leave of absence rule you want to view, add, or edit parameters. <div><div>i Note</div><div>For additional information on how to add or change parameters, refer to the Using Business Rules in SAP SuccessFactors guide in related links at the end of this topic.</div></div>

Option	Description
If there are no leave of absence rules present	<ol style="list-style-type: none"> 1. Scroll towards the top of the Configure Object Definitions and go to  Take Action  Make Correction  2. Scroll down the page to the <code><saveRules></code> Section. 3. Select the No Selection menu and find the leave of absence events you want. 4. Select Save to finish.

If you want more information about using business rules or Time Off, refer to the related links within the next section.

Related Information

[Publishing for Intelligent Services \[page 13\]](#)

[Importing Intelligent Services Business Rules from SuccessStore \[page 96\]](#)

[Prepackaged Rules for Intelligent Services \[page 99\]](#)

[An Introduction to Business Rules](#)

[Using Employee Central Time Management](#)

7.1.2.1.1.4 Prepackaged Rules for Intelligent Services

This table below is the list of Intelligent Services rules that currently appear on the [Trigger Rules](#) list from the [Manage Business Configuration](#) UI.

SAP SuccessFactors Intelligent Services Business Rules Available from Trigger Rules List

Event	Published Externally?	Prepackaged Rule
Employee Hire	Yes	SAP_EVENT_HIRE
Employee Rehire	Yes	SAP_EVENT_REH
Employee Termination	Yes	SAP_EVENT_TERM
Change in Employee Department	Yes	SAP_EVENT_DEPTCHG
Change in Employee Division	Yes	SAP_EVENT_DIVNCHG
Change in Business Unit	Yes	SAP_EVENT_BUCHG
Change in Job Classification	Yes	SAP_EVENT_JBCLSCHG
Change in Job Title	Yes	SAP_EVENT_TITLCHG

Event	Published Externally?	Prepackaged Rule
Change in Employee Location	Yes	SAP_EVENT_LOCNCHG
First Time Manager	Yes	SAP_EVENT_MGRFT
Change in Manager	Yes	SAP_EVENT_MNGRCHG
Individual Contributor to Manager	Yes	SAP_EVENT_IC2MGR
Manager to Individual Contributor	Yes	SAP_EVENT_MGR2IC
Employee Time Off	Yes	SAP_EVENT_LOASTA
Employee Short Term Disability	Yes	SAP_EVENT_STDLSTA
Employee Long Term Disability	Yes	SAP_EVENT_LTDLSTA
Add Global Assignment	Yes	SAP_EVENT_ADDGA
Job Transfer	Yes	SAP_EVENT_TRANSF
Start Probation	Yes	SAP_EVENT_STARTPR
New Concurrent Employment	Yes	SAP_EVENT_CREACE
End Global Assignment	Yes	SAP_EVENT_ENDGA

Related Information

[Publishing for Intelligent Services \[page 13\]](#)

[Importing Intelligent Services Business Rules from SuccessStore \[page 96\]](#)

[Configuring Leave of Absence Rules \[page 98\]](#)

[Configuring a Business Rule Using the Succession Data Model \[page 100\]](#)

7.1.2.1.1.5 Configuring a Business Rule Using the Succession Data Model

Configure business rule *UI* using *Succession Management* available in Provisioning.

Prerequisites

You have access to Provisioning.

→ Remember


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

Procedure

1. Log into Provisioning and select the company.
2. Go to ► *Succession Management* ► *Import/Export Data Model* ►.
This directs you to the *Import/Export Data Model* page.
3. Select *Export File* (Select 'Save' not 'Open' to save the XML file to your hard drive. The file name is automatically saved as: **companyname-data-model.xml**).
4. Open up the file using an XML editor and look for `</hris-element id="jobinfo">`, insert the name of your rule.

❖ Example

```
37 </hris-element>
38 <hris-element id="jobInfo">
39   <label>Job Information</label>
40   <label xml:lang="fr-CA">Informations sur l'emploi</label>
41   <label xml:lang="es-ES">Información del puesto</label>
42   <label xml:lang="en-GB">Job Information</label>
43   <label xml:lang="ja-JP">職  位  情  報  </label>
44   <label xml:lang="it-IT">Informazioni lavoro</label>
45   <label xml:lang="pt-BR">Informações do cargo</label>
46   <label xml:lang="zh-CN">職  位  情  報  </label>
47   <label xml:lang="fr-FR">Informations sur le poste</label>
48   <label xml:lang="de-DE">Stelleninformationen</label>
49   <trigger-rule event="onPostSave" rule="TestNewhire_Event"/>
50   <trigger-rule event="onPostSave" rule="Test_ManagerChange_Event"/>
51 </hris-element max-length="250" id="Company" visibility="Both">
52   <label>Company</label>
53   <label xml:lang="fr-CA">Soci  t  </label>
54   <label xml:lang="es-ES">Empresa</label>
55   <label xml:lang="zh-CN">公  司  </label>
56   <label xml:lang="en-GB">Company</label>
57   <label xml:lang="ja-JP">公  司  </label>
```



5. When finished editing file, save it on your hard drive.
6. Go Back to the *Import/Export Data Model* page and select *Import File*.
7. Select *Browse* to select your XML file to upload.
8. Select *Submit* to save.

Related Information

[Publishing for Intelligent Services \[page 13\]](#)

7.1.2.1.1.6 Publishing Effective-Dated Employee Central Events

In previous releases, you can trigger Employee Central Intelligent Services long as the effective-date for that change is set in the future.

Future Date Becomes Current Date

You can trigger Employee Central Intelligent Services immediately long as the effective date for the change is set in the future. When that future date becomes the current date, Employee Central Intelligent Services cannot trigger.

Now, you can configure as an off-cycle job so your Employee Central Intelligent Services triggers if the future effective date becomes the current date.

You can do this by:

- Creating a business rule
- Create generic object with the new business rule
- Create and schedule an *Off-Cycle Event* batch job

1. [Configuring Business Rules for Effective Dated Records \[page 103\]](#)

You can create and configure business rules so that when your future dated effective date becomes the current date, your Employee Central Intelligent Services will launch.

2. [Configuring an Effective-Dating Rule as an Off-Cycle Event Batch \[page 105\]](#)

You can set up when you want to run your off-cycle event batch job for your business rule so that the event is triggered on the effective date.

3. [Setting Up an Off Cycle Event Batch Job \[page 108\]](#)

After creating a business rule and an off cycle event batch object, setting up a scheduled job is the final step in the process.

7.1.2.1.1.6.1 Configuring Business Rules for Effective Dated Records

You can create and configure business rules so that when your future dated effective date becomes the current date, your Employee Central Intelligent Services will launch.

Procedure

1. Go to ► [Admin Center](#) ► [Configure Business Rules](#) ►

This opens up the [Configure Business Rules](#) page where you can create and configure your business rule.

2. Select the [Create New Rule](#) to launch the [New Rule: Select a Scenario](#) page.
3. From the [New Rule: Select a Scenario](#), go to [Basic](#) section to select **Basic**.

This activates the [Basic Rule](#) side navigation page.

4. Got to [<Rule Name>](#) field to enter the name of your rule.
5. Enter in your [<Rule ID>](#) name, which can be done one of two ways:
 - Hit the **Tab** key that moves you over to the [<Rule ID>](#) field that autopopulates with the name you entered from the [<Rule Name>](#)
 - Enter in a different name that is different from what was entered in the [<Rule Name>](#) field.
6. Leave [Rule Type](#) blank.
7. Enter in the description of your business rule.
8. Go to ► [Base Object](#) ► [Job Information](#) ►
9. Select **Continue** to save your rule.

Task overview: [Publishing Effective-Dated Employee Central Events \[page 102\]](#)

Next task: [Configuring an Effective-Dating Rule as an Off-Cycle Event Batch \[page 105\]](#)

7.1.2.1.1.6.1.1 Configuring Parameters for a Business Rule for Job Information

Set up your a business rule for specific [Job Information](#) events.

Context

The following Intelligent Services events, related to changes in [Job Information](#), require [Previous Value](#) parameters in the If and Then conditions of the business rule that triggers the event:

- Change in Manager
- Change in Employee Location
- Change in Employee Department
- Change in Employee Division
- Change in Business Unit
- Change in Job Title
- Change in Job Classification

i Note

Other *Job Information* events don't require the *Previous Value* parameter.

Procedure

1. Go to ► [Admin Center](#) ► [Configure Business Rules](#) ► and fill out the required information until you reach the If and Then conditions.
2. Go to the [Parameters](#) section to select the pencil icon.
3. Choose [Add Parameter](#).

The parameter bar opens. There are three columns:

- Name
 - Code
 - Object
4. Enter one of the following values in the text field under *Name*.
 - **Previous Value**
 - **Current Value**

i Note

The name you enter can only have alphanumeric characters or underscores within the body.

5. Enter either of the following values in the text field under *Code*.
 - **PreviousValue**
 - **CurrentValue**
6. Select the eye icon to save the parameter.

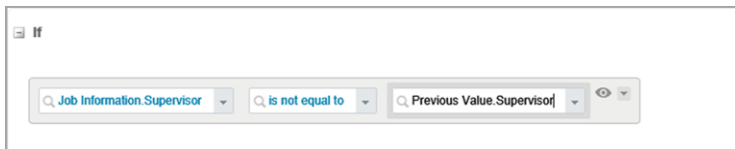
When you go to the If condition, note that the previous settings were saved and that *Job Information* appears at the top of the If dropdown menu.

7.1.2.1.1.6.1.2 Configuring If and Then Conditions for a Business Rule for Change In Manager

Set up If and Then conditions for a business rule to trigger the Change in Manager event.

Procedure

1. Set up the If condition for the Change in Manager event:
 - a. Expand the *If* section and enter or select **Supervisor** in the *Select Left Expression* field.
 - b. Go to the next field and select **is not equal to**.
 - c. Go to the next dropdown menu and select ► *Previous Value* ► *Supervisor* ►.



If Condition for the Change of Manager Event

2. Set up the *Then* condition:
 - a. Expand the *Then* section and select the pencil icon.
The *Select Output Type* menu opens.
 - b. Go to *Select Output Type* field to enter or select **Execute**.
The *Select Object Type* field is activated.
 - c. Go to *Select Object Type* to locate the Intelligent Services event for Change of Manager.
When you've selected the trigger type for the event, the *Select Argument Value* field appears.
 - d. Go to the *Select Argument Value* and select *Job Information*.
3. Choose **Save** to save the rule conditions.

7.1.2.1.1.6.2 Configuring an Effective-Dating Rule as an Off-Cycle Event Batch

You can set up when you want to run your off-cycle event batch job for your business rule so that the event is triggered on the effective date.

Procedure

1. Go to ► *Admin Center* ► *Manage Data* ►.
2. Go to *Create New* and use the dropdown menu to locate the *Off Cycle Event Batch*.

3. Select *Off Cycle Event Batch*

When you select the *Off Cycle Event Batch* object, the *OffCycleEventBatch* screen appears.

4. To configure your rule to run as an off-cycle batch, follow the steps in this table:

Field Name	Instructions
<Code>	<p>Enter in the unique name to identify your off-cycle batch event.</p> <div> <div>❖ Example</div> <div>HIREOFF1</div> </div>
<Associated Rule>	Select your rule from the <i>Associated Rule</i> dropdown menu.
<Base Object>	<p>Select the base object of your rule. Currently, these choices are available:</p> <ul style="list-style-type: none"> • Job Information • Employment Details • Employee Time • Work Order <p>The base object for Change in Manager is <i>Job Information</i></p>
<Off Cycle Event Batch User Group>	No Selection
<Include All matched records in every run>	Select No
<Include inactive records>	Select Yes
<Status>	Select Active
<Frequency>	Select Daily

5. From the *Off Cycle Event Batch* page, locate the *toFilter* section and fill out the following:

Field Name	Instructions
<Filter Field>	Select Event Date
<Operator>	Select is on or before
<Offset>	<p><i>Offset</i> and <i>Offset Unit</i> used together determines which data is filtered for the off-cycle job.</p> <p>Use the appropriate numerical values for the following scenarios:</p> <ul style="list-style-type: none"> • Number of days in the past is entered as a positive numerical value from day the off-cycle batch runs.

Field Name	Instructions
	<div> ❖ Example For a Change in Manager event set to for yesterday, enter in 1 and run the off-cycle batch job today. </div> <ul style="list-style-type: none"> Number of days in the future is entered as a negative numerical value from the day the off-cycle batch job runs. <div> ❖ Example For a Change in Manager event set for tomorrow, enter in -1 and run the off-cycle batch job today. </div>
<Offset Unit>	<p>This value is used along with whatever values entered in the <i>Offset</i> field. You can select any unit of time:</p> <ul style="list-style-type: none"> <i>Year(s)</i> <i>Quarter(s)</i> <i>Month(s)</i> <i>Week(s)</i> <i>Day(s)</i> <i>Hour(s)</i> <i>Minute(s)</i>
Details	<p>When you select this link, you can view details of your set changes in the <i>toFilter</i> section and add a description of your changes.</p> <p>To save any changes made in this screen, select Done</p>

- To save and finish your Off-Cycle Event Batch object, select **Save**.

Task overview: [Publishing Effective-Dated Employee Central Events \[page 102\]](#)

Previous task: [Configuring Business Rules for Effective Dated Records \[page 103\]](#)

Next task: [Setting Up an Off Cycle Event Batch Job \[page 108\]](#)

7.1.2.1.1.6.3 Setting Up an Off Cycle Event Batch Job

After creating a business rule and an off cycle event batch object, setting up a scheduled job is the final step in the process.

Prerequisites

You've created and configured an off cycle event batch object.

Context

By setting up a job schedule, you can configure your system to process the off cycle event batch object on a periodic basis. *Off Cycle Event Batch Processing Job* is a primary handler for all the jobs scheduled in your application. It picks up all active off cycle event batch records and executes them. However, you can't preferentially select which offcycle events batches be picked up by the job.

You can use *Scheduled Job Manager* in *Admin Center* to create, manage, and monitor *Off Cycle Event Batch Processing* job type.

i Note

The *BizX Daily Rule Processing Batch* job is now renamed to *Off Cycle Event Batch Processing Job*.

Task overview: [Publishing Effective-Dated Employee Central Events \[page 102\]](#)

Previous task: [Configuring an Effective-Dating Rule as an Off-Cycle Event Batch \[page 105\]](#)

Related Information

[Managing Scheduled Jobs in Admin Center](#)

7.1.2.2 Employee Central Web Notifications for Employee Hire

When a new employee is hired, Employee Central sends out Web notifications that appear next to the bell at the top of the homepage.

Employee Central sends out Web notifications to:

- The HR manager that a new employee is hired.
- To the manager that there is a new direct report.

Related Information

To Return Back to Employee Hire

[Employee Hire \[page 180\]](#)

7.1.2.3 Employee Central Web Notifications for First Time Manager

Employee Central sends out Web notifications when an individual becomes a manager for the first time.

Employee Central sends out Web notifications to:

- HR manager that the individual is a first time manager.
- First time manager that they now have direct reports.

Related Information

To Return to First Time Manager

[First Time Manager \[page 182\]](#)

7.1.2.4 Employee Central Web Notification for Change in Employee Location

When an employee change locations, Employee Central sends out Web notifications that appear next to the bell at the top of the homepage.

Employee Central sends out web notifications to:

- The HR manager that the employee changed locations.
- To the employee that their location is changed.

Related Information

To Return Back to Change in Employee Location Event:

[Change in Employee Location \[page 186\]](#)

7.1.2.5 Employee Central Web Notifications for Create Concurrent Employment

When an employee starts a new concurrent employment, Employee Central sends out Web notifications that appear next to the bell at the top of the homepage.

Employee Central sends out notification to:

- HR manager that the employee started a new concurrent assignment.
- Manager that their employee started a new concurrent assignment.
- To the employee that they have started a new concurrent assignment.

Related Information

To Return Back to The New Concurrent Employment Event:

[New Concurrent Employment \[page 194\]](#)

7.1.2.6 Employee Central Web Notification for Terminated Employee

When an employee is terminated, Employee Central sends out Web notifications that appear next to the bell at the top of the homepage.

Employee Central sends out Web notifications to:

- To the HR manager that the employee is terminated.
- To the manager that their employee is terminated.

Related Information

To Return Back to Employee Termination Event:

[Employee Termination \[page 204\]](#)

7.1.2.7 Employee Central Web Notification for Change in Employee Department

When an employee changes department, Employee Central sends out Web notifications that appear next to the bell at the top of the homepage.

Employee Central sends out Web notifications to:

- To the HR Manager of employee that their department changed.
- To the employee about the department change.

Related Information

To Return Back to The Change in Employee Department Event:

[Change in Employee Department \[page 187\]](#)

7.1.2.8 Employee Central Web Notifications for Change in Employee Division

When an employee has changed division, Employee Central sends out Web notifications that appear next to the bell at the top of the homepage.

Employee Central sends out Web notifications to:

- To the HR manager of employee about change of division.
- To the employee about the division change.

Related Information

To Return Back to Change of Employee Division

[Change in Employee Division \[page 188\]](#)

7.1.2.9 Employee Central Web Notifications for Change in Job Title

When an employee has changed job title, Employee Central sends out Web notifications that appear next to the bell at the top of the homepage.

Employee Central sends out Web notifications to:

- To employee HR manager that their job title has changed.
- To the employee about their job title change.

Related Information

To Return Back to Change in Job Title Event

[Change in Job Title \[page 189\]](#)

7.1.2.10 Employee Central Web Notifications for Change in Manager

When there is a change in manager, Employee Central sends out Web notifications that appear next to the bell at the top of the homepage.

Employee Central sends out Web notifications to:

- To HR manager of employee that their manager has changed.
- To the manager that they have new direct reports.
- To the former manager that they no longer manage direct reports.
- To the employee that they have a new manager.

Related Information

To Return Back to Change in Manager Event:

[Change in Manager \[page 183\]](#)

7.1.2.11 Employee Central Web Notifications for Add Global Assignment

Employee Central sends out Web notifications when an employee starts a new global assignment that appear next to the bell at the top of the homepage.

Employee Central sends out notification to:

- HR manager that the employee started a new global assignment.
- Home manager that their employee started a new global assignment.
- Host HR manager that the employee started a new global assignment.
- Host manager that their employee started a new global assignment.
- To the employee that they have started a new global assignment.

Related Information

To Return Back to Add Global Assignment Event:

[Add Global Assignment \[page 192\]](#)

7.1.2.12 Employee Central Web Notifications for End of Global Assignment

Employee Central sends out Web notifications when an employee ends their global assignment that appear next to the bell at the top of the homepage.

Employee Central sends out notification to:

- HR manager that the employee ended their global assignment.
- Home manager that the employee ended their global assignment.
- Host HR manager that the employee ended their global assignment.
- Host manager that their employee ended their global assignment.
- To the employee that they have ended their global assignment.

Related Information

To Return Back to End of Global Assignment Event:

[End of Global Assignment \[page 194\]](#)

7.1.2.13 Employee Central Web Notifications for Start Probation

Employee Central sends out Web notifications when an employee is put on probation that appear next to the bell at the top of the homepage.

Employee Central sends out notification to:

- HR manager that the employee is starting probation.
- To the manager that their employee is starting probation.
- To the employee that their probation starts after the effective start date.

Related Information

To Return Back to Start Probation Event:

[Start Probation \[page 195\]](#)

7.1.2.14 Employee Central Web Notifications for Time off

When an employee has time off, Employee Central sends out Web notifications that appear next to the bell at the top of the homepage.

Employee Central sends out Web notifications to:

- The HR manager that an employee is taking time off.
- To the manager that their employee is taking time off.

Related Information

To Return Back to Employee Time Off Event:

[Employee Time Off \[page 201\]](#)

7.1.3 Employee Central Payroll

7.1.3.1 Employee Central Payroll as a Third-Party Subscriber to Intelligent Services

You can configure Employee Central Payroll as a subscriber as an external, third-party application so that it receives Intelligent Services events.

Intelligent Services Events

Employee Central Payroll subscribes to these events:

- Employee Hire
- Employee Rehire
- Employee Termination

7.1.3.2 Employee Central Payroll updated by Intelligent Services Events

When there is a new hire, rehire or employee termination, [Employee Central Payroll](#) receives notifications.

You can configure [Employee Central Payroll](#) as an external third-party subscriber by using the External Event Notification Subscription tool.

7.1.4 Job Profile Builder

7.1.4.1 Setting Up Event Publishing

7.1.4.1.1 Creating a Business Rule for Update of Employee Competency Assessment

The Worker Competency Assessment update is an Intelligent Services event for employee competency updates. You can trigger this event by configuring a business rule. The Update of Employee Competency Assessment event publishes out to third-party applications. You can configure using Intelligent Services Center.







Prerequisites

- Role-based permissions enabled for *Metadata Framework*

Procedure

1. Go to ► *Admin Center* ► *Configure Business Rules* ►.
This opens the *Configure Business Rules* page.
2. Select *Create New Rule*.
This opens up the *New Rule: Select a Scenario* page.
3. Go to Basic section and select **Basic**.
This enables *Basic Rule* side navigation page.
4. Go to ► *Basic Rule* ► *Rule Name* ► to enter the business rule name.
5. Go to *Rule ID* to enter in the business rule ID you want to use.
6. Go to *Start Date* and select the effective date for this business rule.
7. Go to *Description* text field to enter in the description of this event.
8. Go to *Base Object* dropdown menu to select **Worker Competency Assessment**
9. Select *Continue*.
This opens up the *If* and *Then* conditions section of your business rule.

If and Then Conditions

Rule Conditions	Steps
How to set up your <If> conditions	<ol style="list-style-type: none">1. Go to <i>Then</i> section to select the  <i>pencil picker icon</i> > <i>Edit</i> > <i>Select Output Type</i> > <i>Execute</i> .2. Go to  <i>Select Object Type</i> > <i>Worker Competency Assessment Update Event</i> that activates the <i>Assessment Id</i> field.3. Go to  <i>Assessment Id</i> > <i>Worker Competency Assessment.assessmentId</i> .4. Select <i>Save</i> to finish.
How to set up your <Then> conditions	<ol style="list-style-type: none">1. Go to <i>Then</i> section to select the  <i>pencil picker icon</i> > <i>Edit</i> > <i>Select Output Type</i> > <i>Execute</i> .2. Go to  <i>Select Object Type</i> > <i>Worker Competency Assessment Update Event</i> that activates the <i>Assessment Id</i> field.3. Go to  <i>Assessment Id</i> > <i>Worker Competency Assessment.assessmentId</i> .

10. Select *Save* to finish.

Next Steps

You can configure this event to launch using the *Configure Object Definition* tool.

Related Information

For more information on how to set role based permissions for business rules, refer to this topic:

[Assigning Role-based Permissions for Business Rules](#)

7.1.4.1.2 Launching the Update of Employee Competency Assessment Event

You can learn how to configure the Update of Employee Competency Assessment event to launch using the [Configure Object Definition](#). Like most Intelligent Services events, notifications are not automatically sent out.

Procedure

1. Go to ► [Admin Center](#) ► [Configure Object Definitions](#) ►.

This opens up the [Configure Object Definitions](#) page.

2. Go to ► [Search](#) ► [Object Definition](#) ►.

This activates the [Selection](#) menu.

3. Go to ► [Select menu](#) ► [Worker Competency Assessment](#) ►.

4. Go to ► [Take Action](#) ► [Make Correction](#) ►.

This opens up the [Worker Competency Assessment](#) object in edit mode.

5. Go to ► [Rules Section](#) ► [Post Save Rules](#) ► to select your business rule for competency assessment updates.
6. Select [Save](#) to finish.

Results

You can now configure this event to publish using Intelligent Services Center.

Related Information

[Intelligent Services Center Guide](#)

7.1.5 To-Do List

7.1.5.1 Team Summary Task for Intelligent Services

An email notification is sent out to the new manager with a link to the [Team Summary](#) task, to review information about their team.

New managers can view the [Team Summary](#) task on their To-Do List. From the [Team Summary](#), managers can view information about their direct reports, such as:

- [Team View](#)
- [Team Location](#)
- [Competency Gaps](#)

i Note

Grant the [Competencies Portlet](#) permission to users and include these users in their own target population for them to access the [Competency Gaps](#).

- [Performance History](#)
- [Performance-Potential Matrix](#)
- [Impact of Loss vs Risk of Loss](#)

Related Information

To Return Back to Change in Manager Event:

[Change in Manager \[page 183\]](#)

To Return Back to Individual Contributor to Manager Event:

[Individual Contributor to Manager \[page 185\]](#)

7.1.5.2 Calibration Summary Task for Intelligent Services

A To-Do notification is sent out to the new manager with a link to the [Calibration Summary](#) task, to review information about a calibration session.

When a new calibration session is started, managers that are participants in the session are assigned a [Calibration Summary](#) task on their To-Do List.

As a participant in the session, you can review summary information on:

- Session name
- Template name
- Status
- Date
- Number of subjects and participants
- Name of facilitators

Related Information

To Return Back to Calibration Session Activated Event:

[Calibration Session Activated \[page 197\]](#)

7.1.6 Learning

7.1.6.1 Learning Events for Intelligent Services

Here's a list of all the Intelligent Services events published by Learning, with the corresponding SAP SuccessFactors applications that subscribe to them.

Learning Event Information

Event Name	Publishes Externally?	Subscribers
	Y/N	
Completion of Learning	Y	No internal SAP SuccessFactors Subscribers

7.1.6.1.1 Setting Up Event Publishing

7.1.6.1.1.1 Enabling Learning Completion Events to Be Published to Intelligent Services Center

Enable SAP SuccessFactors Learning to post learning completion events so that you can trigger actions in Intelligent Services Center. You can enable the system to automatically retry any events that failed within the last 30 days.

Procedure

1. Go to SAP SuccessFactors Learning Administration and then go to ► [System Administration](#) ► [Configuration](#) ► [System Configuration](#) ►.
2. Open [LMS_ADMIN](#).
3. Find `sebPublishedEventTypes[LearningCompletion]` and set it to **true**.
4. Optionally, find `rerunFailedSebPublishedEvents` and set it to **true**.
5. Find and set `numberOfPriorDaysToRerunSebPublishedEvents` with a value of 1 to 30 for the number of prior days for which the system retrieves failed events. By default, this value is set to 1.

7.1.6.1.1.1.1 Learning Completion

Learning completion in SAP SuccessFactors Learning means that a user has come to the end of a learning event, but it does not mean that the user passed or failed.

Learning completion is a core concept of SAP SuccessFactors Learning. When a user has **completed** a learning event, the user has finished the course of work assigned to him or her. For example, if users are assigned a

three-day in-person course, and they attend the course, then at the end, they have **completed** the course. Or, if they've been assigned an online course and they watch all the videos, take all the quizzes, and look at all the materials in the course, then they've **completed** the course.

i Note

Completion status can mean passing, failing, or another completion status. If learners fail a test, they have completed it and earned a failed status. If they passed the test, they have also completed it but earned the status of passed. In both cases, they have **completed** the course: successfully or unsuccessfully.

Importantly, learning completion is separate from their status at the time of completion. For example, they can complete a course, but their status at that time can be that they failed the course. Their status can be that they passed the course for credit or passed the course without getting credit. Users can even complete a course with an incomplete status if they attended half of the course, for example.

7.1.6.1.1.1.2 Adding Course Completion Status

Add course completion status to control whether users receive credit for their courses or don't receive credit and can determine if users receive follow-up surveys.

Prerequisites

Add item types before you add completion status values.

Context

Completion status is a central element of SAP SuccessFactors Learning. It determines whether your users receive credit for their courses and if they receive follow up evaluations or an approval process. For example, when learning administrators record learning for an employee, they can record a completion status of "pass" or "fail". That completion status can then trigger:

- Follow up evaluations - for example, a passed course might send a follow up evaluation to users and managers to see how learners applied their new skills but a failed course might not.
- Approval processes - if you enabled e-signatures, which is common for validated customers, you can send approval processes after users receive a completions status. The approval process is a secondary validation that the user passed or failed the course.

→ Tip

Keep your list of completion statuses small to avoid complexity in your system. Many companies can use simply "pass" and "fail".

Procedure

1. Go to Learning Administration, and then go to ► [References](#) ► [Manage Users Learning](#) ► [Completion Status](#) ►.
2. Click [Add New](#).
3. Add an ID and then a [Description](#) that helps administrators understand the completion status.
4. In [Item Type](#), select the item type that can use the completion status.

To create structure around completion status, SAP SuccessFactors Learning uses item types. Item types are a category of course that makes sense for your company (for example, “on the job training” or “certification course”). Each item type can have one or more completion status that you define. For example, a certification item type might have strict completion status of pass and fail, but a professional development item type might have completion status of pass, fail, and incomplete.

5. Select the [Credit Given](#) if you want to give users credit when they get this completion status.

For example, you require a user to complete a course for credit with a completion status of Pass. If a user passes the course, then the item's completion status (Pass) appears with the item in the learners learning history, the user receives credit for completing the item, and the system removes the course from the user's learning assignments. If a user doesn't pass the course, then the item remains in that user's assignments.

6. If you want to assign course satisfaction surveys to users after they earn this completion status, select [Include history records with this completion status for Course Feedback Surveys Assignments](#).

If a course has a satisfaction survey assigned, and if you select [Include history records with this completion status for Course Feedback Surveys Assignments](#), learners see the satisfaction survey on their learning assignments.

7. If you want to assign follow-up surveys after users earn this completion status, select [Include history records with this completion status for Follow-up Survey: Surveys Assignments](#)

If a course has follow-up surveys assign, the system automatically assigns the survey. The system automatically assigns this survey to users based on the threshold that you configure for the course.

8. If you need e-signatures as a secondary identity verification system, select [Enable electronic signature](#) and then select the approval process for e-signatures in [Approval Process](#).

You can require additional users, like managers and instructors, to verify a user's course completion. When a user electronically signs an item, the system notifies the approvers that they must also electronically sign the course.

If you enable electronic signatures and identify an additional approval process for a completion status, then the system initiates the approval process and requires electronic signatures only if the associated learning event (for example, curricula or courses) has also enabled electronic signatures.

9. Click [Add](#).

7.1.6.2 Learning Activities Assigned by Intelligent Services

SAP SuccessFactors Learning assigns learning when employees need new skills or knowledge because of an employment event.

Employment transitions usually require a new set of skills or knowledge. Before employees fully assume the role of manager, for example, you might want to sharpen their management skills. An intelligent service can assign training to employees who are transitioning from an individual contributor role to a management role. For example,

you might assign a learning program to welcome employees to their new role, to outline the responsibilities of a manager, and to offer training in team leadership.

Transitions into employment or into your organization also require a new set of skills or knowledge. When you hire employees to join your organization, you usually want to onboard the employees by teaching them about your organizational culture, your expectations of employees, and their opportunities at your organization. For example, you might assign a learning program to welcome employees to your organization, describe your organization's policies, and tell employees how you are committed to their career growth.

Although learning administrators can assign learning manually or use assignment profiles to assign learning, by using intelligent services, the assignment is easy and automatic.

Related Information

Publishers that Call This Event:

[Employee Hire \[page 180\]](#)

[First Time Manager \[page 182\]](#)

[Individual Contributor to Manager \[page 185\]](#)

7.1.6.3 Alternate Learning Manager Assigned by Intelligent Services

SAP SuccessFactors Learning assigns alternate learning managers to employees so that the alternate manager and current reporting manager can share responsibility for a team's learning assignments.

An alternate learning manager shares responsibility for training with the employees' reporting manager. The alternate manager can approve learning requests, monitor users' learning assignments, and suggest training for users. Sharing the responsibility of learning management can be useful during transition events.

For example, during a transition in managers, new managers can become alternate learning managers **before** they take full responsibility for the team. The management overlap during transition provides continuity for employees' training. The alternate learning manager can be assigned automatically as part of the intelligent service for change in manager.

Although learning administrators can assign alternate supervisors manually or import them through a connector, by using intelligent services, the manager transition is more continuous. Managers are notified through the application of the transition.

Related Information

Publisher that Call This Event:

[Change in Manager \[page 183\]](#)

7.1.7 Onboarding and Offboarding

7.1.7.1 Onboarding Events for Intelligent Services

Here's a list of all the Intelligent Services events published by Onboarding, with the corresponding SAP SuccessFactors applications that subscribe to them.

Event Name	Publishes Externally?	
	Y/N	Subscribers
Onboarding Complete	Y	No internal SAP SuccessFactors Subscribers
Offboarding Complete	Y	No internal SAP SuccessFactors Subscribers

7.1.7.1.1 Setting Up Event Publishing

7.1.7.1.1.1 Enabling Events for Onboarding Step Completion

Enable Intelligent Services events published by Onboarding 1.0.

Prerequisites

Intelligent Services is enabled.

Procedure

1. Navigate to ► [On/Offboarding 1.0](#) ► [Settings](#) ► [Features](#) ►.
2. Select the [Step Complete Events](#) option.
3. Click [Activate](#).

After you have enabled the events, you must configure the event subscription. For information on configuring the subscription, refer to the Intelligent Services Implementation guide.

7.1.7.1.1.2 Published Events for Onboarding Step Completion

On/Offboarding 1.0 supports two events triggered by step completion.

On/Offboarding 1.0 now publishes events to signify the completion of onboarding and offboarding steps. Customers using Intelligent Services can subscribe to these events to notify users or other entities when steps are completed.

There is no specific event published for Crossboarding, but because Crossboarding uses the same steps as onboarding, when an employee completes a Crossboarding activity step in Onboarding 1.0, it triggers the same Onboarding 1.0 events.

Customers can subscribe to these events to trigger external processes like asset assignment and e-mail creation. Customers may also use data from the first step of the onboarding process to create a shell HRIS record to create the EmployeeID for a new hire. Customers can also collect all available data at the end of each data collection step, in order to run reports or audit the onboarding process.

The onboarding step completion event (`ONB_Step_Completed`) publishes this data at the end of any step in the onboarding process.

- `HRDataID` Unique ID for each onboarding activity
- `Process Type` Onboarding
- `Step Name` Step 1/Step2/Step 3/Signature Step
- `Process Name` Customer-specific name of the process created
- `Default Step Name` Initiation Step/Employee Step/Exit Step/Signature Step
- `Custom Step Name` Customer-specific name of the step, where applicable.
- `PersonGuid` and `PersonId`.

Offboarding 1.0 customers can subscribe to the step completion event to trigger external processes based on the step completion.

The offboarding step completion event (`OFB_Step_Completed`) publishes this data at the end of any step in the onboarding process.

- `HRDataID` Unique ID for each offboarding activity
- `Process Type` Offboarding
- `Step Name` Step 1/Step2/Step 3/Signature Step
- `Process Name` Customer-specific name of the process created
- `Default Step Name` Initiation Step/Employee Step/Exit Step/Signature Step
- `Custom Step Name` Customer-specific name of the step, where applicable.
- `PersonGuid` and `PersonId`.

7.1.7.2 Onboarding as a Subscriber to Intelligent Services

You can configure subscriber activities for Onboarding or Offboarding so that they're triggered by Intelligent Services events in Recruiting or Employee Central.

Any time a change is made to relevant data, even after initialization of Onboarding (for example, start date changes, hiring manager is updated), the data is automatically updated in Onboarding or Offboarding.

Related Information

[Restart and Reassign Notifications \[page 127\]](#)

[Onboarding 1.0 Step Restart and Reassign with Intelligent Services \[page 127\]](#)

[Crossboarding with Employee Central \[page 128\]](#)

[Enabling Intelligent Services for Recruiting and Onboarding 1.0 \[page 125\]](#)

[Adding Fields to the Restart Tag \[page 126\]](#)

[Using Onboarding with Recruiting Management and Employee Central](#)

7.1.7.2.1 Enabling Intelligent Services for Recruiting and Onboarding 1.0

Prerequisites

- Intelligent Services is enabled.
- Recruiting and Onboarding 1.0 are enabled for Recruiting - Onboarding 1.0 Intelligent Services.
- Employee Central and Offboarding 1.0 are enabled for Employee Central - Offboarding 1.0 Intelligent Services.
- If using the Employee Central-Offboarding 1.0 Intelligent Services, Offboarding 1.0 must be enabled in Provisioning. You must also navigate to ► [Provisioning](#) ► [Company Settings](#) ► and enable the [Enable Offboarding 1.0 EC Writeback-requires "Employee Central V2"](#) setting. This setting is only available if you have Offboarding 1.0 enabled.

→ Remember

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

Procedure

1. Navigate to ► [Admin Center](#) ► [Recruiting](#) ► [Setup Onboarding 1.0 Integration](#) ► [Manage Updates to Onboarding 1.0](#) ►.
2. Enable [Allow data updates from Recruiting to Onboarding 1.0 \(i.e. Start Date\)](#).
3. Enable [Reassign activities in Onboarding 1.0 if Hiring Manager is changed in Recruiting](#)

i Note

These options should be enabled by default for instances created after August 2015. Customers can opt-out of the Event Center by disabling these options.

Related Information

[Onboarding as a Subscriber to Intelligent Services \[page 124\]](#)

[Restart and Reassign Notifications \[page 127\]](#)

[Onboarding 1.0 Step Restart and Reassign with Intelligent Services \[page 127\]](#)

[Crossboarding with Employee Central \[page 128\]](#)

7.1.7.2 Adding Fields to the Restart Tag

Only fields configured on the Restart tag will trigger a process step restart.

Context

The process step only restarts after employee documents are signed on the New Employee Step if the information in one of the critical fields changes in Recruiting. If any information changes in the fields added to this tag, the employee must resign any document they have already signed on the New Employee Step. Adding fields to the Restart tag is optional. The same applies for Offboarding, but the behavior applies to the Employee Step instead of New Employee Step.

Procedure

1. Navigate to SAP SuccessFactors HCM ► [On/Offboarding 1.0](#) ► [Settings](#) ► [Data Dictionary](#) ►.
2. Add the fields that will trigger a step restart to the restart tag.
 - For Recruiting-Onboarding 1.0 events, add fields to the [Restart-Fields-Onboarding 1.0](#) tag. Only assign fields to this tag that have been mapped from Recruiting to Onboarding 1.0.
 - For Employee Central-Offboarding events, add fields to the [Restart-Fields-Offboarding 1.0](#) tag. Only the [HiringManager](#) and [JobClassificationCode](#) fields are supported for Offboarding 1.0.

Related Information

[Onboarding as a Subscriber to Intelligent Services \[page 124\]](#)

[Restart and Reassign Notifications \[page 127\]](#)

[Onboarding 1.0 Step Restart and Reassign with Intelligent Services \[page 127\]](#)

[Crossboarding with Employee Central \[page 128\]](#)

7.1.7.2.3 Restart and Reassign Notifications

Onboarding 1.0 supports notifications for restart and reassign actions triggered by Intelligent Services.

You can configure the restart and reassign notifications under ► [SuccessFactors HCM](#) ► [On/Offboarding 1.0](#) ► [Notifications](#) ► [Restart Notifications](#) or [Re-Assign Notifications](#).

[Re-Assign Notifications](#) include notifications for [Hiring Manager Change](#), [New Direct Report](#), and [Direct Report Change](#). When configuring these, use the [HiringManagerChange](#) option for the [NotifyAt](#) field.

[Re-Assign Notifications](#) include [Activity Restarted](#) and [Data from another source has been updated](#) notifications. When configuring these notifications, use [Notify on Restart](#) in the [NotifyAt](#) field.

These notifications are available by default for the standard Onboarding 1.0 and Offboarding 1.0 processes. For custom processes, copy the notifications and modify them accordingly. Make sure the [NotifyAt](#) field value matches that of the original notification.

Related Information

[Onboarding as a Subscriber to Intelligent Services \[page 124\]](#)

[Enabling Intelligent Services for Recruiting and Onboarding 1.0 \[page 125\]](#)

[Adding Fields to the Restart Tag \[page 126\]](#)

7.1.7.2.4 Onboarding 1.0 Step Restart and Reassign with Intelligent Services

Onboarding 1.0 steps can be automatically restarted or reassigned based on changes to user information.

Changes to configured new hire field in Recruiting will trigger a restart of the New Employee Step. Three new notifications are available for the step restart.

- Data from another source has been updated (Sent to the new hire.)
- Activity Restarted (Sent to the activity assignee who must revalidate the data once the activity has restarted. This is sent to the old assignee in case the current assignee is different.)
- Activity Reverted back (Sent to the current assignees of the activity before it is restarted.)

The activity restart has some special behavior.

- If an activity is in the Orientation step and a restart is triggered, the activity always reverts to the New Employee Step, whether or not the Orientation Step has started.
- If an activity is in any step except [SIGNED](#) and the work location changes to California, New York, or Pennsylvania, the activity restarts back to the Post-Hire Verification step.
- If the Post-Hire Verification step is disabled and the New Employee Step hasn't started, when a critical field changes the activity remains on the New Employee Step.
- If an activity restarts mid-New Employee Step, and an additional update come from Recruiting Management, the activity is not pushed back to the Post-Hire Verification step.

When the Post-Hire Verification step is finished and the New Employee Step is not started, the new hire receives a welcome letter with a link for the Onboarding 1.0 application. If the step restarts before the new hire clicks the link, the step reverts to the Post-Hire Verification step. This invalidates the e-mailed link, and if the new hire clicks it, an error message displays. You can customize this behavior using two parameters under ► [Super Admin](#) ► [Account Options](#) ►.

- **Applicant.LoginPage.DisableIfStepChanged:** When set to **True**, if a new hire tries to login to an activity that has reverted to the Post-Hire Verification step, a warning message displays instead of the login page.
- **Applicant.LoginPage.DisableLoginMessageTemplate:** This field contains the message a new hire sees when attempted to access an activity that has reverted to the Post-Hire Verification step. If you include **{0}** in the string, the activity assignee's name and e-mail address will populate in its place. If this option is not configured, the default message displays. *Your activity is in the process of being updated. Please try again later or contact {0} for assistance.*

If a new hire's Hiring Manager, HR Manager, or New Hire buddy changes in Recruiting, then this change populates to Onboarding 1.0 and the step is reassigned. Notifications to support the reassignment:

- Hiring Manager Change (Employee Notification)
- Buddy Change (Employee Notification)
- HR Manager Change (Employee Notification)
- Direct Report Change (Hiring Manager Notification)
- New Direct Report (Hiring Manager Notification)
- Your activity's HR Manager has changed (HR User Notification)
- Your activity's Buddy has changed (HR User Notification)

Related Information

[Onboarding as a Subscriber to Intelligent Services \[page 124\]](#)

[Enabling Intelligent Services for Recruiting and Onboarding 1.0 \[page 125\]](#)

[Adding Fields to the Restart Tag \[page 126\]](#)

7.1.7.2.5 Crossboarding with Employee Central

If a customer is using Intelligent Services and an integration with Employee Central, they can create a trigger for an automatic transfer process for internal hires.

When information for an existing employee is updated in Employee Central, a crossboarding event is triggered in Onboarding 1.0 for the job transfer. The creation of the crossboarding event is based on rules configured in the SAP SuccessFactors Rules Engine. For example, you can write rules based on location change, department change, business unit change, and so on. The transfer event triggered in Employee Central passes employee data, including the Employee ID, to Onboarding 1.0.

Supported objects for Business Rules:

- COMP_INFO
- JOB_INFO

- PERSONAL_INFO
- EMPLOYMENT_INFO
- JOB_RELATIONS_INFO
- PER_PERSON_INFO
- EMAIL_INFO
- PHONE_INFO
- HOME_ADDRESS

Related Information

[Onboarding as a Subscriber to Intelligent Services \[page 124\]](#)

[Enabling Intelligent Services for Recruiting and Onboarding 1.0 \[page 125\]](#)

[Adding Fields to the Restart Tag \[page 126\]](#)

[Configuring Crossboarding with Employee Central \[page 129\]](#)

[Configuring Crossboarding with Hiring Manager Activities \[page 131\]](#)

[Crossboarding with Employee Central Workflow \[page 134\]](#)

7.1.7.2.5.1 Configuring Crossboarding with Employee Central

Configure crossboarding of internal hires between Employee Central and Onboarding 1.0.

Prerequisites

Initial configuration for Intelligent Services requires engagement with SAP Support. Configuration required for this feature:

- Enable Intelligent Services
- Configure a custom onboarding process for internal hires
- Configure the transfer event in Employee Central
- Configure the relevant Business Rule for the transfer event

Procedure

1. Navigate to ► [Super Admin](#) ► [Processes](#) ► and select the custom process configured to handle internal hires.
2. In the [Process Type](#) field, select Onboarding 1.0 and click [Update](#).
3. Navigate to ► [Super Admin](#) ► [Import/Export Settings](#) ► and choose [HRXML.ImportNew Hire](#) and export the file.

4. Add the required code to the file.

Sample Code

```
<!-- RCM2KMSTDataExchange message handling -->
<xsl:template match="/RCM2KMSTDataExchange/Field">
  <xsl:choose>

    <xsl:when test="./ID='InternalHire'">
      <xsl:if test="./Value = 'false'">
        <xsl:call-template
name="item">
          <xsl:with-
param name="key">Process</xsl:with-param>
          <xsl:with-
param name="value">Onboarding 1.0</xsl:with-param>
          </xsl:call-template>
        </xsl:if>
        <xsl:if test="./Value = 'true'
and translate(/RCM2KMSTDataExchange/Field[ID='DeptCode']/Value, $uppercase,
$smallcase) = 'hyderabad (hyd)'">
          <xsl:call-template
name="item">
            <xsl:with-
param name="value">New Hire Activities Crossboarding</xsl:with-param>
            <xsl:with-
param name="key">Process</xsl:with-param>
            </xsl:call-template>
          </xsl:if>
        </xsl:when>
      </xsl:if>
    </xsl:when>
  </xsl:choose>
</xsl:template>
```

This code directs internal hires to the custom process configured for internal hires. Custom processes can be configured for a number of different workflows, for example for customers who need to direct users from different countries to different workflows.

5. Navigate to **Super Admin** > **Import/Export Settings** > **HRXML.ImportNewHire**. Select **Import File** and upload the newly edited file.

Related Information

[Crossboarding with Employee Central \[page 128\]](#)

7.1.7.2.5.2 Configuring Crossboarding with Hiring Manager Activities

You can configure a Crossboarding process which skips the standard Onboarding 1.0 paperwork, but instead uses the Onboarding 1.0 New Hire Activities.

Prerequisites

- Intelligent Services must be enabled.
- MDF-based New Hire Activities must be enabled in ► [Provisioning](#) ► [Company Settings](#) ► [Enable MDF-based new hire activity planning](#) ►
- Configure the transfer event in Employee Central and configure the relevant Business Rule for the transfer event.
- The Crossboarding with Hiring Manager Activities works with the Employee Central integration configuration, and by configuring a custom Crossboarding process. If necessary, the customer can use both configurations, in the instance where they have HRIS data coming from multiple sources.

→ Remember

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

Context

Configuring Crossboarding with the Hiring Manager Activities only is useful in cases where an employee is transitioning to a new job, but does not require any additional paperwork. For example, if an employee take a new position in the same location, you may want to recommend a buddy or request equipment, but no other forms are required.

Procedure

1. Navigate to ► [Super Admin](#) ► [Processes](#) ► [Add Process](#) ►.
2. Enter a name and description for the new process. The [StartControl](#) and [Process Controller](#) fields must match the existing Onboarding Process.
3. In the [Process Type](#) field, select **Onboarding 1.0**.
4. Click [Create](#).
5. Select each step of the process and set the [Wizard](#) field to **Empty**. Each step in the process must be empty.
6. Navigate to ► [Super Admin](#) ► [Import/Export Settings](#) ► and choose [HRXML.ImportNew Hire](#) and export the file.

7. Add the required code to the file.

Sample Code

```
<!-- RCM2KMSDataExchange message handling -->
<xsl:template match="/RCM2KMSDataExchange/Field">
  <xsl:choose>

  <xsl:when test="./ID='InternalHire'">
    <xsl:if test="./Value = 'false'">
      <xsl:call-template name="item">
        <xsl:with-param name="key">Process</xsl:with-param>
        <xsl:with-param name="value">Onboarding 1.0</xsl:with-param>
      </xsl:call-template>
    </xsl:if>
    <xsl:if test="./Value = 'true' and translate(/RCM2KMSDataExchange/
Field[ID='DeptCode']/Value, $supercase, $smallcase) = 'hyderabad (hyd)'">
      <xsl:call-template name="item">
        <xsl:with-param name="value">New Hire Activities Crossboarding</
xsl:with-param>
        <xsl:with-param name="key">Process</xsl:with-param>
      </xsl:call-template>
    </xsl:if>
  </xsl:when>
</xsl:template>
```

This code directs internal hires to the custom process configured for internal hires. Custom processes can be configured for a number of different workflows, for example for customers who need to direct users from different countries to different workflows.

8. Navigate to [Super Admin](#) [Import/Export Settings](#) [HRXML.ImportNewHire](#). Select *Import File* and upload the newly edited file.
9. Configure the Crossboarding with New Hire Activities notification. Navigate to [SuccessFactors HCM](#) [On/Offboarding 1.0](#) [Notifications](#) and select the Onboarding notification group.
10. Click *Create*. Enter the following information for the notification.

Edit Notifications

Main Properties Recipients Monitoring Reminder Configuration Actions

Process: New Hire Activities Crossboarding ▼

Type: Assignee Notification ▼

Name: OnlyNewHireActivitiesCrossboarding

Subject: OnlyNewHireActivitiesCrossboarding

Wizard: OnlyNewHireActivitiesCrossboarding ▼

Notify At: Create Activity ▼

Due By: By Orientation ▼

Post Controller: KMS.XpressHR.BLL.SF.NewHireActivitiesF

☒ Create Activity in WQ

☐ Remove Parent Activity

☒ Hide Parent Activity

☐ Secured Wizard

☒ Attach Logo ☒ Send Email ☐ Print

☐ Don't attach forms to email

☐ Prevent duplicates

☐ Use Business Days

Attach Form Group: ▼

☐ Send with iCalendar Event

☒ Enable notification

Locale: en-US English ▼

Apply Update Cancel

i Note

Make sure the [Hide Parent Activity](#) box is checked when configuring this notification.

Related Information

[Crossboarding with Employee Central \[page 128\]](#)

7.1.7.2.5.3 Crossboarding with Employee Central Workflow

Procedure

1. Search for the employee you would like to update in *Employee Files*.

The screenshot shows the 'Employee Files' interface. At the top, there is a search bar with the text 'Search for actions or people' and a dropdown menu showing 'Carla Grant (cgrant)'. Below the search bar, there are tabs for 'Employee Files' and 'Help & Tutorials'. The main content area displays the profile for 'Sushmad I', who is a '3PL WAREHOUSE ANALYST'. There are buttons for 'Profile' and 'Take Action'. The profile section includes a 'Tags' section with the text 'No Tags for the employee.' and a button 'Give this person a tag'. Below this is a 'Successor Portlet' table with columns: Name, Readiness, Current Title, and # of other nominations. To the right of the profile is a 'My Competencies' table with columns: Competency, Rating, Expected Rating, and Gap. Below the competencies is a 'Personal Info' section with fields: First Name (Sushmad), Last Name (I), Middle Name (m), and Username (2011023271). There is an 'Edit' button next to the Personal Info section.


Note

You can initiate crossboarding for current employees who have already completed SAP SuccessFactors Onboarding 1.0, or those who have never gone through the SAP SuccessFactors Onboarding 1.0 process.

2. Select **Take Action** > *Change Job and Compensation Info*.

This screenshot shows the same 'Employee Files' interface as the previous one, but with the 'Take Action' dropdown menu open. The menu options are: 'Change Job and Compensation Info', 'Spot Bonus', 'Employment Details', 'Leave Of Absence', 'Terminate', 'Add Note', and 'Print/PDF'. The 'Change Job and Compensation Info' option is highlighted. The rest of the interface, including the employee profile for Sushmad I, remains the same.

3. Select **Transfer** in the *Event* and *Event Type* fields.

When do you want your changes to take effect? 01/06/2016 

* Event

* Event Reason

4. Edit the employee's job information and click [Submit](#).

Job Information

Timezone

* Supervisor

* Job Classification 3PL WAREHOUSE ANALYST
(VEN_VENSCHCLK004)

Job Title

Local Job Title

After the employee information is updated, the activity is created in Onboarding 1.0 to process the internal hire. The activity begins on the first step of the process identified in the custom process xml for internal hires. The rest is completed as outlined in the process. Internal hire activities that are completed in Onboarding 1.0 do not go through the Manage Pending Hire page. You can monitor crossboarding event triggered from Employee Central in the Event Center.

Related Information

[Crossboarding with Employee Central \[page 128\]](#)

7.1.7.3 Onboarding Steps Updated

Onboarding steps can be automatically restarted or reassigned when the Hiring Manager changes.

When the Hiring Manager changes in Recruiting, a new hire's Onboarding step can be reassigned or restarted, based on where the new hire is in the Onboarding process.

If a new hire's Hiring Manager changes in Recruiting, then this change populates to Onboarding and the step is reassigned. Notifications to support the reassignment:

- Hiring Manager Change (Employee Notification)
- Direct Report Change (Hiring Manager Notification)
- New Direct Report (Hiring Manager Notification)

Related Information

This Onboarding Step Subscribes to this Event:

[Change in Manager \[page 183\]](#)

7.1.7.4 Offboarding Steps Updated

Offboarding steps can be automatically restarted or reassigned when the Hiring Manager changes.

If a Hiring Manager is reassigned during an Offboarding activity, Offboarding is updated with the new Employee Central data.

When data changes are published from Employee Central to Offboarding, the change is reviewed for relevance by the Offboarding system. If the change is relevant, the Offboarding step can be reassigned or restarted based on where the employee is in the process.

When Hiring Manager data changes in Employee Central and is sent to Offboarding, the intended workflow for the employee can change. An existing Offboarding activity can also be updated with a new Hiring Manager who may be responsible for completing the activity.

Employees in the Offboarding process receive an alert with the Hiring Manager changes. Original and new Hiring Managers are also alerted of the change. The new Hiring Manager has access to the updated data. The corporate user responsible for the current Offboarding step is also alerted of the Hiring Manager change. Any steps or activities are automatically reassigned and any current notifications assigned to the Hiring Manager are sent to the new Hiring Manager. The new Hiring Manager can also edit the content provided by the former Hiring Manager if a step the Hiring Manager is assigned to is restarted.

Related Information

Offboarding Step Subscribes to This Event:

[Change in Manager \[page 183\]](#)

7.1.7.5 Offboarding Activity Updated from Job Classification

If job classification data changes in Employee Central during the Offboarding process, Offboarding is updated with the new Employee Central data.

When data changes are published from Employee Central to Offboarding, the change is reviewed for relevance by the Offboarding system. If the Offboarding activity is in the *All Documents Submitted* status, Offboarding does not react to the event.

If the Offboarding activity does not have an *All Documents Submitted* status, and if the activity is active, the data update is accepted. If the event is not accepted, the user is notified with a message that says the data was not updated in Offboarding.

When job classification data changes in Employee Central and is sent to Offboarding, the intended workflow for the employee can change. Depending on where the employee is in the Offboarding process, the step can restart and the step owner will have to revalidate the data in the step.

Related Information

Offboarding Activity Subscribes to this Event:

[Change in Job Classification \[page 190\]](#)

7.1.7.6 Onboarding Activity Updated from Job Requisition

Onboarding activity is updated when changes are made to a job requisition and email notifications are sent to the new hire and hiring manager.

When a change is made to relevant candidate data, even after initialization of onboarding, the data is automatically kept consistent and the onboarding process adjusted accordingly. If the Hiring Manager, HR Manager, or New Hire buddy changes, the Onboarding step is reassigned to the newly responsible user.

Job Requisition: ONBQAShruthiROT United States

Job Requisition Detail: [Candidates \(26\)](#) [Job Postings \(2\)](#) [Candidate Search](#)

Job Requisition Detail									
* Job Title	ONBQAShruthiROT United States								
Post Job In Language(s)	English (United States) Update								
* Default Language	English (United States)								
Job Description	Update								
Requisition Status	No Selection								
* Hiring Manager	Jan Florence Jeffries Find User...								
HR Manager	Find User... Clear								
Recruiter	Carla Grant Find User... Clear								
Sourcer	Find User... Clear								
Recruiting Coordinator	Find User... Clear								
Onboarding Package ID	97								

Onboarding 1-9 3 Business-Days E-Verify 1-9 Reverification Forms On Demand Offboarding E-Verify Correct Data

Assigned To	Activity	DueDate	Start Date	First Name	Last Name	Department	Location
Jan Jeffries	PostHire Verification Step	06/09/2015	05/25/2015	shaba	joseph	departments	NY
IT Department	N11 IT Provisioning	05/26/2015	05/25/2015	shaba	joseph	departments	NY

Related Information

Onboarding Activity Update Subscribes to this Event:

[Update of Job Requisition \[page 177\]](#)

7.1.7.7 Onboarding Activity Updated from Candidate Profile

Onboarding activity is updated when changes are made to a candidate profile and email notifications are sent to the new hire and hiring manager.

When a change is made to relevant candidate data, even after initialization of onboarding, the data is automatically kept consistent and the onboarding process adjusted accordingly. If the Hiring Manager, HR Manager, or New Hire buddy changes, the Onboarding step is reassigned to the newly responsible user.

The screenshot shows a web application interface for managing a candidate's onboarding process. At the top, there is a navigation bar with buttons: Save, Cancel, Print Application Detail, Email, Create Meeting, Offer, Forward, and Initiate OnBoarding. Below this is a yellow banner with the text "EXTERNAL CANDIDATE". The candidate's name, "shaba joseph", is displayed, along with their role "Lead SAP" and contact information "7259207271" and "shabajoseph@rediffmail.com". There are links for "Cover Letter", "Resume", and "View Profile". The main section is titled "Application" and contains several fields: "Status" (Ready to Hire), "Phone Screen Completed" (MM/DD/YYYY), "Minimum Annual Salary Expected" (50000.00), "Reference Check Completed" (MM/DD/YYYY), "Drug Test Completed" (MM/DD/YYYY), and "Background Check" (MM/DD/YYYY). A "Post-Hire Verification Step" window is open, showing "shaba joseph" and "Minimum Annual Salary Expected" (50000.00). A "Correspondence" section at the bottom right shows a date "05/25/2015" and a name "Carla Grant".

Related Information

Onboarding Activity Update Subscribes to this Event:

[Update of Job Application \[page 178\]](#)

7.1.7.8 Onboarding Activity Updated from Offer

Onboarding activity is updated after the final approval step of an offer detail and email notifications are sent to the new hire and hiring manager.

When a change is made to relevant candidate data, even after initialization of onboarding, the data is automatically kept consistent and the onboarding process adjusted accordingly. If the Hiring Manager, HR Manager, or New Hire buddy changes, the Onboarding step is reassigned to the newly responsible user.

Offer Approval: shaba joseph for ONBQAShruthiROT United States

The screenshot shows a web application interface for managing an offer detail. At the top, there is a navigation bar with buttons: Save, Cancel, and Print Preview. Below this is a section titled "Offer Details: Version 1". It contains several fields: "Select Language" (English US (English US)), "Select Offer Template" (Offer Detail Template), "First Name" (shaba), "Last Name" (joseph), "minAnnualSal" (0.0), "Currency" (USD), "Job Pay Rate Period" (No Selection), "Job pay rate" (50000.0), "Hire Date" (02/18/2015), "Start Date" (02/16/2015), and "Job Code". A "New Hire Set-up Information" window is open, showing "shaba joseph" and fields for "First Name" (shaba), "Middle Name" (a), "Last Name" (joseph), and "Suffix". It also includes "Dates" for "Start Date" (02/16/2015), "Hire Date" (05/26/2015), "Orientation Date", and "Orientation Time". A "Hire Information" section at the bottom asks "Is the new hire a remote employee?" with radio buttons for "Yes" and "No".

Related Information

Onboarding Activity Update Subscribes to This Event:

[Approval of Offer Detail \[page 179\]](#)

7.1.7.9 Crossboarding With Standard Onboarding Paperwork

The Employee Central Job Transfer event triggers the configuration of a crossboarding activity in Onboarding.

When information for an existing employee is updated in Employee Central, a crossboarding event is triggered in Onboarding for the job transfer. The creation of the crossboarding event is based on rules configured in the SAP SuccessFactors Rules Engine. For example, you can write rules based on location change, department change, business unit change, and so on. The transfer event triggered in Employee Central passes employee data, including the Employee ID, to Onboarding.

Supported objects for Business Rules:

- COMP_INFO
- JOB_INFO
- PERSONAL_INFO
- EMPLOYMENT_INFO
- JOB_RELATIONS_INFO
- PER_PERSON_INFO
- EMAIL_INFO
- PHONE_INFO
- HOME_ADDRESS

Related Information

To Return back to Job Transfer Event:

[Job Transfer \[page 191\]](#)

7.1.7.10 Crossboarding With Hiring Manager Activities

The Employee Central Job Transfer event triggers the configuration of a crossboarding activity in Onboarding. You can configure this activity to skip the standard Onboarding paperwork and only use Hiring Manager Activities.

When information for an existing employee is updated in Employee Central, a crossboarding event is triggered in Onboarding for the job transfer. The creation of the crossboarding event is based on rules configured in the SAP SuccessFactors Rules Engine. For example, you can write rules based on location change, department change, business unit change, and so on. The transfer event triggered in Employee Central passes employee data, including the Employee ID, to Onboarding. For the Crossboarding activity with only Hiring Manager Activities, the employee skips the standard Onboarding paperwork and only uses the configured Hiring Manager Activities.

Related Information

To Return Back to Job Transfer Event:

[Job Transfer \[page 191\]](#)

7.1.7.11 Offboarding Activity Updated from Job Termination

Changes to the Employee Central Job Termination event data update Offboarding activity data.

When information is updated in the Employee Central Job Termination event, that data is updated on the Offboarding user info object.

Related Information

Offboarding Subscribes to this Event:

[Employee Termination \[page 204\]](#)

7.1.8 Performance and Goals

7.1.8.1 Performance & Goals Events for Intelligent Services

Here's a list of all the Intelligent Services events published by Performance & Goals, with the corresponding SAP SuccessFactors applications that subscribe to them.

i Note

Not all Intelligent Services events published by Performance & Goals are published by the Standard Event Framework. Some events occur based off form-routing or workflow processes.

Event and Subscribers Published by Performance & Goals

Event	Publisher	Publishes Externally? Y/N	Subscribers
Calibration Session Activation	Calibration	Y	None
Populate Performance Management Review Rating	Performance Management	N	No internal SAP SuccessFactors Subscribers

Event	Publisher	Publishes Externally? Y/N	Subscribers
Performance Review Form Routing	Performance Management	N	No internal SAP SuccessFactors Subscribers
<div>i Note</div> <div>This event isn't published by the Standard Event Framework. It's based on form-routing or workflow processes.</div>			
Continuous Performance Management Activity	Continuous Performance Management	Y	No internal SAP SuccessFactors Subscribers
Continuous Performance Management Achievement	Continuous Performance Management	Y	No internal SAP SuccessFactors Subscribers
Continuous Performance Management Activity Update	Continuous Performance Management	Y	No internal SAP SuccessFactors Subscribers
Continuous Performance Management Achievement Update	Continuous Performance Management	Y	No internal SAP SuccessFactors Subscribers

7.1.8.1.1 Continuous Performance Management Events for Intelligent Services

Here's a list of all the Intelligent Services events published by Continuous Performance Management, with the corresponding SAP SuccessFactors applications that subscribe to them.

Event Name	Publishes Externally?	
	Y/N	Subscribers
Continuous Performance Management Activity	Y	No internal SAP SuccessFactors Subscribers
Continuous Performance Management Achievement	Y	No internal SAP SuccessFactors Subscribers

7.1.8.1.1.1 Setting Up Event Publishing

7.1.8.1.1.1.1 Publishing an Event for Continuous Performance Management Activity

With the use of OData APIs, when you create, update or delete an Activity, it triggers the creation of an event in the Intelligent Services framework.

Prerequisites

- Continuous Performance Management
- Role-based permissions enabled
- Intelligent Services is enabled

Adding an Activity

1. Log in to the application, and go to [Continuous Performance](#).
2. In the [Activities](#) view, click the [Add Activity](#) link. The [New Activity](#) pop-up window appears.
3. Enter [Activity Name](#), select its [Status](#).
4. Under the [Goals](#) section, link it to a [Performance Goal](#), a [Development Goal](#), or both, if applicable.
5. Click [Save](#).

You have successfully created a new activity.

To edit or delete an activity, click the corresponding [Action](#) icon and select [Edit Activity](#) or [Delete Activity](#). When you edit an activity, the [Edit Activity](#) pop-up appears. Edit the necessary details, and click [Save](#) to update the record. When you delete an activity, it is followed by a confirmation message. Once you confirm the deletion, the record is removed.

Tracking the Published Event

Go to [Admin Center](#) [Intelligent Services Center](#), and track the count for [Events Raised](#). The count of [Events Raised](#) for the **Continuous Performance Management Activity** increases by 1.

Currently, there are no internal SAP SuccessFactors subscribers defined for this event.

7.1.8.1.1.2 Publishing an Event for Continuous Performance Management Achievement

With the use of OData APIs, when you create, update or delete an Achievement, it triggers the creation of an event in the Intelligent Services framework.

Prerequisites

- Continuous Performance Management
- Role-based permissions enabled
- Intelligent Services is enabled

Creating an Achievement

1. Log in to the application, and go to [Continuous Performance](#).
2. In the [Achievements](#) view, click the [Add Achievement](#) link. The [Add Achievement](#) pop-up window appears.
3. Enter [Achievement Name](#), [Achievement Date](#), and link it to your activity and goals, if applicable.
4. Click [Save](#).

You have successfully created a new achievement.

To edit or delete an achievement, click the corresponding [Action](#) icon and select [Edit Achievement](#) or [Delete](#). When you edit an achievement, the [Edit Achievement](#) pop-up appears. Edit the necessary details, and click [Save](#) to update the record. When you delete an achievement, it is followed by a confirmation message. Once you confirm the deletion, the record is removed. You can also request for feedback on your achievement.

Tracking the Published Event

Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ► and track the count for [Events Raised](#). The count of [Events Raised](#) for **Continuous Performance Management Achievement** increases by 1.

Currently, there are no internal SAP SuccessFactors subscribers defined for this event.

7.1.8.1.1.2 Calibration

As part of the Intelligent Services framework, when the calibration session is activated, managers who are participants in the sessions receive a to-do item on the Team Calibration Summary tile.

To receive the to-do item for calibration session activation, the data source of the session must be Performance Management.

If a calibration session is created with a session date and a planned activation date, a to-do item is triggered when the session is activated. 30 days after the activation, the to-do item will turn into an overdue to-do item.

If a calibration session is created without setting a session date or a planned activation date, when the session is activated, a to-do item will be triggered, informing managers that the session will be due in 30 days. 30 days after the activation, the to-do item will turn into an overdue to-do item.

When a calibration session is finalized, deactivated, or deleted, invalid to-do items related to the session are removed automatically from the Team Calibration Summary tile.

1. [Enabling Notification on Team Calibration Summary Tile \[page 144\]](#)

You can enable notifications for calibration session activation.

7.1.8.1.1.2.1 Enabling Notification on Team Calibration Summary Tile

You can enable notifications for calibration session activation.

Prerequisites

- Intelligent Services is enabled.
- Homepage v3 is enabled.
- Performance Management is enabled.
- Calibration is enabled.
- The Homepage v3 To-Do tile group permission is enabled.

Procedure

1. Go to [Admin Center](#) > [Company Settings](#) > [Intelligent Services Center \(ISC\)](#).
2. Select [Calibration Session Activation](#).
3. Click the [Calibration Session Activation](#) from [Activities](#).

The Calibration Session Activation event is added to the flow.

4. Save your changes by clicking the [Save Flow](#) from the [Actions](#) menu.

A message displays informing you that the flow is saved and published successfully.

5. Click [OK](#).

Results

You have successfully enabled Calibration Session Activation.

Next Steps

You can turn off the notification by clicking the cross icon on the recipient and timing block. Turning off the notification stops new to-do items from showing on the Team Calibration Summary tile. Existing to-do items are not affected.

Task overview: [Calibration \[page 143\]](#)

7.1.8.2 Web Notification to Review Calibration Session

Facilitators and cofacilitators receive Web notifications to review their calibration session that appear as a bell icon at the top of their homepage.

Intelligent Services sends out notifications for facilitators and cofacilitators for these statuses:

- In progress
- Set-up
- Deactivated

i Note

A link also appears as a *To-Do*.

Related Information

Events for Calibration Session Reviews

[Change in Manager \[page 183\]](#)

[Individual Contributor to Manager \[page 185\]](#)

[Manager to Individual Contributor \[page 186\]](#)

[Employee Termination \[page 204\]](#)

7.1.8.3 Web Notification to Review Calibration for New Global Assignments

Facilitators and cofacilitators receive Web notifications to review their calibration session that appear as a bell icon at the top of their homepage.

When an employee that is the subject of a calibration session starts a new global assignment receive notifications for these statuses:

- In progress
- Set-up
- Deactivated

i Note

A link also appears as a *To-Do*.

Related Information

To Return Back to Add Global Assignment Event:

[Add Global Assignment \[page 192\]](#)

7.1.8.4 Web Notification to Adjust Goals for Short and Long Term Disability

When an employee starts short or long term disability, Web notifications are sent out to review goals.

Web notifications are sent to:

- To Manager about employee starting short or long term disability.
- To employee about starting short or long term disability.

i Note

A link also appears as a *To-Do*.

Related Information

Goal Management Activity to Adjust Goals Subscribes to These Events:

[Employee Short Term Disability \[page 202\]](#)

[Employee Long Term Disability \[page 203\]](#)

7.1.8.5 Web Notification to Review Team Goals For Manager Changes

The new manager receives a Web notification with a link to their team goal plans to review for their new direct reports.

A link also appears as a *To-Do*.

Related Information

Goal Management To-Do Activity to Review Team Goals Subscribes to these Events:

[First Time Manager \[page 182\]](#)

[Change in Manager \[page 183\]](#)

[Individual Contributor to Manager \[page 185\]](#)

7.1.8.6 Notification to Create Goals for Employee Hire

When a new employee is hired, a notification is sent reminding the hiring manager to work with the new hire to create goals.

The manager receives a Web notification about their new direct report with an effective date and to work with new hire to create goals

Related Information

To Return Back to Employee Hire

[Employee Hire \[page 180\]](#)

7.1.8.7 Web Notifications About Pending Documents

Web notifications sent out if there are pending documents for submittal before employee starts their leave of absence.

In response to the absence, employees and managers can submit Performance Management or 360 forms that are pending. Web notifications are sent to:

- HR manager to route pending documents for submittal for employee that is taking a leave of absence.
- To the manager to route pending documents for submittal for employee that is taking a leave of absence.
- To the employee about pending documents for submittal before they take their leave of absence.

Related Information

Notification for Document Transfers Subscribes to These Events:

[Employee Time Off \[page 201\]](#)

[Employee Short Term Disability \[page 202\]](#)

[Employee Long Term Disability \[page 203\]](#)

7.1.8.8 Web Notification to Review Goals For Job Changes

If an employee changes department, division or job title, a Web notification is sent to review their goals.

Related Information

Notification to Review Goals Subscribes to These Events:

[Change in Employee Department \[page 187\]](#)

[Change in Employee Division \[page 188\]](#)

[Change in Job Title \[page 189\]](#)

7.1.8.9 Performance Management Form Launches with Employee Central Job Change

Initiate Performance launches a performance management form after job information changes within Employee Central.

When you configure your business rule for specific job information changes, you can associate your *PM Form* template that allows that form to launch.

Related Information

To Return Back to Initiate Performance Form

[Initiate Performance Form \[page 191\]](#)

7.1.8.10 Web Notifications to Adjust Goals for Time Off

When an employee takes time off, Web notifications are sent out to review goals.

Web notifications are sent to:

- To manager about changes to block calendar during employee absence.
- To the employee to remove calendar block during their absence.

i Note

A link also appears as a *To-Do*.

Related Information

To Return Back to Time Off Event:

[Employee Time Off \[page 201\]](#)

7.1.9 Recruiting

7.1.9.1 Recruiting Events for Intelligent Services

Here's a list of all the Intelligent Services events published by Recruiting, with the corresponding SAP SuccessFactors applications that subscribe to them.

Recruiting Events with Subscribers That Publish Externally

Event Name	Subscribers	Description
Update of Job Requisition	Onboarding	This event is raised when a job requisition is updated.
Update of Job Application	Onboarding	This event is raised when an application is updated and the applicant is in an applied state.
Approval of Offer Detail	Onboarding	This event is raised after the final approval step on an offer detail.
Update of Job Application Status	None	This event is raised when an application status is changed.
Update of Candidate Profile	None	This event is raised when update is made to candidate profile.
Initiate Job Posting	Automated Job Posting Subscriber	This event is raised when jobs are posted to the external career site.

7.1.9.1.1 Recruiting as a Publisher

Recruiting publishes to internal SAP SuccessFactors applications such as Onboarding 1.0 and to external, third-party applications.

Recruiting as a Publisher

Recruiting publishes using the Standard Event Framework, just like other events by another publisher such as Employee Central. However, Onboarding 1.0 requires additional configuration to subscribe to Recruiting.

7.1.9.1.2 Triggers for Update of Candidate Profile Event

This [Candidate Profile](#) event is raised whenever an update is made to the Candidate Profile. Here are the actions that count as updates and that then raise the event.

Scenario 1

If Employee Central integration is enabled:

- Posting a Job Requisition with one job application status set to [Hireable](#).
- Moving a candidate to the [Hireable](#) status.
- Going to [Manage Pending Hires](#) and clicking [Hire](#) or [Internal Hire](#).

Scenario 2

- Converting an external candidate into an internal candidate through the [External To Internal Candidate Profile Conversion](#) job.
- Triggering an event for the internal and external candidate.
- Deleting the candidate object of the internal candidate, while the candidate object of the original or external candidate remains.

Scenario 3

- Converting an internal candidate into an external candidate through the [Internal To External Candidate Profile Conversion](#) job.
- Triggering an event for the internal and external candidate.

- Deleting the candidate object of the external candidate and the candidate object of the original or the internal candidate remains.

7.1.9.2 Recruiting as a Subscriber to Intelligent Services

You can configure subscriber activities for Recruiting so that they're triggered by Intelligent Services events.

SAP SuccessFactors Recruiting subscribes to the following events:

- Employee Short Term Disability
- Employee Long Term Disability
- Add Global Assignment
- End Global Assignment
- Employee Termination

[Requisitions Reassigned During Employee Short-Term Disability \[page 152\]](#)

If a recruiter, hiring manager, or any other Recruiting user is unable to work for a short period of time, you can assign all their requisitions to another user so that those requisitions continue to be processed.

[Requisitions Reassigned During Employee Long-Term Disability \[page 156\]](#)

If a recruiter, hiring manager, or any other Recruiting user is unable to work for a long period of time, you can assign all their requisitions to another user so that those requisitions can continue to be processed.

[Add Global Assignment and End Global Assignment \[page 160\]](#)

When an employee goes on global assignment, you can reassign all their open requisitions. When they return,

[Employment Termination \[page 162\]](#)

Employment Termination allows you to reassign job requisitions and related notifications for the current assignee, a new assignee, and their manager, in the event of an employment termination.

Related Information

[Requisitions Reassigned During Employee Short-Term Disability \[page 152\]](#)

[Requisitions Reassigned During Employee Long-Term Disability \[page 156\]](#)

[Employment Termination \[page 162\]](#)

[Configuring Global Assignment Events with Recruiting \[page 161\]](#)

7.1.9.2.1 Requisitions Reassigned During Employee Short-Term Disability

If a recruiter, hiring manager, or any other Recruiting user is unable to work for a short period of time, you can assign all their requisitions to another user so that those requisitions continue to be processed.

You can specify the requisitions to be automatically reassigned to the employee's next-level manager, or to another designated user. Associated To-Dos will also be reassigned, and email and web notifications are sent.

i Note

You can configure the Employee Short-Term Disability Event using either the Event Center or Intelligent Services Center. We recommend that you use the Intelligent Services Center.

Parent topic: [Recruiting as a Subscriber to Intelligent Services \[page 151\]](#)

Related Information

[Requisitions Reassigned During Employee Long-Term Disability \[page 156\]](#)

[Add Global Assignment and End Global Assignment \[page 160\]](#)

[Employment Termination \[page 162\]](#)

[Recruiting as a Subscriber to Intelligent Services \[page 151\]](#)

[Configuring Global Assignment Events with Recruiting \[page 161\]](#)

[Subscribing to the Employee Short-Term Disability Event \[page 152\]](#)

[Configuring the Processing Behavior for Short-Term Disability \[page 153\]](#)

[Configuring the Duration of Employee Short-Term Disability \[page 154\]](#)

[Reassigning Requisitions to the Next Level Manager or a Designated User \[page 154\]](#)

[Enabling Notifications for Employee Short-Term Disability \[page 155\]](#)

7.1.9.2.1.1 Subscribing to the Employee Short-Term Disability Event

Subscribe to the *Employee Short-Term Disability* event so that the job requisitions affected by the employee's absence continue to be processed.

Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Choose the *Employee Short Term Disability* event.

3. Choose [Recruiting](#) and select **On** to subscribe to this event.
4. Choose [Save](#).

Next task: [Configuring the Processing Behavior for Short-Term Disability \[page 153\]](#)

Related Information

[Requisitions Reassigned During Employee Short-Term Disability \[page 152\]](#)

7.1.9.2.1.2 Configuring the Processing Behavior for Short-Term Disability

Specify the number of days before an event's effective date that it can be preprocessed.

Procedure

1. Go to [Admin Center](#) [Intelligent Services Center](#).
2. Choose the [Employee Short Term Disability](#) event.
3. Choose [Recruiting](#) and select the [Allow processing of event](#) checkbox.
4. Specify the relevant number of days in the empty field in the same line.
5. Click [Save](#).

Previous task: [Subscribing to the Employee Short-Term Disability Event \[page 152\]](#)

Next task: [Configuring the Duration of Employee Short-Term Disability \[page 154\]](#)

Related Information

[Requisitions Reassigned During Employee Short-Term Disability \[page 152\]](#)

7.1.9.2.1.3 Configuring the Duration of Employee Short-Term Disability

You can configure the duration of a short-term disability event in days, after which the related events are processed.

Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Choose [Employee Short Term Disability](#) event.
3. Choose [Recruiting](#).
4. Choose [Configure Recruiting Subscriber Settings for Requisition Reassignment](#).

The [Manage Recruiting Settings](#) page is displayed.

5. Specify the relevant number of days under [Process this event if the duration of the Short Term Disability is ___ or more days](#).
6. Choose [Save](#).

Previous task: [Configuring the Processing Behavior for Short-Term Disability \[page 153\]](#)

Next task: [Reassigning Requisitions to the Next Level Manager or a Designated User \[page 154\]](#)

Related Information

[Requisitions Reassigned During Employee Short-Term Disability \[page 152\]](#)

7.1.9.2.1.4 Reassigning Requisitions to the Next Level Manager or a Designated User

For any requisition templates, you can configure which operators will be reassigned to an employee's next level manager (or to some other designated user) during a short-term disability absence.

Procedure

1. Go to ► [Admin Center](#) ► ► [Reassign Job Requisitions](#) ►.
2. From the [Select Template](#) dropdown, select the template that you want to modify.
3. Select the requisitions that you want to reassign and click [Continue](#).

4. Click the [Find user](#) link next to the operator you want to reassign.
5. In the [Find User](#) dialog box, search and select the desired user and click [Done](#).
6. Click [Reassign](#).

Previous task: [Configuring the Duration of Employee Short-Term Disability \[page 154\]](#)

Next task: [Enabling Notifications for Employee Short-Term Disability \[page 155\]](#)

Related Information

[Requisitions Reassigned During Employee Short-Term Disability \[page 152\]](#)

7.1.9.2.1.5 Enabling Notifications for Employee Short-Term Disability

Enable or disable web notifications for the employee short-term disability event.

Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Choose the [Employee Short Term Disability](#) event and go to the [Notifications](#) tab.
3. In the [Recruiting](#) section, enable [Web Notification](#) for [Assigned User notification](#), [Manager notification](#), and [User notification](#).

i Note

Email notifications are sent by default. You can't turn off these notifications.

4. Choose [Save](#).

Previous task: [Reassigning Requisitions to the Next Level Manager or a Designated User \[page 154\]](#)

Related Information

[Requisitions Reassigned During Employee Short-Term Disability \[page 152\]](#)

7.1.9.2.2 Requisitions Reassigned During Employee Long-Term Disability

If a recruiter, hiring manager, or any other Recruiting user is unable to work for a long period of time, you can assign all their requisitions to another user so that those requisitions can continue to be processed.

You can specify the requisitions to be automatically reassigned to the employee's next-level manager, or to another designated user. Associated To-Dos are reassigned, and email and web notifications are sent.

i Note

You can configure the Employee Short-Term Disability Event using either the Event Center or Intelligent Services Center. You should always use the Intelligent Services Center.

Parent topic: [Recruiting as a Subscriber to Intelligent Services \[page 151\]](#)

Related Information

[Requisitions Reassigned During Employee Short-Term Disability \[page 152\]](#)

[Add Global Assignment and End Global Assignment \[page 160\]](#)

[Employment Termination \[page 162\]](#)

[Recruiting as a Subscriber to Intelligent Services \[page 151\]](#)

[Configuring Global Assignment Events with Recruiting \[page 161\]](#)

[Subscribing to the Employee Long-Term Disability Event \[page 156\]](#)

[Configuring the Processing Behavior for Long-Term Disability \[page 157\]](#)

[Configuring the Duration of Employee Long-Term Disability \[page 158\]](#)

[Reassigning Requisitions to the Next Level Manager or a Designated User \[page 158\]](#)

[Enabling Notifications for Employee Long-Term Disability \[page 159\]](#)

7.1.9.2.2.1 Subscribing to the Employee Long-Term Disability Event

Subscribe to the *Employee Long-Term Disability* event so that the job requisitions affected by the employee's absence continue to be processed.

Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Select the *Employee Long Term Disability* event.

3. Choose *Recruiting* and select **On** to subscribe to this event.
4. Choose *Save*.

Next task: [Configuring the Processing Behavior for Long-Term Disability \[page 157\]](#)

Related Information

[Requisitions Reassigned During Employee Long-Term Disability \[page 156\]](#)

7.1.9.2.2.2 Configuring the Processing Behavior for Long-Term Disability

Indicate the number of days before an event's effective data that it can be preprocessed.

Procedure

1. Go to ► *Admin Center* ► *Intelligent Services Center* ►.
2. Choose the *Employee Long Term Disability* event.
3. Choose *Recruiting* and select the *Allow processing of event* checkbox.
4. Specify the relevant number of days in the empty field in the same line.
5. Choose *Save*.

Previous task: [Subscribing to the Employee Long-Term Disability Event \[page 156\]](#)

Next task: [Configuring the Duration of Employee Long-Term Disability \[page 158\]](#)

Related Information

[Requisitions Reassigned During Employee Long-Term Disability \[page 156\]](#)

7.1.9.2.2.3 Configuring the Duration of Employee Long-Term Disability

Configure the duration of a long-term disability event in days, after which the related events are processed.

Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Choose the [Employee Long Term Disability](#) event.
3. Choose [Recruiting](#).
4. Click the [Configure Recruiting Subscriber Settings for Requisition Reassignment](#) link.
The [Manage Recruiting Settings](#) page is displayed.
5. Specify the relevant number of days under [Process this event if the duration of the Long Term Disability is ___ or more days](#).
6. Choose [Save](#).

Previous task: [Configuring the Processing Behavior for Long-Term Disability \[page 157\]](#)

Next task: [Reassigning Requisitions to the Next Level Manager or a Designated User \[page 158\]](#)

Related Information

[Requisitions Reassigned During Employee Long-Term Disability \[page 156\]](#)

7.1.9.2.2.4 Reassigning Requisitions to the Next Level Manager or a Designated User

For any requisition templates, you can configure which operators will be reassigned to an employee's next level manager (or to some other designated user) during a long-term disability absence.

Procedure

1. Go to ► [Admin Center](#) ► [Reassign Job Requisitions](#) ►.
2. From the [Select Template](#) dropdown, select the template that you want to modify.
3. Select the requisitions that you want to reassign, and click [Continue](#).

4. Click the [Find user](#) link next to the operator you want to reassign.
5. In the [Find User](#) dialog box, search for and select the desired user, and choose [Done](#).
6. Choose [Reassign](#).

Previous task: [Configuring the Duration of Employee Long-Term Disability \[page 158\]](#)

Next task: [Enabling Notifications for Employee Long-Term Disability \[page 159\]](#)

Related Information

[Requisitions Reassigned During Employee Long-Term Disability \[page 156\]](#)

7.1.9.2.2.5 Enabling Notifications for Employee Long-Term Disability

Enable or disable web notifications for the Employee Long-Term Disability event.

Procedure

1. Go to [Admin Center](#) [Intelligent Services Center](#).
2. Choose the [Employee Long Term Disability](#) event.
3. On the [Notifications](#) tab, go to the [Recruiting](#) section.
4. Enable [Web Notification](#) for [Assigned User notification](#), [Manager notification](#), and [User notification](#).

i Note

Email notifications are sent by default. You can't turn off these notifications .

5. Choose [Save](#).

Previous task: [Reassigning Requisitions to the Next Level Manager or a Designated User \[page 158\]](#)

Related Information

[Requisitions Reassigned During Employee Long-Term Disability \[page 156\]](#)

7.1.9.2.3 Add Global Assignment and End Global Assignment

When an employee goes on global assignment, you can reassign all their open requisitions. When they return,

Add Global Assignment

When an employee goes on global assignment, the [Add Global Assignment](#) event is triggered. At that point, if an employee is a recruiter, hiring manager, or any other operator (that affects requisitions), all their open requisitions are reassigned. You can specify whether they'll be reassigned to the employee's next level manager or to a specific user.

End Global Assignment

When the employee comes back from global assignment, the [End Global Assignment](#) event is triggered and those workflow changes are reversed.

When the global assignment ends, the corresponding event is triggered and the workflow changes are initiated. The reassignment of any open requisitions, where the employee is a recruiter, hiring manager, or any other operator, is stopped.

i Note

Only requisitions in the [Approved](#) and [Pre-approved](#) statuses are reassigned. Requisitions in the [Closed](#) status are ignored.

Parent topic: [Recruiting as a Subscriber to Intelligent Services \[page 151\]](#)

Related Information

[Requisitions Reassigned During Employee Short-Term Disability \[page 152\]](#)

[Requisitions Reassigned During Employee Long-Term Disability \[page 156\]](#)

[Employment Termination \[page 162\]](#)

[Configuring Global Assignment Events with Recruiting \[page 161\]](#)

7.1.9.2.3.1 Configuring Global Assignment Events with Recruiting

Configure the way in which an employee's open requisitions will be reassigned when they go on global assignment.

Prerequisites

- Recruiting is an active subscriber to the Intelligent Services events [Add Global Assignment](#) and [End Global Assignment](#).
- You've enabled the subscription option in Intelligent Services.

Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Select the [Add Global Assignment](#) event.

The [Add Global Assignment](#) page is displayed.

3. Display the [Configuration Options](#) and [Add Rule](#) features. Go to the [Reassign Requisitions and To-Dos for Requisitions](#) activity and click the icon.
4. Select [Configuration Options](#) to continue configuring Global Assignment for an employee.

→ Remember

You can also choose to add rules for global assignment events. To add rules, select the [Add Rule](#) option.

The [Manage Recruiting Settings](#) page is displayed.

5. Go to ► [Manage Recruiting Settings](#) ► [Recruiting Subscriber Settings](#) ► [Add Global Assignment](#) ► and select a requisition template from the [Select template](#) dropdown.
6. Reassign the activity to the next-level manager. Select the checkbox for each of the three available users, [Hiring Manager](#), [Recruiter](#), and [Recruiting Manager](#).

Alternatively, specify another designated user in the text box.

7. Choose [Save](#).
8. Go to ► [Manage Recruiting Settings](#) ► [Recruiting Subscriber Settings](#) ► [End Global Assignment](#) ► select a requisition template from the [Select template](#) dropdown.
9. Choose [Save](#).

Related Information

[Recruiting as a Subscriber to Intelligent Services \[page 151\]](#)

[Requisitions Reassigned During Employee Short-Term Disability \[page 152\]](#)

[Requisitions Reassigned During Employee Long-Term Disability \[page 156\]](#)

[Employment Termination \[page 162\]](#)

[Add Global Assignment and End Global Assignment \[page 160\]](#)

7.1.9.2.4 Employment Termination

Employment Termination allows you to reassign job requisitions and related notifications for the current assignee, a new assignee, and their manager, in the event of an employment termination.

When the Employee Central events *Employee Termination* or *Expiration of Work Order* are triggered, the Recruiting module updates the Candidate Profile with details of the user's assignment. You can reassign activities for the Hiring Manager, Recruiting, or Recruiting Manager.

Parent topic: [Recruiting as a Subscriber to Intelligent Services \[page 151\]](#)

Related Information

[Requisitions Reassigned During Employee Short-Term Disability \[page 152\]](#)

[Requisitions Reassigned During Employee Long-Term Disability \[page 156\]](#)

[Add Global Assignment and End Global Assignment \[page 160\]](#)

[Recruiting as a Subscriber to Intelligent Services \[page 151\]](#)

[Configuring Global Assignment Events with Recruiting \[page 161\]](#)

[Subscribing Recruiting to the Employment Termination Event \[page 162\]](#)

7.1.9.2.4.1 Subscribing Recruiting to the Employment Termination Event

The Employment Termination event enables you to reassign job requisitions and related notifications for the current assignee, a new assignee, and their manager, when an employment is terminated. Subscribe to this event to receive automatic updates in Recruiting.

Prerequisites

Your instance has been integrated with Employee Central.

Context

When the Employee Central event *Employee Termination* or *Expiration of Work Order* is triggered, the Recruiting module updates the Candidate Profile with details of the user's assignment. You can reassign activities for the Hiring Manager, Recruiting, or Recruiting Manager.

Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Choose the *Employee Termination* event.
3. Under *Activities*, select *Recruiting*.
4. Choose *Reassign Requisitions and To-dos for Requisitions*.

A new flow rule is created. When you click the newly created flow rule, you can configure the web notifications.

5. Go to *Configuration Options*.

The *Manage Recruiting Settings* page is displayed.

6. Go to ► [Recruiting Subscriber Settings](#) ► [Employee Termination](#) ►.
7. Select the desired requisition template, then select the roles you'd like to reassign activities for.

→ Tip

You can reassign activities to either the next level manager or to a specific user.

Related Information

[Employment Termination \[page 162\]](#)

7.1.9.3 Web Notifications For Time Off

Job requisitions can be reassigned for each operator role for a requisition template when the original operator takes a leave of absence.

You can configure reassignment of job requisition templates for each operation role. If an employee in that role takes a leave of absence, that reassigned requisition goes to their next level manager. All To-Dos associated with reassigned requisition also go to the reassigned individuals and summary emails sent out to employee and next level manager about successful and failed reassignments.

Web Notifications are sent to:

- To the designated reassigned individual about the requisition reassignment due to an employee leave of absence.

- To the manager about the requisition reassignment due to employee leave of absence.
- To the employee taking leave of absence about requisition reassignment.

Related Information

Reassigned Requisitions Activity Subscribes to this Event:

[Employee Time Off \[page 201\]](#)

7.1.10 Succession and Development

7.1.10.1 Succession & Development Events for Intelligent Services

Here's a list of all the Intelligent Services events published by Succession & Development, with the corresponding SAP SuccessFactors applications that subscribe to them.

Event and Subscribers by Succession & Development

Event	Publisher	Publishes Externally? Y/N	Subscribers
New Successor	Succession Planning	N	No internal SAP SuccessFactors Subscribers
Add Development Goal	Career Development Planning	N	No internal SAP SuccessFactors Subscribers

7.1.10.1.1 Setting Up Event Publishing

7.1.10.1.1.1 Publishing Events for Completed Mentoring Programs

When a mentoring program is completed, an event is triggered in [Intelligent Services Center](#).

Prerequisites

- Mentoring and all related permissions are enabled.
- Intelligent Services is enabled.

Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Track the number of [Events Raised](#) for the [Complete a Mentoring Program](#) event.
3. Open [Event Monitoring](#) by choosing the number.

You can see event details, including event date, time, and initiator.

Next Steps

You can configure event notification subscriptions so that you're notified when mentoring programs are completed. For more information, see [How to Set Up External and Third-party Applications](#).

7.1.10.1.1.2 Publishing Events for Ended Mentoring Relationships

When a mentoring relationship is ended, an event is triggered in [Intelligent Services Center](#).

Prerequisites

- Mentoring and all related permissions are enabled.
- Intelligent Services is enabled.

Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Track the number of [Events Raised](#) for the [End a Mentoring Relationship](#) event.
3. Open [Event Monitoring](#) by choosing the number.

You can see event details, including event date, time, and initiator.

Next Steps

You can configure event notification subscriptions so that you're notified when mentoring relationships are ended. For more information, see [How to Set Up External and Third-party Applications](#).

7.1.10.2 Web Notification to Review Succession Plan for Manager Changes

Employee designated as a succession planner receive a Web notification to review the succession plan when there is a change of manager.

A link also appears as a *To-Do*.

Related Information

Review Succession Plan Activity Subscribes to these Events:

[Change in Manager \[page 183\]](#)

[Individual Contributor to Manager \[page 185\]](#)

7.1.10.3 Web Notification to Review Succession Plan for Employee Time Off or Termination

For an employee that starts a leave of absence or been terminated, a Web notification is sent to the succession planner to review succession plan.

The notification appears under the bell icon in the page header, which provides a link to the affected plan. Currently, this notification is triggered by two events: Employee Time Off and Employee Termination. If an employee who is nominated to a succession plan either takes time off or is terminated, a notification is sent out.

i Note

A link also appears as a *To-Do*.

Related Information

Review Succession Plan Activity Subscribes to These Events:

[Employee Time Off \[page 201\]](#)

[Employee Termination \[page 204\]](#)

7.1.10.4 Web Notification to Succession Planners for Global Assignments

Succession planners receive a notification whenever a nominated successor starts or ends a global assignment.

Your succession plans may be impacted when successors you've nominated go on a Global Assignment. For example, if they cannot act as successors within the readiness time line you've indicated. A global assignment may also weaken the successor bench strength of the affected positions.

i Note

A link also appears as a *To-Do*.

Related Information

To Return Back to Global Assignment Events:

[Add Global Assignment \[page 192\]](#)

[End of Global Assignment \[page 194\]](#)

7.1.11 SAP Jam

7.1.11.1 SAP Jam as a Subscriber to Intelligent Services

You can configure subscriber activities for SAP Jam so that it receives a notification when Intelligent Services events are triggered by *Time Off* or SAP SuccessFactors Learning.

Time Off Integration

For more information on how to enable integration for your SAP Jam instance with Employee Time Off event, refer to the [SAP Jam Collaboration Administrator Guide](#).

SAP SuccessFactors Learning Integration

SAP Jam groups can be linked to LMS offerings. For example: employee signs up for an LMS course, they are automatically invited to the corresponding SAP Jam group set up to augment that course.

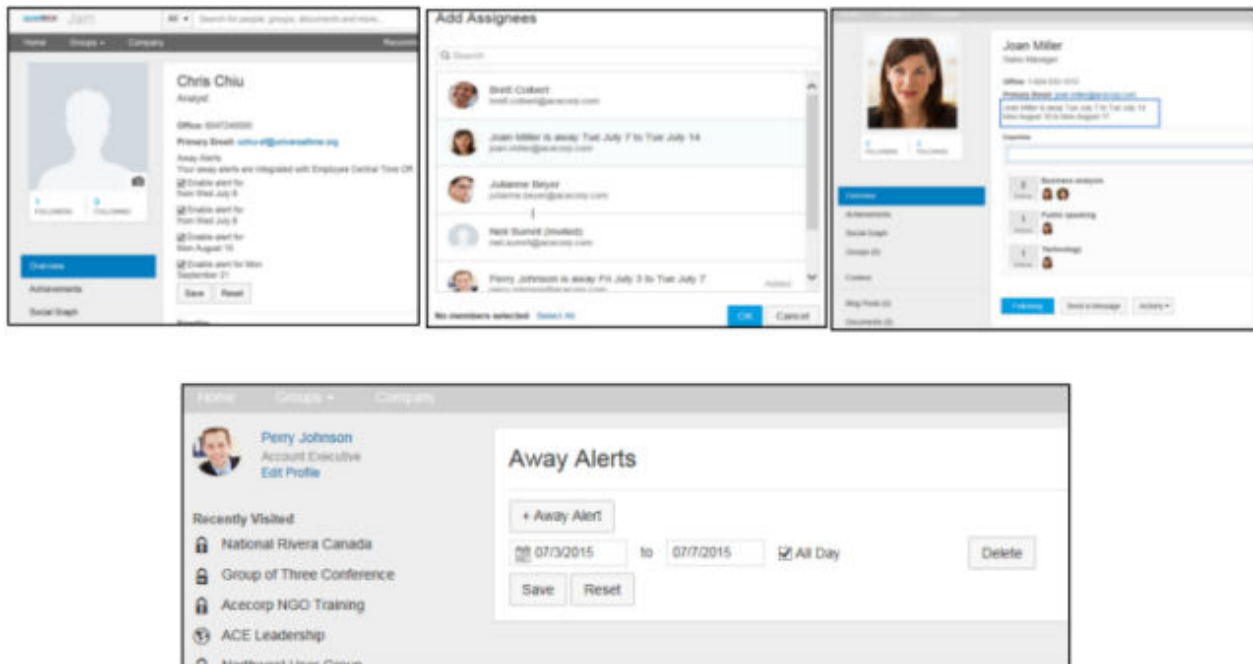
Employee receives an invite to join an expat SAP Jam social community group when they start a new *global assignment*. The new SAP Jam group notifies LMS and the training materials within *LMS* reflects their new job location.

For information on how to configure your SAP Jam instance for Learning , refer to the **Integrate SAP SuccessFactors Learning** topic in the [SAP Jam Collaboration Administrator Guide](#).

7.1.11.2 SAP Jam Shows Out-of-Office Status

For planned and approved absences, the employee receives notification about their out-of-office status within SAP Jam.

When the employee SAP Jam status is updated, the out-of-office status is displayed in several places within SAP Jam.



Related Information

SAP Jam Out of Office Status Subscribes to These Events:

[Employee Time Off \[page 201\]](#)

7.1.11.3 SAP Jam With Global Assignments

The new expat SAP Jam group notifies LMS so that the training material reflects their new job location.

SAP Jam Groups can be linked to LMS offerings. For example: employee signs up for an LMS course, they are automatically invited to the corresponding SAP Jam group set up to augment that course. For more information on how to configure your SAP Jam instance for Learning, refer to the [SAP Jam Collaboration Administrator Guide](#).

Related Information

To Return Back to Add Global Assignment Event:

[Add Global Assignment \[page 192\]](#)

7.2 Event Center

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

Administrators can use the **Event Center** dashboard to view event details and monitor event status. You can configure your third-party applications as subscribers using the Event Subscription Management tool.

Caution

As of Q2 2017, Event Center is replaced by Intelligent Services Center. Third-party applications are now configured using Intelligent Services Center instead.

7.2.1 Using the Event Center and Event Monitor

Give people access to Event Center and Event Monitor using role-based permission.

Prerequisites

- Intelligent Services enabled.
- You have the following permissions:
 - [Intelligent Services Center \(ISC\)](#)
 - [Read Execution Manager Events](#)
 - [Read Execution Manager Event Payload or Event Report.](#)

Procedure

Go to  [Admin Center](#)  [Event Center](#) .

7.2.2 Event Center Landing Page

The Event Center landing page allows you to view events, subscribers, and the number of events that occurred in the past seven days.

Name of Column	Description
Event Type	<p>This column lists all of the events and a brief description of each one.</p> <div>i Note If an event type is selected, you are directed to the Event Details View. More about the Event Details View can be found in the Event Details [page 170]</div>
Subscribers	<p>This column lists the number of Subscribers per event type. You can see Subscribers for a given event by hovering your mouse over the number in the Subscribers column.</p>
Events Raised	<p>This column shows the number of times that a specific event raised in the past seven days.</p>

Related Information

Next Topic: Event Details View

[Event Details \[page 170\]](#)

7.2.3 Event Details

You can access [Event Detail](#) view from the Event Center tool by selecting any [Event Type](#).

The [Event Detail](#) contains four tabs: [Monitoring](#), [Notifications](#), [Publisher](#), and [Subscribers](#).

[Monitoring Tab \[page 171\]](#)

Use the [Monitoring](#) tab to see the number of events raised, for a specified event, over a given timeframe.

[Notifications Tab \[page 171\]](#)

Use the [Notification](#) tab to manage all the notifications that are sent when a specified event is raised.

[Publisher Tab \[page 172\]](#)

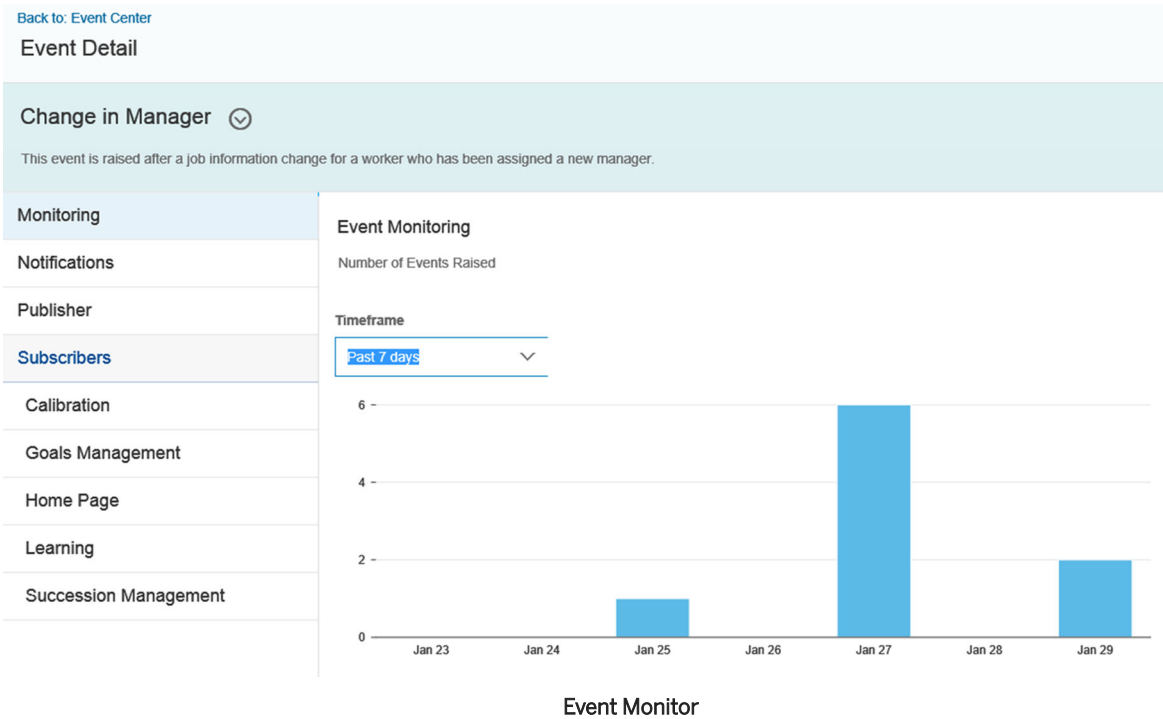
Use the [Publisher](#) tab to access other pages used to configure a specified event.

[Subscribers Tab \[page 173\]](#)

Use the **Subscribers** tabs to manage subscribers for a specified event.

7.2.3.1 Monitoring Tab

Use the *Monitoring* tab to see the number of events raised, for a specified event, over a given timeframe. You can choose a timeframe of *Past 1 day*, *Past 7 days*, or *Past 15 days*.



Parent topic: [Event Details \[page 170\]](#)

Related Information

[Notifications Tab \[page 171\]](#)

[Publisher Tab \[page 172\]](#)

[Subscribers Tab \[page 173\]](#)

7.2.3.2 Notifications Tab

Use the *Notification* tab to manage all the notifications that are sent when a specified event is raised. A notification is a call to action for subscribers. There is a brief description of each notification and notification type. Notifications can be turned on or off using the *on/off* slider button.

i Note

The *on/off* slider button may not be available for all notifications.

[Back to: Event Center](#)
Event Detail

Change in Manager

This event is raised after a job information change for a worker who has been assigned a new manager.

Monitoring	Notifications A 'Change in Manager' event can trigger the following notifications. > Calibration Calibration Session Web Notifications Notification is generated for the Facilitator and Co-Facilitator(s) to review the user's Calibration session and make adjustments if necessary. > Employee Central Work Assignment Web Notifications Notifications are sent to the user that he/she has a new manager, the new manager that he/she has new team members, the old manager that a he/she no longer manages certain users and the HR manager that a user's manager has changed
Notifications	
Publisher	
Subscribers	
Calibration	
Goals Management	
Home Page	
Learning	
Succession Management	

Notifications Tab for Change of Manager Event

Parent topic: [Event Details \[page 170\]](#)

Related Information

[Monitoring Tab \[page 171\]](#)

[Publisher Tab \[page 172\]](#)

[Subscribers Tab \[page 173\]](#)

7.2.3.3 Publisher Tab

Use the *Publisher* tab to access other pages used to configure a specified event.

You can see one or both of these two links in this tab:

- [View Event Name publishing rules](#) link directs you to the rules definition page as defined by business rules.

i Note

This link is not available if the event only has external subscribers.

- [Configure External Event Endpoint in Admin Center](#) link that directs you to **Event Notification Subscription** tool to configure third-party applications to receive notifications.

Parent topic: [Event Details \[page 170\]](#)

Related Information

[Monitoring Tab \[page 171\]](#)

[Notifications Tab \[page 171\]](#)

[Subscribers Tab \[page 173\]](#)


7.2.3.4 Subscribers Tab

Use the **Subscribers** tabs to manage subscribers for a specified event.


Below the name of each Subscriber is a brief description of processes initiated for that specific subscriber.

[Back to: Event Center](#)

Event Detail

Change in Manager 

This event is raised after a job information change for a worker who has been assigned a new manager.

Monitoring	
Notifications	
Publisher	
Subscribers	Subscriber: Calibration Manager Change
Calibration	Impact Areas Calibration Session Notification occurs when a user included in a Calibration session(s) with In Progress, Set-up, and/or Deactivated status has a manager change.

Subscriber Tab for Change of Manager Event

Subscribers can be turned on and off with the use of the *on/off* slider button. By default, this button turned **on**.

Only SAP SuccessFactors applications can be viewed in this tab. If you want to view third-party subscribers, use the SAP SuccessFactors tool.

Processing Events Before the Effective Date

Some subscribers such as Talent Management and Recruiting have a feature that allows processing of the event specified number of days before the actual effective date. By default, the *on/off* slider button turned on.

Note

If you cannot see *Processing Behavior* below the *on/off* slider button, it is turned off.

[Back to: Event Center](#)
Event Detail

Employee Time Off

This is a general absence event for a worker, which is raised for any type of absence, accrued and non-accrued.

Monitoring	<input checked="" type="checkbox"/> ON
Notifications	Processing Behavior <input checked="" type="checkbox"/> Allow processing of the event <input type="text" value="7"/> days before the effective date of the event. Impact Areas Form Routing Email notification is sent to managers and administrators.
Publisher	
Subscribers	
Goals Management	
Jam	
Learning	
Talent Management	

Parent topic: [Event Details \[page 170\]](#)

Related Information

[Monitoring Tab \[page 171\]](#)

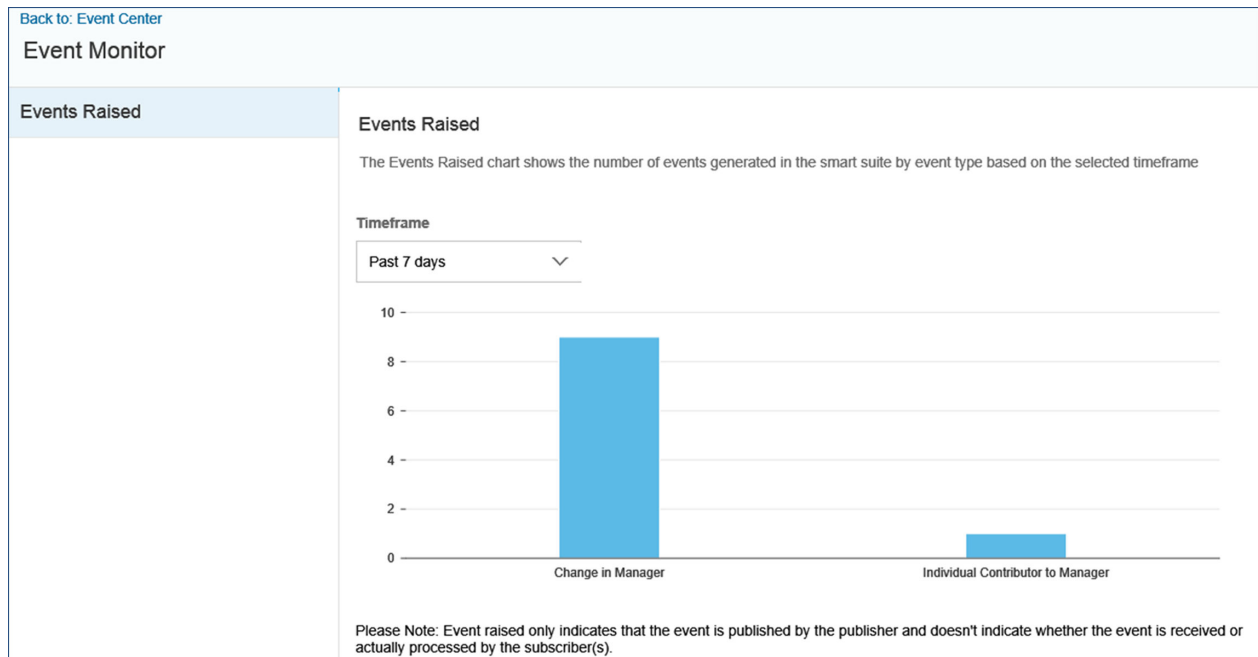
[Notifications Tab \[page 171\]](#)

[Publisher Tab \[page 172\]](#)

7.2.4 Event Monitor

Use the Event Monitor page to see the number of events raised for each type of event, over a given timeframe

You can access the Event Monitor from the **Event Center** landing page. You can choose a timeframe of *Past 1 day*, *Past 7 days*, or *Past 15 days*.



Event Monitor Events Raised - Past 7 days

7.3 Intelligent Services Events

Learn about Intelligent Service events and their subscriber activities.

[Update of Job Requisition \[page 177\]](#)

This event is published when an approved or closed job requisition is updated.

[Update of Job Application \[page 178\]](#)

This event is published when a job application is updated and the applicant is in an applied state.

[Approval of Offer Detail \[page 179\]](#)

This event is published after the final approval step on an offer detail.

[Onboarding Step Complete \[page 179\]](#)

This event publishes when an onboarding step is completed.

[Offboarding Step Complete \[page 180\]](#)

This event publishes when an offboarding step is completed.

[Employee Hire \[page 180\]](#)

This event is published when a new worker is created with a specified start date.

[Employee Rehire \[page 181\]](#)

This event is published when a terminated or retired worker is rehired with a new specified start date.

[First Time Manager \[page 182\]](#)

This event is published after a job information change for a worker who has been assigned a new direct report that has never been a manager before. The first-time manager's assignment is passed to subscribers, who can get information as of the effective start date.

[Change in Manager \[page 183\]](#)

This event publishes after a job information change for an employee that has been assigned a new manager.

[Individual Contributor to Manager \[page 185\]](#)

This event is published after a job information change for an individual contributor that has been assigned a new direct report. The new manager assignment is passed on to subscribers, that will receive information as of the effective start date.

[Manager to Individual Contributor \[page 186\]](#)

This event is published after a job information change for a worker that has been assigned a new manager, so that the worker's previous manager no longer has any direct reports. The former manager is now considered to be an individual contributor and this new assignment is passed to subscribers, who can get information as of the effective start date.

[Change in Employee Location \[page 186\]](#)

This event is published after a job information change for a worker that has moved to a new location.

[Change in Employee Department \[page 187\]](#)

This event is published after a job information change for a worker who has been moved to a new department.

[Change in Employee Division \[page 188\]](#)

This event is published after a job information change for a worker who has moved to a new division.

[Change in Business Unit \[page 188\]](#)

This event is published after a job information change for a worker that has moved to a new business unit.

[Change in Job Title \[page 189\]](#)

This event is published after a job information change for a worker that has been assigned a new job title.

[Change in Job Classification \[page 190\]](#)

This event is published after a job information change for a worker that has moved to a new job classification.

[Initiate Performance Form \[page 191\]](#)

Employee Central publishes this event that launches a performance management form after job information changes occurs.

[Job Transfer \[page 191\]](#)

This event is raised after a worker is transferred to a new job as of the effective start date.

[Add Global Assignment \[page 192\]](#)

This event publishes when an employee starts a new global assignment.

[End of Global Assignment \[page 194\]](#)

Employee Central publishes this event when a global assignment ended for an employee.

[New Concurrent Employment \[page 194\]](#)

This event is raised after a new concurrent employment assignment is created for a worker as of the effective start date.

[Start Probation \[page 195\]](#)

This event publishes when an employee is put on probation after a specific effective start date.

[Add Development Objective \[page 196\]](#)

This event is raised after a new development goal is created.

[Populate Performance Review Ratings \[page 196\]](#)

This event is raised after complete a performance review form.

[Calibration Session Activated \[page 197\]](#)

This event is raised after a Calibration session has been activated.

[New Successor \[page 198\]](#)

This event is raised after a new successor is nominated.

[Spot Award Given \[page 198\]](#)

This event is raised when a Spot Award nomination is finally approved.

[Performance Review Form Routing \[page 199\]](#)

The *Performance Review Form Routing* event publishes every time a Performance Management form is routed from one step to another.

[Continuous Performance Management Activity \[page 199\]](#)

This event publishes when a performance management activity is created, updated, or deleted by the manager or the employee.

[Continuous Performance Management Achievement \[page 200\]](#)

This event publishes when a new achievement is created, updated, or deleted by the manager or the employee.

[Employee Time Off \[page 201\]](#)

This event is published for a worker for any type of absence.

[Employee Short Term Disability \[page 202\]](#)

This event is published when a worker's absence is determined, by the configured business rules, to meet the criteria of a short-term disability.

[Employee Long Term Disability \[page 203\]](#)

This event is published when a worker's absence is determined, by the configured business rules, to meet the criteria of a long-term disability.

[Employee Termination \[page 204\]](#)

This event is published when a notification of a termination for a worker contains the assignment that has been terminated.

[Expiration of Work Order \[page 205\]](#)

This event is published when a work order is about to expire for a contingent worker.

[Completion of Learning Event \[page 205\]](#)

Use the completion of learning event when you want to trigger action based on users' completion of a course, seminar, video series, or other learning event.

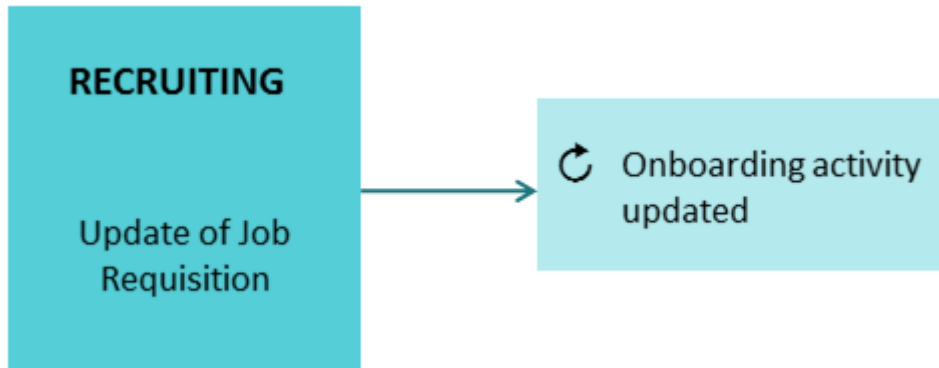
[Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)

Learn about the Intelligent Services events that can be published externally.

7.3.1 Update of Job Requisition

This event is published when an approved or closed job requisition is updated.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

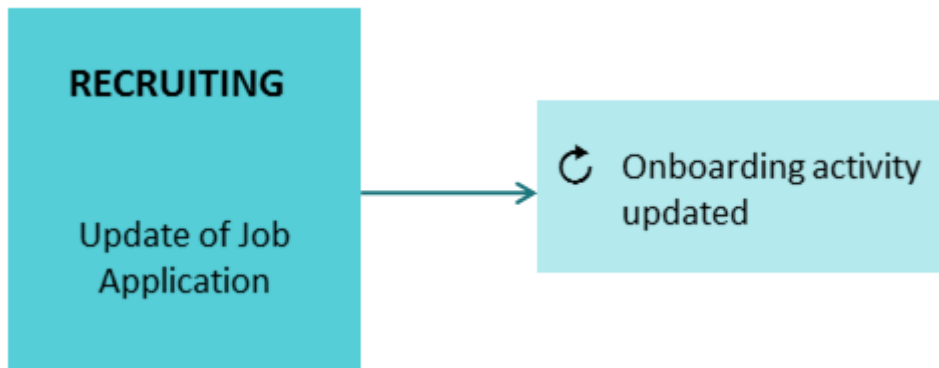


- [Onboarding Activity Updated from Job Requisition \[page 137\]](#)
- [Update of Job Requisition \[page 177\]](#)
- [Update of Job Requisition \[page 177\]](#)

7.3.2 Update of Job Application

This event is published when a job application is updated and the applicant is in an applied state.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

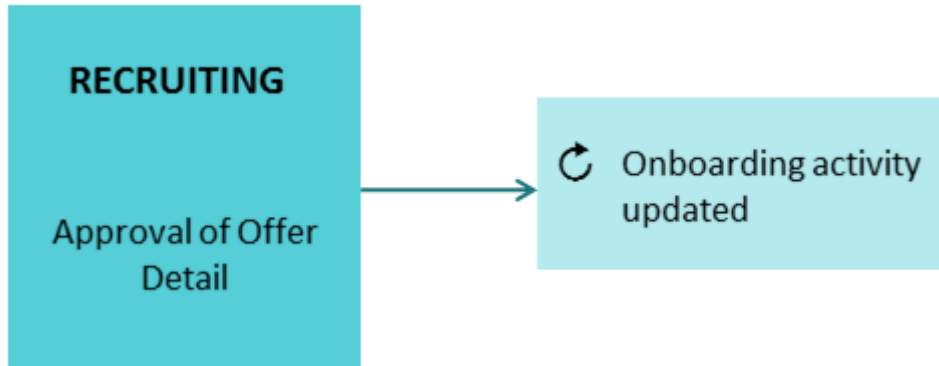


- [Onboarding Activity Updated from Candidate Profile \[page 138\]](#)
- [Update of Job Application \[page 178\]](#)
- [Update of Job Application \[page 178\]](#)

7.3.3 Approval of Offer Detail

This event is published after the final approval step on an offer detail.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

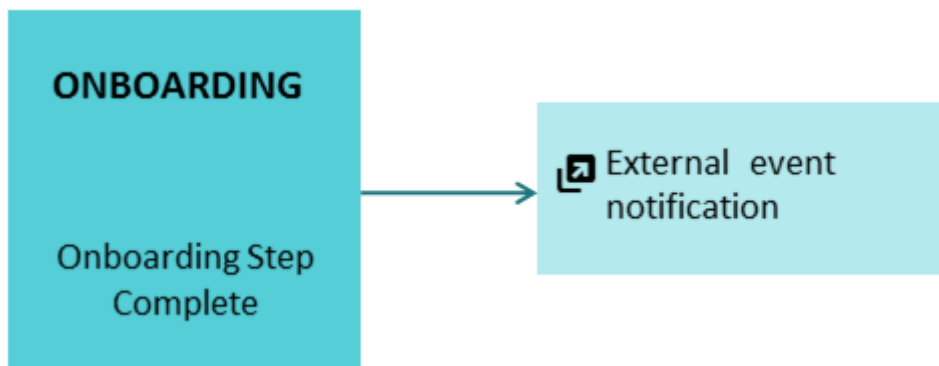


- [Onboarding Activity Updated from Offer \[page 138\]](#)
- [Approval of Offer Detail \[page 179\]](#)
- [Approval of Offer Detail \[page 179\]](#)

7.3.4 Onboarding Step Complete

This event publishes when an onboarding step is completed.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

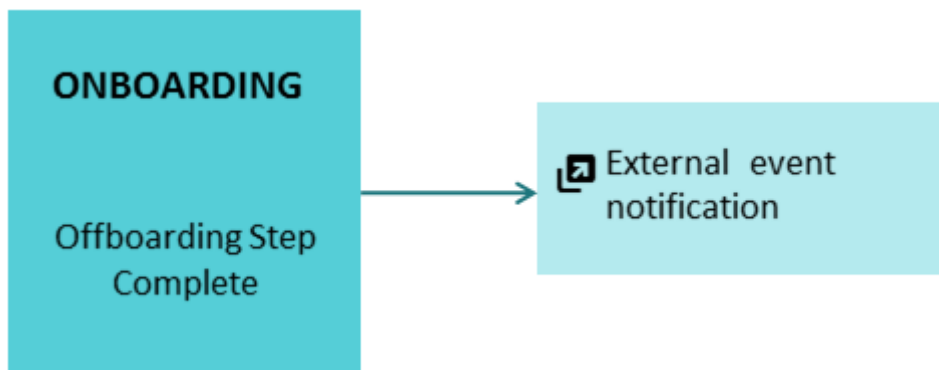


- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Onboarding Step Complete \[page 179\]](#)
- [Onboarding Step Complete \[page 179\]](#)

7.3.5 Offboarding Step Complete

This event publishes when an offboarding step is completed.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

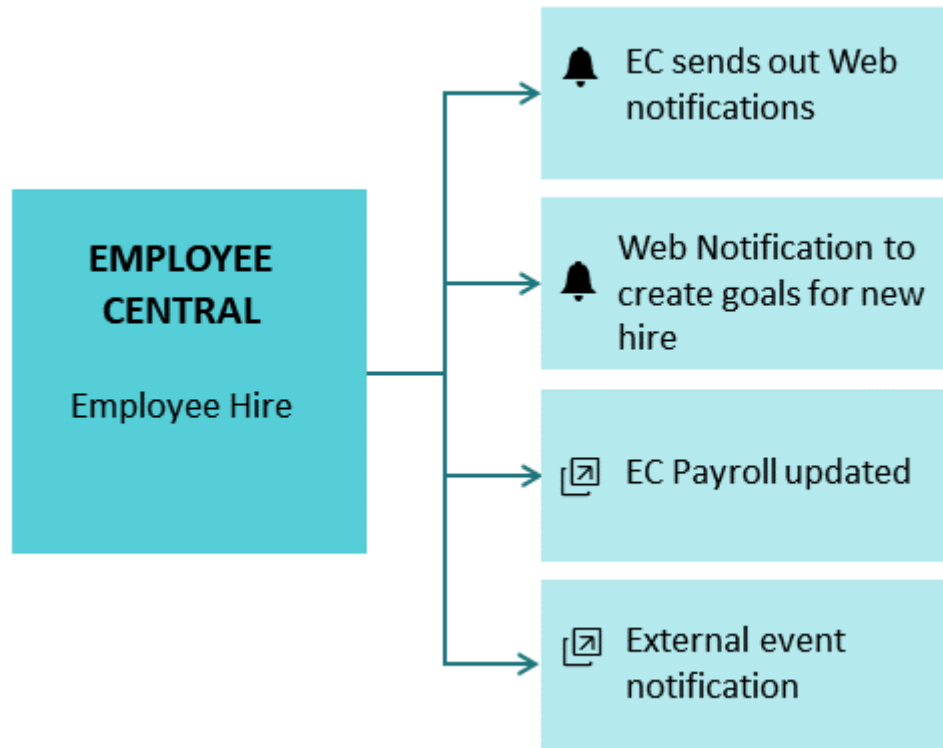


- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Offboarding Step Complete \[page 180\]](#)
- [Offboarding Step Complete \[page 180\]](#)

7.3.6 Employee Hire

This event is published when a new worker is created with a specified start date.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

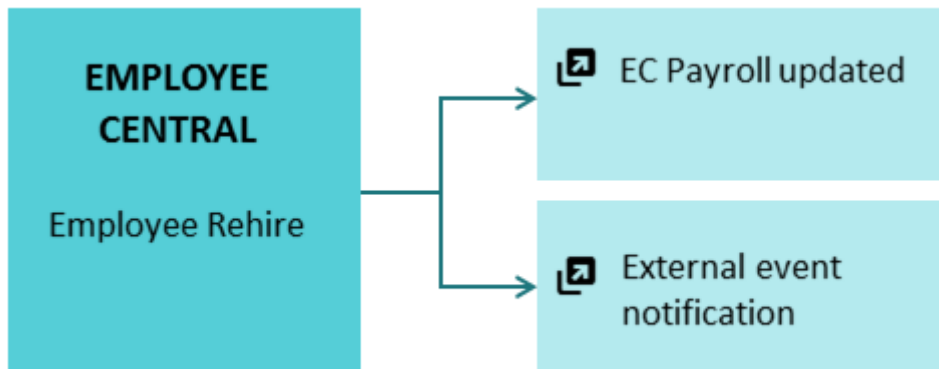


- [Employee Central Web Notifications for Employee Hire \[page 108\]](#)
- [Notification to Create Goals for Employee Hire \[page 147\]](#)
- [Employee Central Payroll updated by Intelligent Services Events \[page 114\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Employee Hire \[page 180\]](#)
- [Employee Hire \[page 180\]](#)

7.3.7 Employee Rehire

This event is published when a terminated or retired worker is rehired with a new specified start date.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

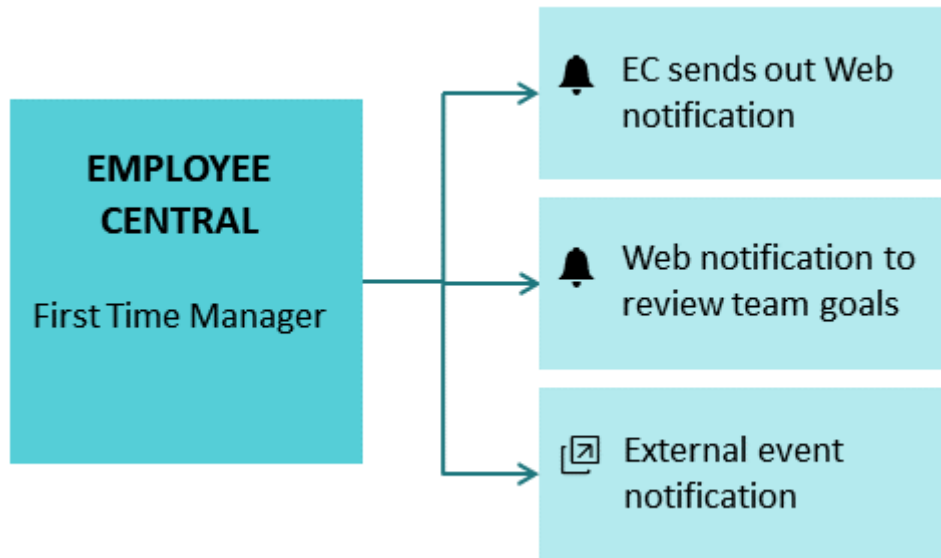


- [Employee Central Payroll updated by Intelligent Services Events \[page 114\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Employee Rehire \[page 181\]](#)
- [Employee Rehire \[page 181\]](#)

7.3.8 First Time Manager

This event is published after a job information change for a worker who has been assigned a new direct report that has never been a manager before. The first-time manager's assignment is passed to subscribers, who can get information as of the effective start date.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

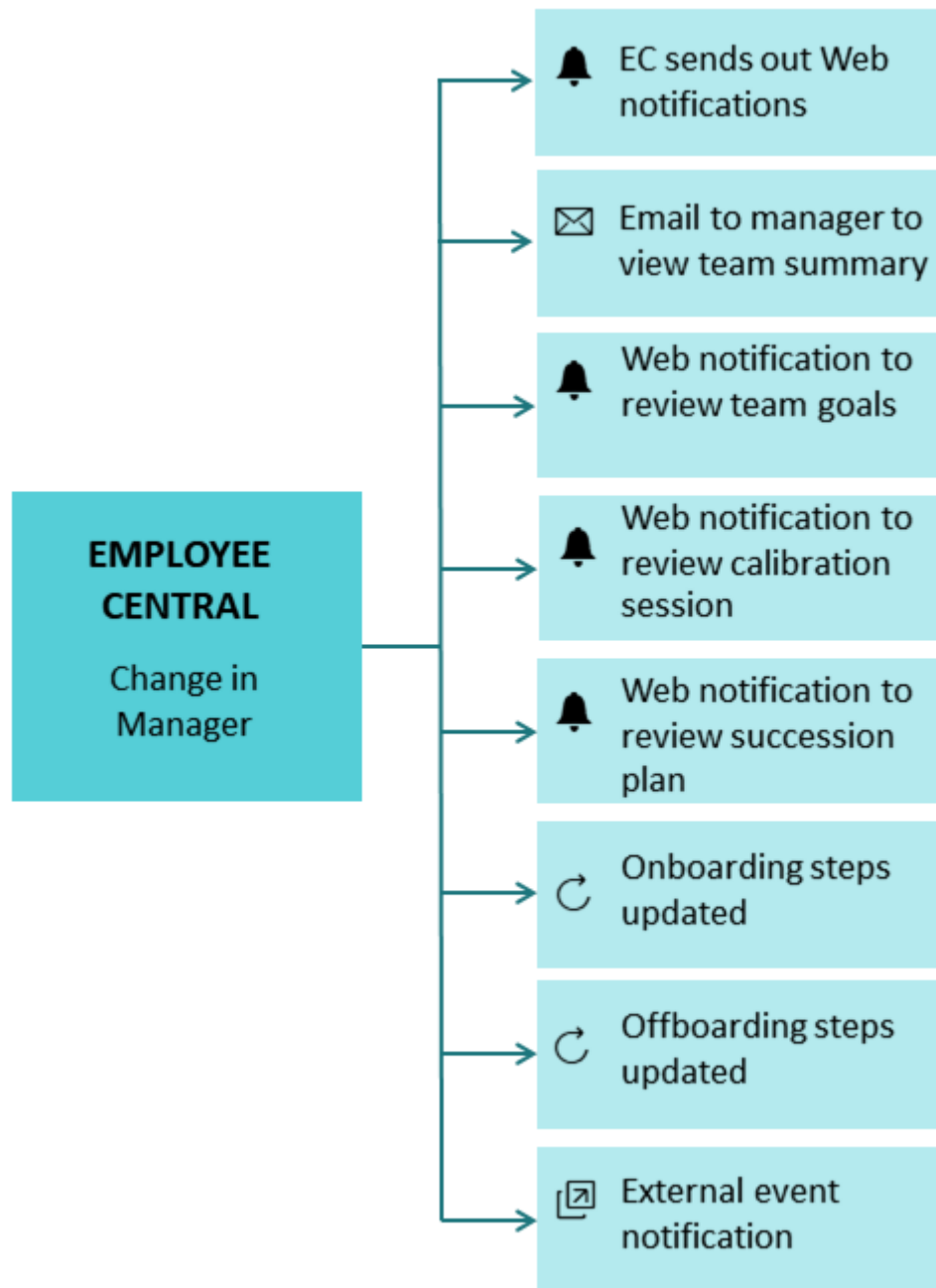


- [Employee Central Web Notifications for First Time Manager \[page 109\]](#)
- [Web Notification to Review Team Goals For Manager Changes \[page 147\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [First Time Manager \[page 182\]](#)
- [First Time Manager \[page 182\]](#)

7.3.9 Change in Manager

This event publishes after a job information change for an employee that has been assigned a new manager.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.



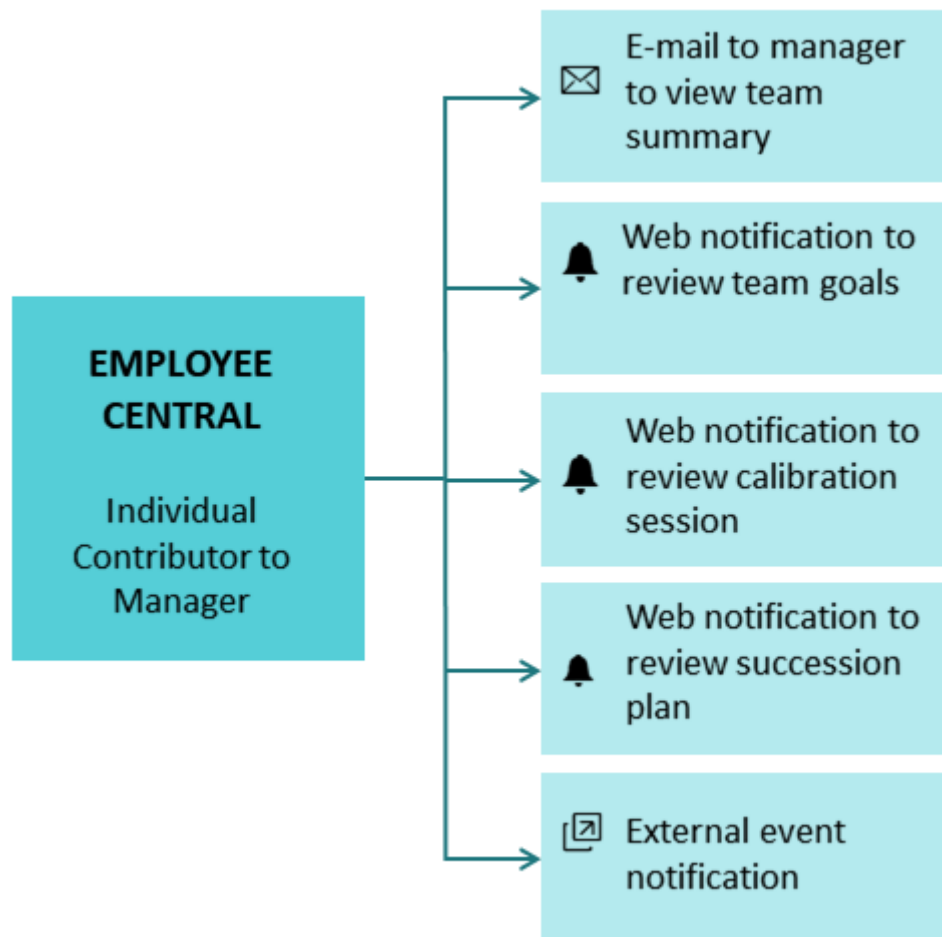
- [Employee Central Web Notifications for Change in Manager \[page 112\]](#)
- [Team Summary Task for Intelligent Services \[page 117\]](#)
- [Web Notification to Review Team Goals For Manager Changes \[page 147\]](#)
- [Web Notification to Review Calibration Session \[page 145\]](#)
- [Web Notification to Review Succession Plan for Manager Changes \[page 166\]](#)
- [Onboarding Steps Updated \[page 135\]](#)

- [Offboarding Steps Updated \[page 136\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Change in Manager \[page 183\]](#)
- [Change in Manager \[page 183\]](#)

7.3.10 Individual Contributor to Manager

This event is published after a job information change for an individual contributor that has been assigned a new direct report. The new manager assignment is passed on to subscribers, that will receive information as of the effective start date.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.



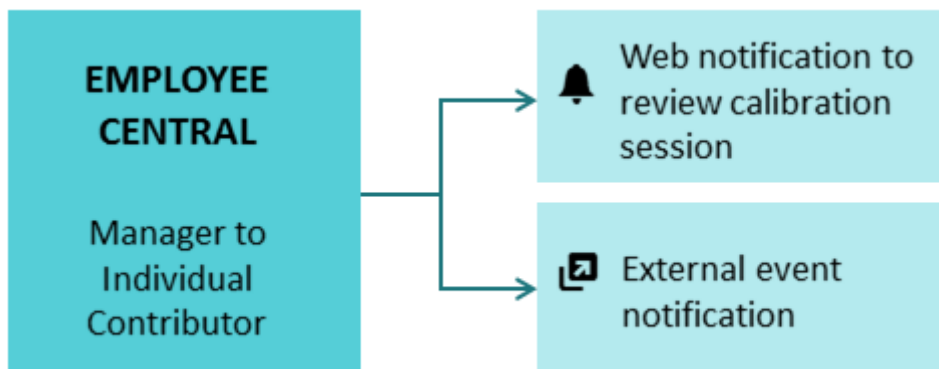
- [Team Summary Task for Intelligent Services \[page 117\]](#)

- [Web Notification to Review Team Goals For Manager Changes \[page 147\]](#)
- [Web Notification to Review Calibration Session \[page 145\]](#)
- [Web Notification to Review Succession Plan for Manager Changes \[page 166\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Individual Contributor to Manager \[page 185\]](#)
- [Individual Contributor to Manager \[page 185\]](#)

7.3.11 Manager to Individual Contributor

This event is published after a job information change for a worker that has been assigned a new manager, so that the worker's previous manager no longer has any direct reports. The former manager is now considered to be an individual contributor and this new assignment is passed to subscribers, who can get information as of the effective start date.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

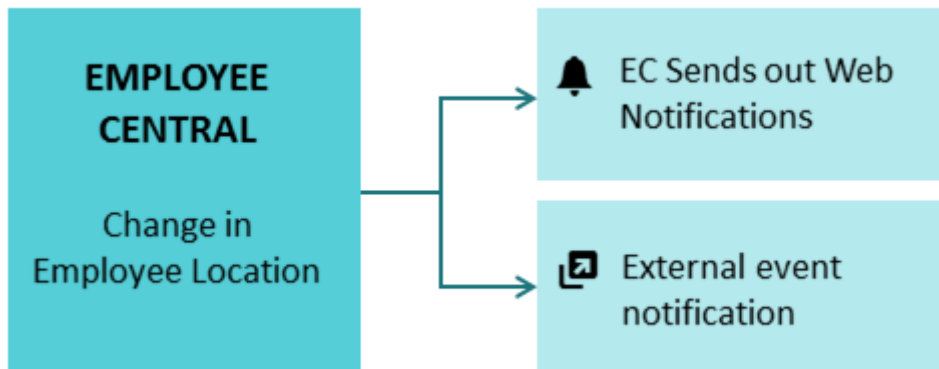


- [Web Notification to Review Calibration Session \[page 145\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Manager to Individual Contributor \[page 186\]](#)
- [Manager to Individual Contributor \[page 186\]](#)

7.3.12 Change in Employee Location

This event is published after a job information change for a worker that has moved to a new location.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

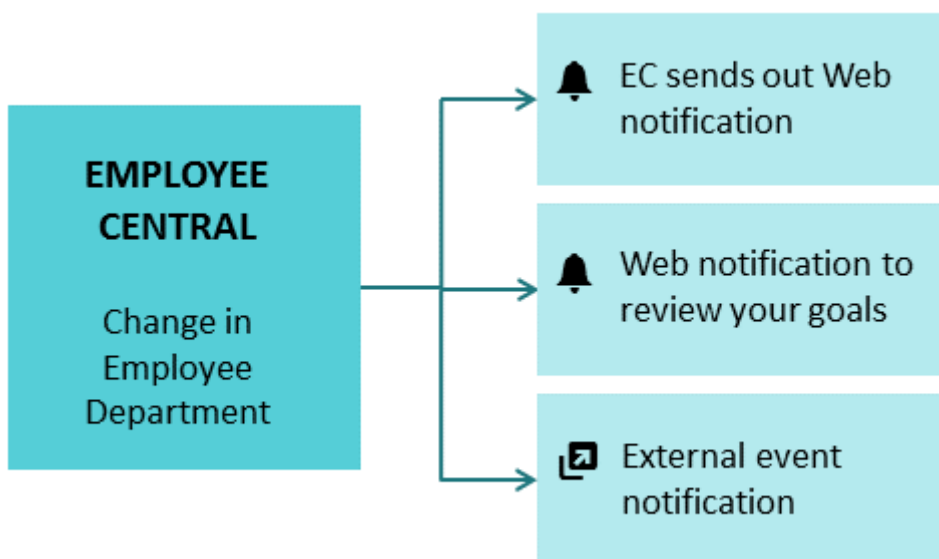


- [Employee Central Web Notification for Change in Employee Location \[page 109\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Change in Employee Location \[page 186\]](#)
- [Change in Employee Location \[page 186\]](#)

7.3.13 Change in Employee Department

This event is published after a job information change for a worker who has been moved to a new department.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

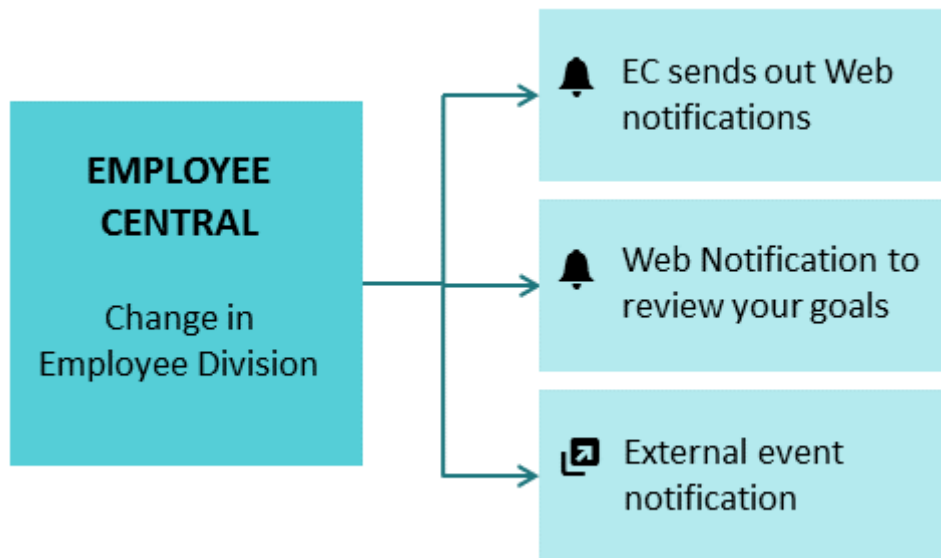


- [Employee Central Web Notification for Change in Employee Department \[page 110\]](#)
- [Web Notification to Review Goals For Job Changes \[page 148\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Change in Employee Department \[page 187\]](#)
- [Change in Employee Department \[page 187\]](#)

7.3.14 Change in Employee Division

This event is published after a job information change for a worker who has moved to a new division.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

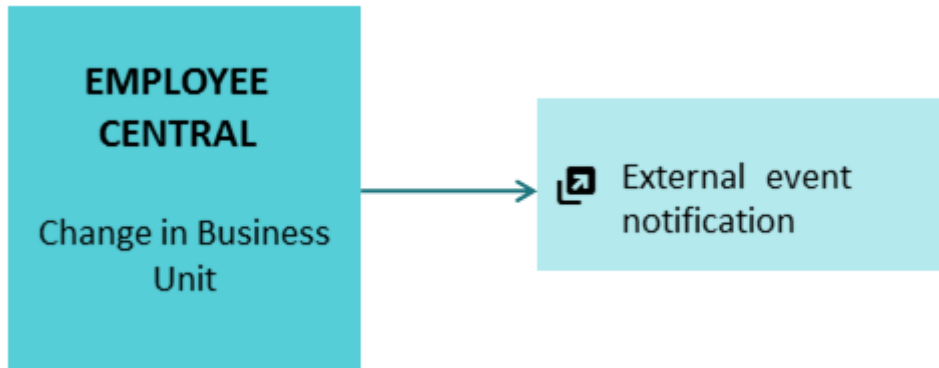


- [Employee Central Web Notifications for Change in Employee Division \[page 111\]](#)
- [Web Notification to Review Goals For Job Changes \[page 148\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Change in Employee Division \[page 188\]](#)
- [Change in Employee Division \[page 188\]](#)

7.3.15 Change in Business Unit

This event is published after a job information change for a worker that has moved to a new business unit.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

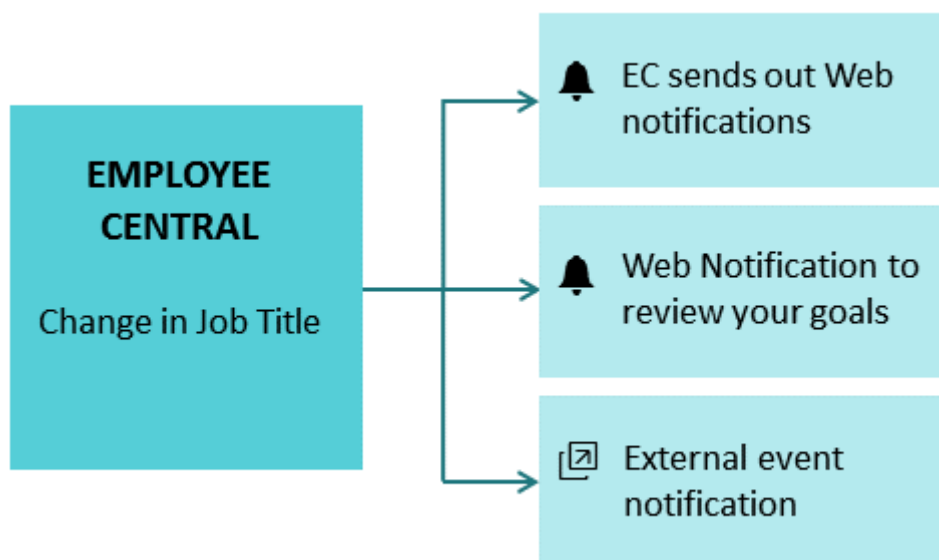


- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Change in Business Unit \[page 188\]](#)
- [Change in Business Unit \[page 188\]](#)

7.3.16 Change in Job Title

This event is published after a job information change for a worker that has been assigned a new job title.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.



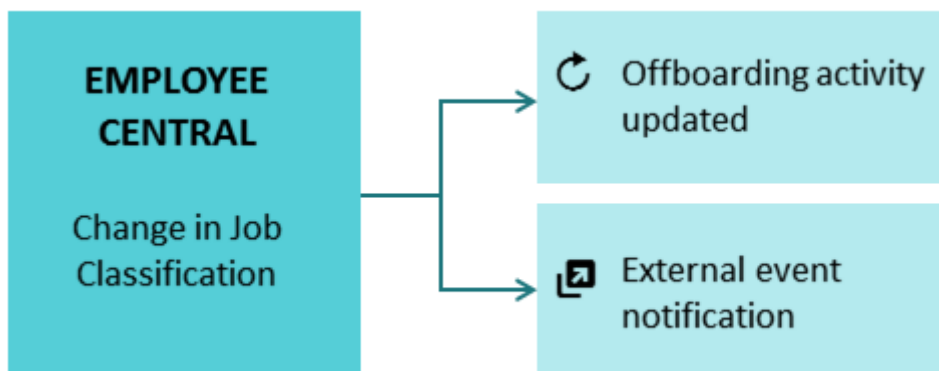
- [Employee Central Web Notifications for Change in Job Title \[page 111\]](#)

- [Web Notification to Review Goals For Job Changes \[page 148\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Change in Job Title \[page 189\]](#)
- [Change in Job Title \[page 189\]](#)

7.3.17 Change in Job Classification

This event is published after a job information change for a worker that has moved to a new job classification.

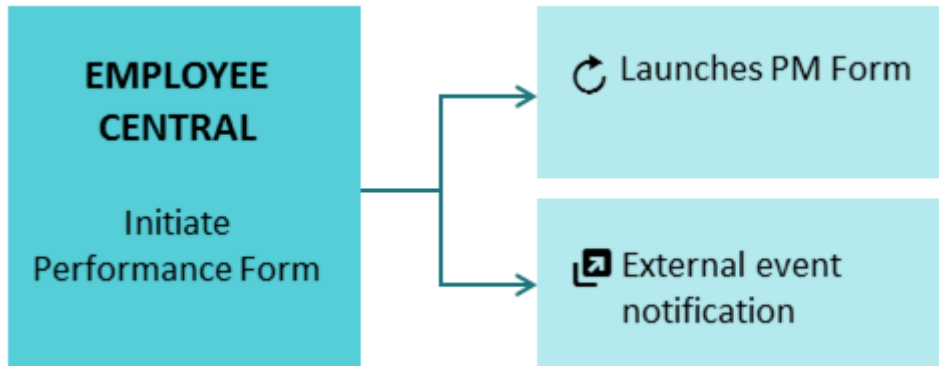
Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.



- [Offboarding Activity Updated from Job Classification \[page 136\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Change in Job Classification \[page 190\]](#)
- [Change in Job Classification \[page 190\]](#)

7.3.18 Initiate Performance Form

Employee Central publishes this event that launches a performance management form after job information changes occurs.

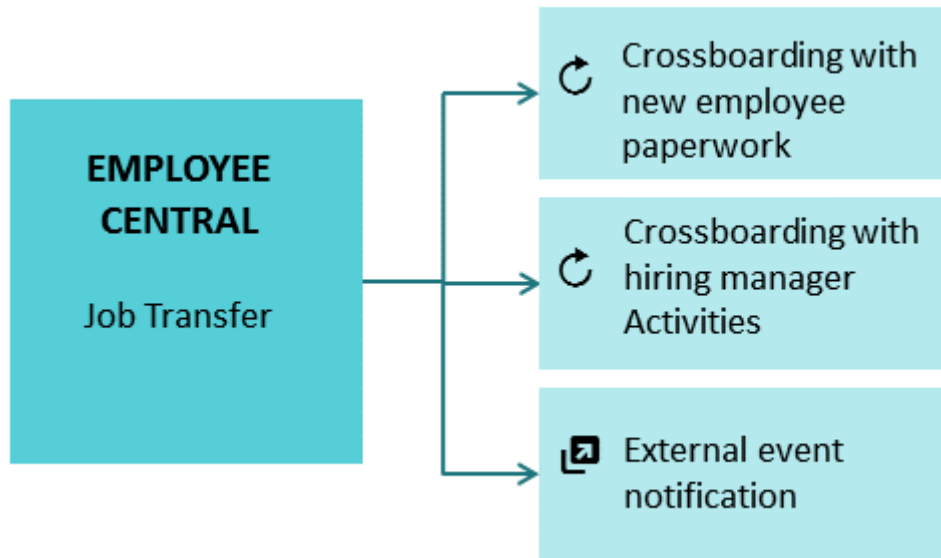


- [Performance Management Form Launches with Employee Central Job Change \[page 148\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Initiate Performance Form \[page 191\]](#)
- [Initiate Performance Form \[page 191\]](#)

7.3.19 Job Transfer

This event is raised after a worker is transferred to a new job as of the effective start date.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

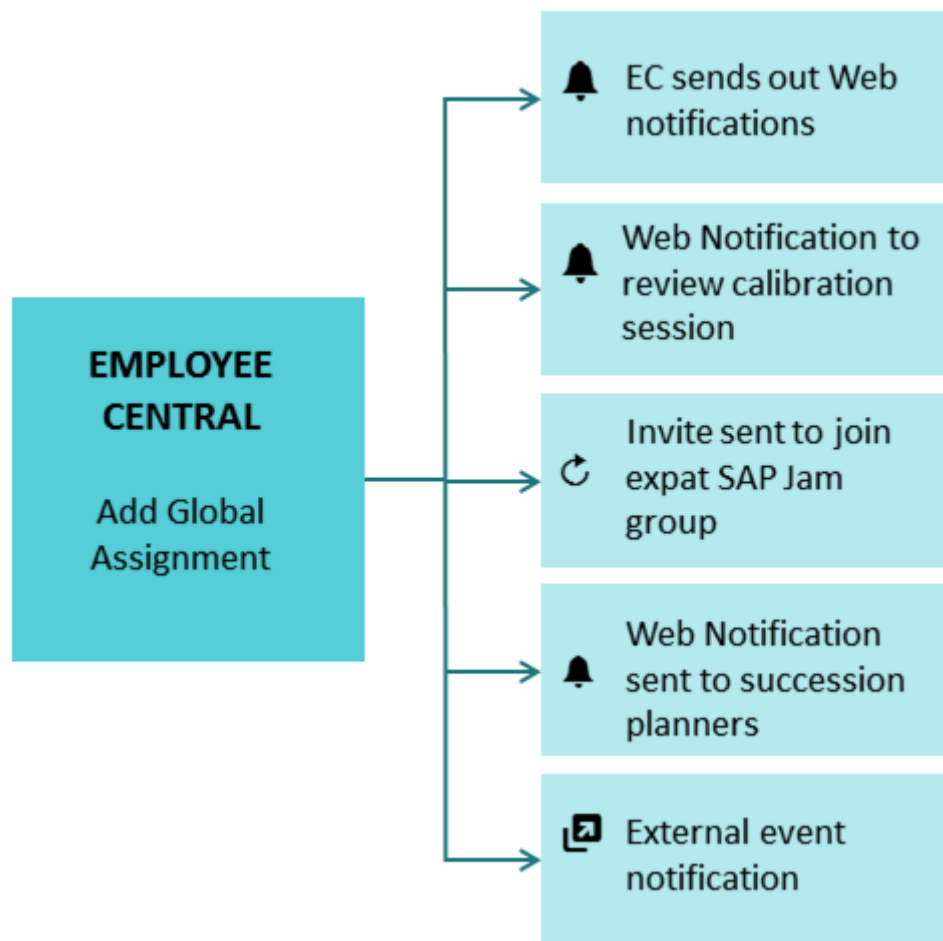


- [Crossboarding With Standard Onboarding Paperwork \[page 139\]](#)
- [Crossboarding With Hiring Manager Activities \[page 139\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Job Transfer \[page 191\]](#)
- [Job Transfer \[page 191\]](#)

7.3.20 Add Global Assignment

This event publishes when an employee starts a new global assignment.

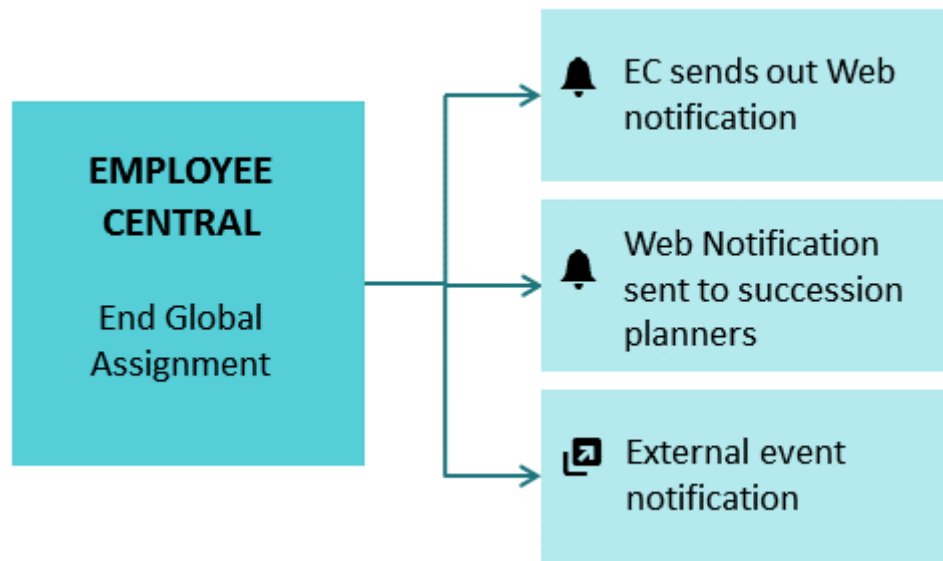
Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.



- [Employee Central Web Notifications for Add Global Assignment \[page 112\]](#)
- [Web Notification to Review Calibration for New Global Assignments \[page 146\]](#)
- [Web Notification to Succession Planners for Global Assignments \[page 167\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Add Global Assignment \[page 192\]](#)
- [Add Global Assignment \[page 192\]](#)
- [SAP Jam With Global Assignments \[page 168\]](#)

7.3.21 End of Global Assignment

Employee Central publishes this event when a global assignment ended for an employee.

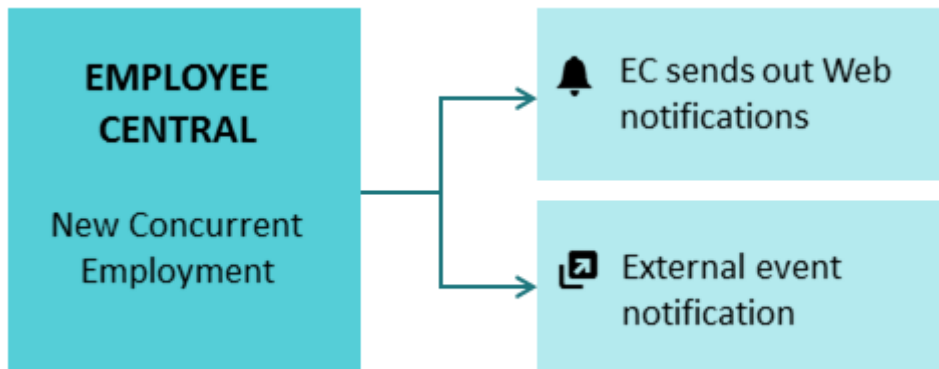


- [Employee Central Web Notifications for End of Global Assignment \[page 113\]](#)
- [Web Notification to Succession Planners for Global Assignments \[page 167\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [End of Global Assignment \[page 194\]](#)
- [End of Global Assignment \[page 194\]](#)

7.3.22 New Concurrent Employment

This event is raised after a new concurrent employment assignment is created for a worker as of the effective start date.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

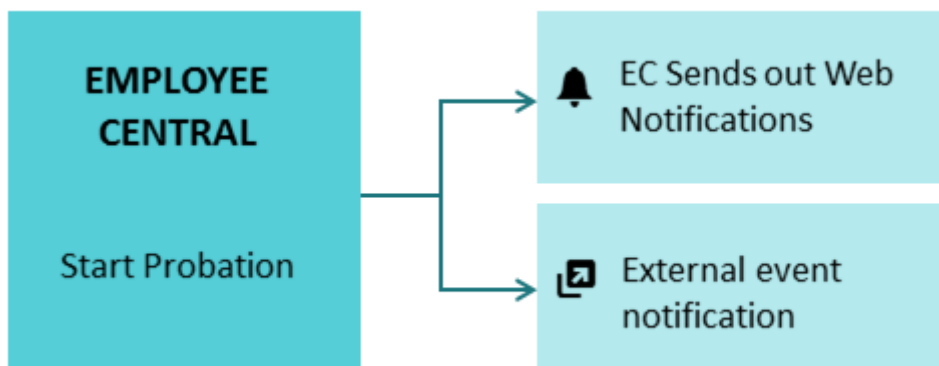


- [Employee Central Web Notifications for Create Concurrent Employment \[page 110\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [New Concurrent Employment \[page 194\]](#)
- [New Concurrent Employment \[page 194\]](#)

7.3.23 Start Probation

This event publishes when an employee is put on probation after a specific effective start date.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.



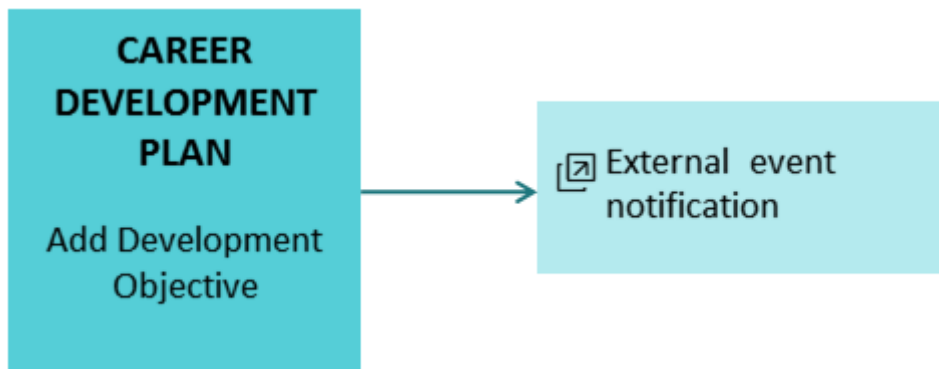
- [Employee Central Web Notifications for Start Probation \[page 113\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Start Probation \[page 195\]](#)

- [Start Probation \[page 195\]](#)

7.3.24 Add Development Objective

This event is raised after a new development goal is created.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

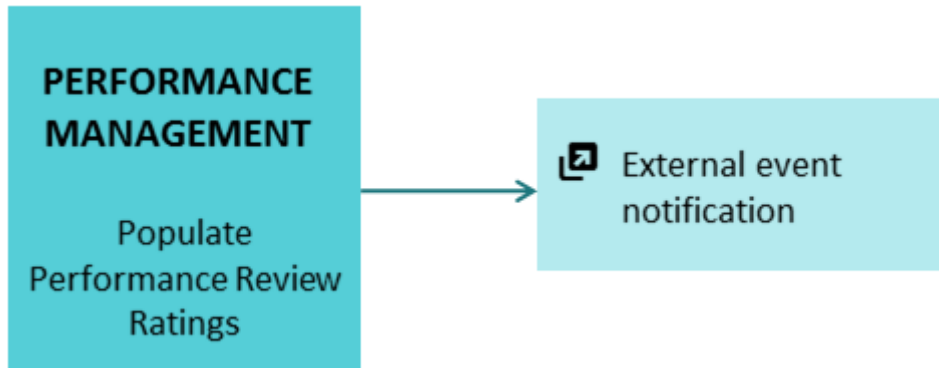


- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Add Development Objective \[page 196\]](#)
- [Add Development Objective \[page 196\]](#)

7.3.25 Populate Performance Review Ratings

This event is raised after complete a performance review form.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

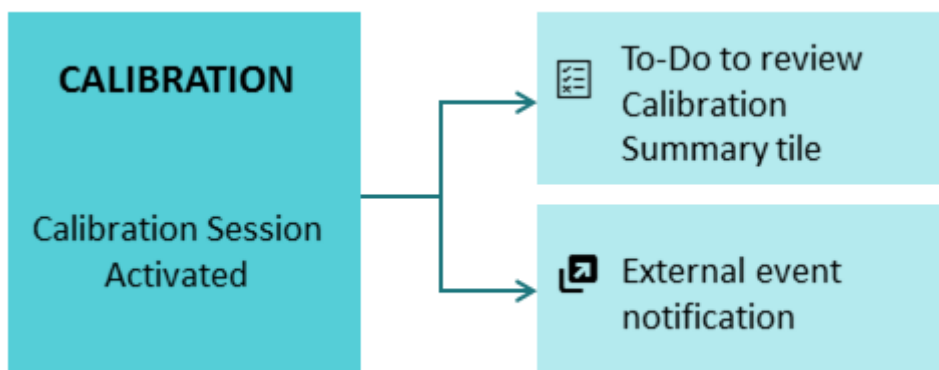


- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Populate Performance Review Ratings \[page 196\]](#)
- [Populate Performance Review Ratings \[page 196\]](#)

7.3.26 Calibration Session Activated

This event is raised after a Calibration session has been activated.

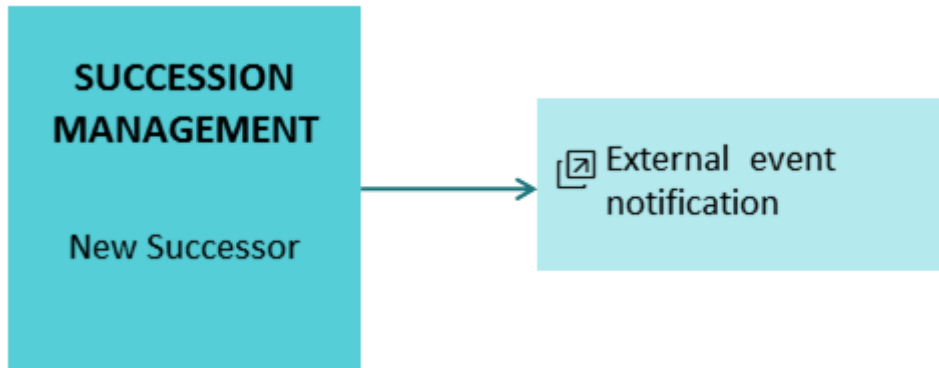
Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.



- [Calibration Summary Task for Intelligent Services \[page 118\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Calibration Session Activated \[page 197\]](#)
- [Calibration Session Activated \[page 197\]](#)

7.3.27 New Successor

This event is raised after a new successor is nominated.

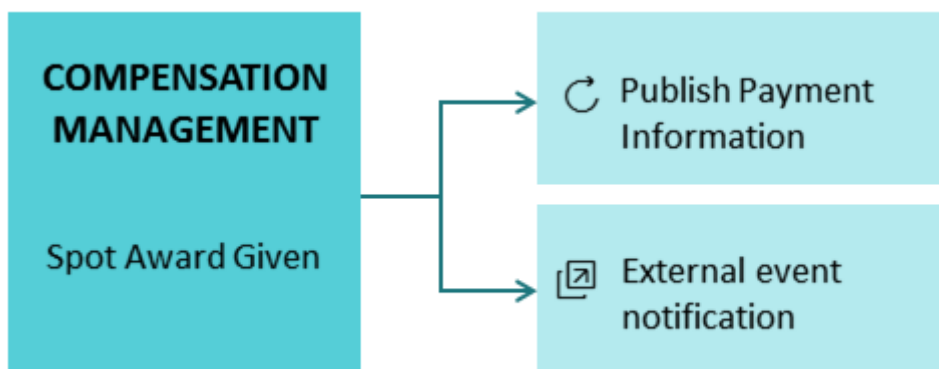


- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [New Successor \[page 198\]](#)
- [New Successor \[page 198\]](#)

7.3.28 Spot Award Given

This event is raised when a Spot Award nomination is finally approved.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.



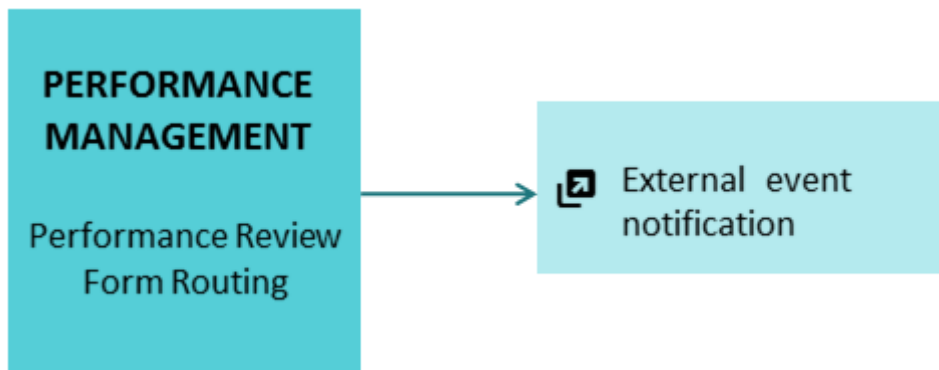
- [Publish Payment Information to Employee Central \[page 93\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)

- [Spot Award Given \[page 198\]](#)
- [Spot Award Given \[page 198\]](#)

7.3.29 Performance Review Form Routing

The *Performance Review Form Routing* event publishes every time a Performance Management form is routed from one step to another.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

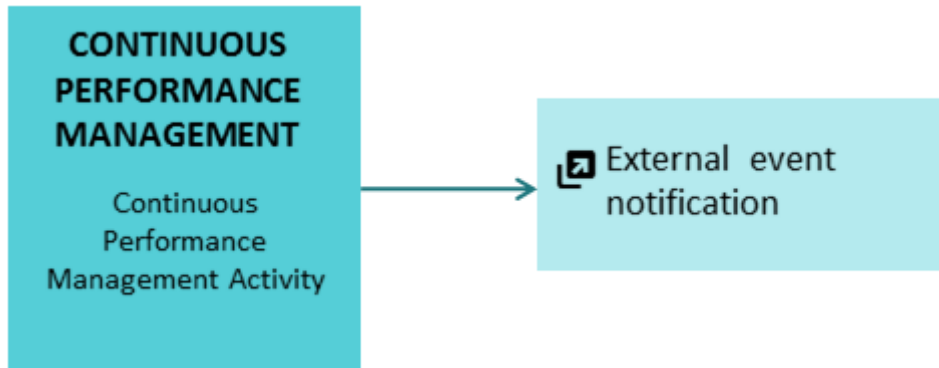


- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Performance Review Form Routing \[page 199\]](#)
- [Performance Review Form Routing \[page 199\]](#)

7.3.30 Continuous Performance Management Activity

This event publishes when a performance management activity is created, updated, or deleted by the manager or the employee.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

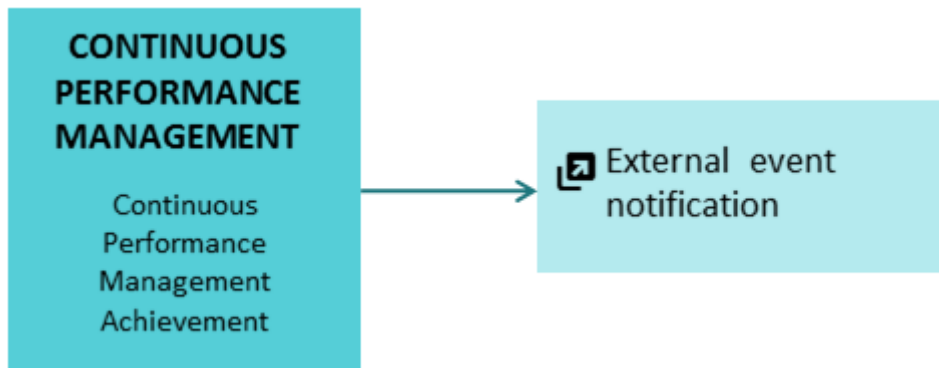


- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Continuous Performance Management Activity \[page 199\]](#)
- [Continuous Performance Management Activity \[page 199\]](#)

7.3.31 Continuous Performance Management Achievement

This event publishes when a new achievement is created, updated, or deleted by the manager or the employee.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

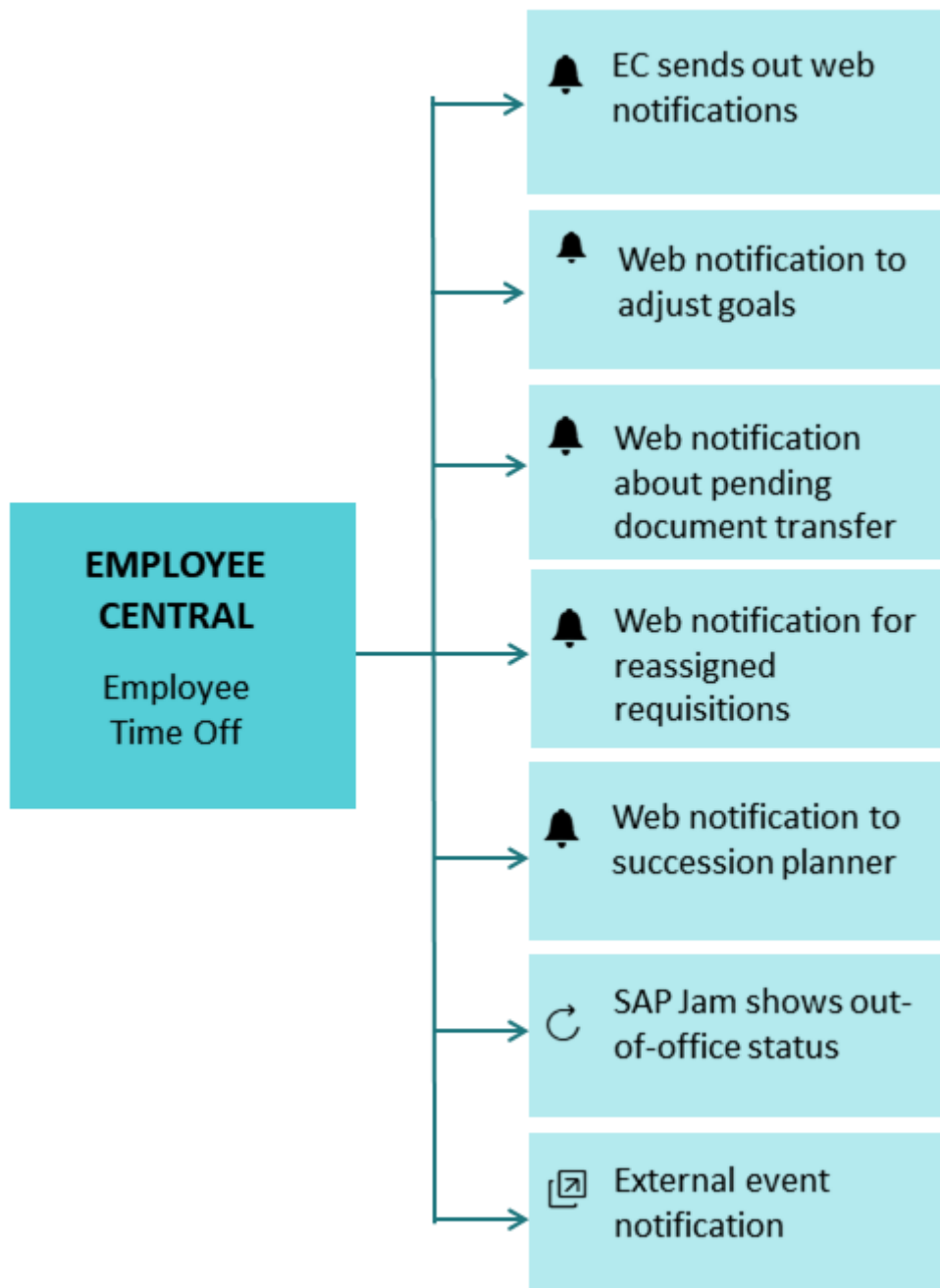


- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Continuous Performance Management Achievement \[page 200\]](#)
- [Continuous Performance Management Achievement \[page 200\]](#)

7.3.32 Employee Time Off

This event is published for a worker for any type of absence.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.



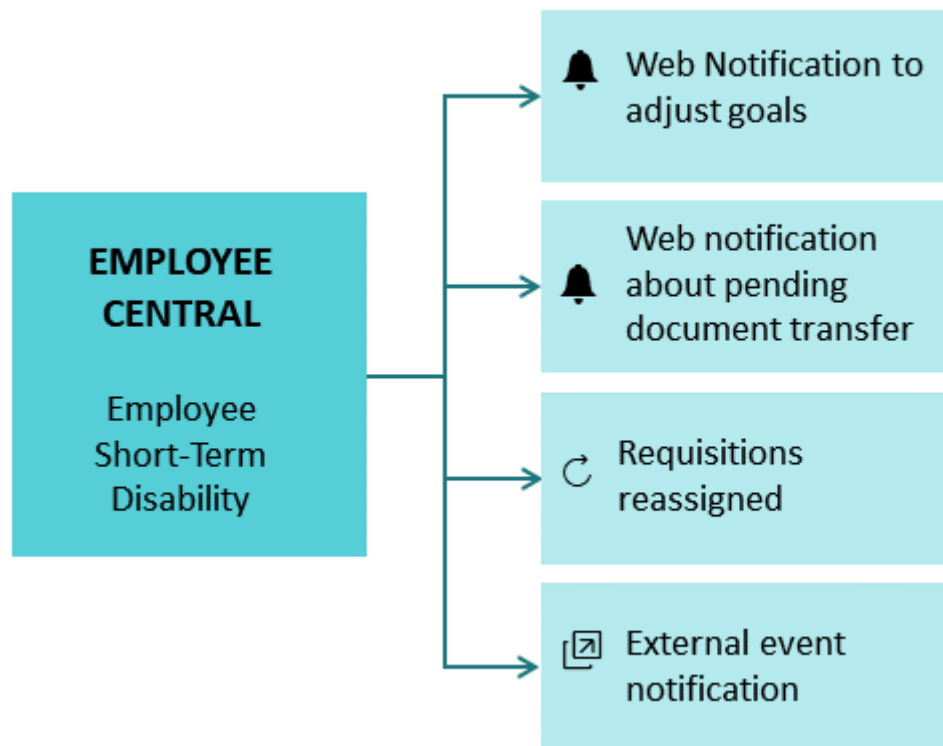
- [Employee Central Web Notifications for Time off \[page 113\]](#)

- [Web Notifications to Adjust Goals for Time Off \[page 148\]](#)
- [Web Notifications About Pending Documents \[page 147\]](#)
- [Web Notifications For Time Off \[page 163\]](#)
- [Web Notification to Review Succession Plan for Employee Time Off or Termination \[page 166\]](#)
- [SAP Jam Shows Out-of-Office Status \[page 168\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Employee Time Off \[page 201\]](#)
- [Employee Time Off \[page 201\]](#)

7.3.33 Employee Short Term Disability

This event is published when a worker's absence is determined, by the configured business rules, to meet the criteria of a short-term disability.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.



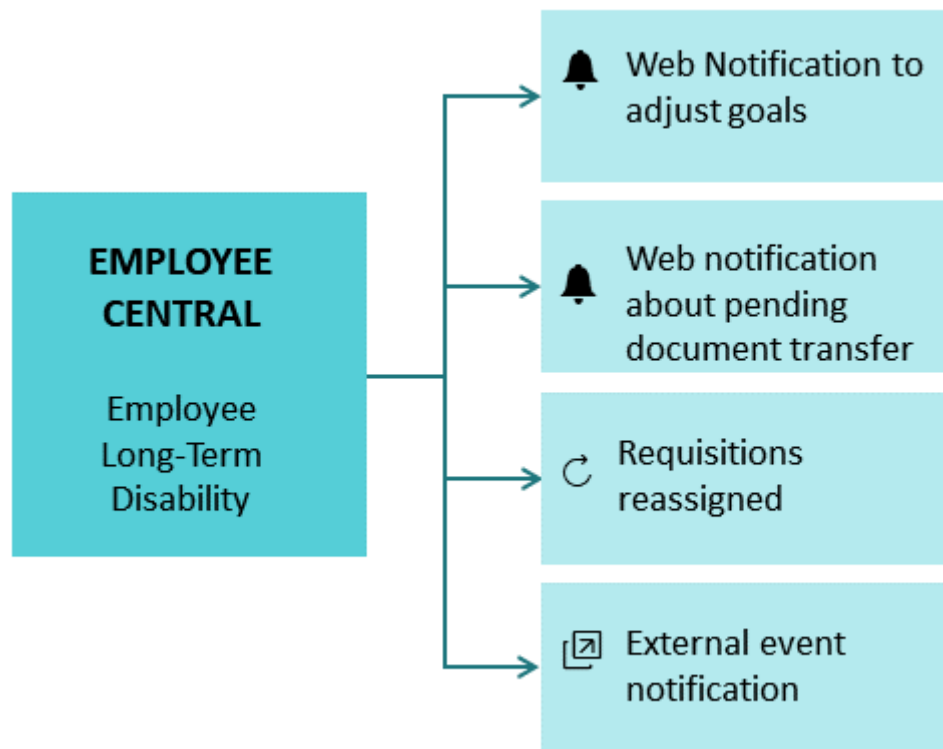
- [Web Notification to Adjust Goals for Short and Long Term Disability \[page 146\]](#)
- [Web Notifications About Pending Documents \[page 147\]](#)
- [Requisitions Reassigned During Employee Short-Term Disability \[page 152\]](#)

- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Employee Short Term Disability \[page 202\]](#)
- [Employee Short Term Disability \[page 202\]](#)

7.3.34 Employee Long Term Disability

This event is published when a worker's absence is determined, by the configured business rules, to meet the criteria of a long-term disability.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.

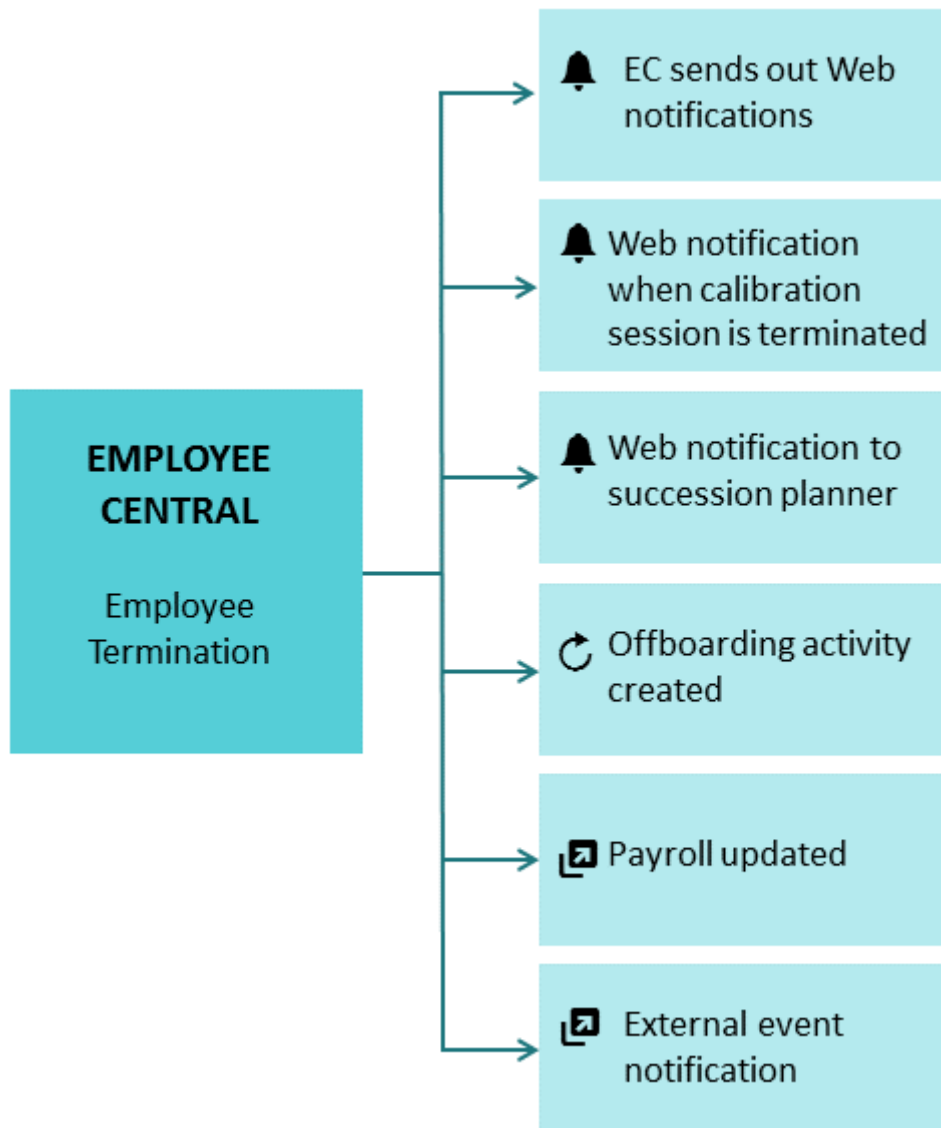


- [Web Notification to Adjust Goals for Short and Long Term Disability \[page 146\]](#)
- [Web Notifications About Pending Documents \[page 147\]](#)
- [Requisitions Reassigned During Employee Long-Term Disability \[page 156\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Employee Long Term Disability \[page 203\]](#)
- [Employee Long Term Disability \[page 203\]](#)

7.3.35 Employee Termination

This event is published when a notification of a termination for a worker contains the assignment that has been terminated.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.



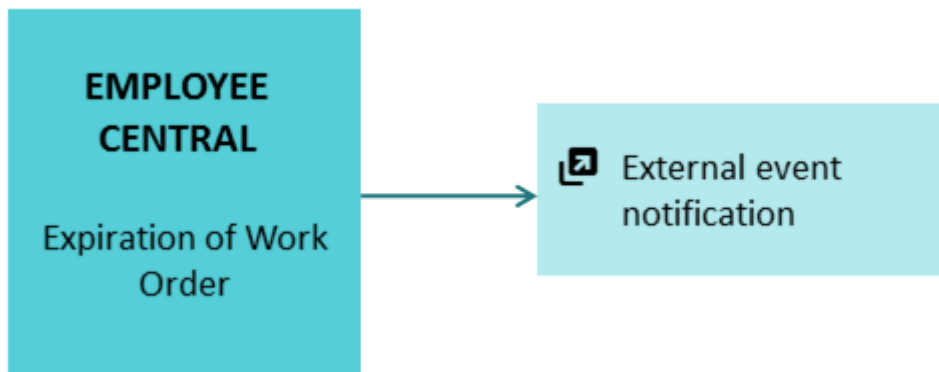
- [Employee Central Web Notification for Terminated Employee \[page 110\]](#)
- [Web Notification to Review Calibration Session \[page 145\]](#)
- [Web Notification to Review Succession Plan for Employee Time Off or Termination \[page 166\]](#)
- [Offboarding Activity Updated from Job Termination \[page 140\]](#)

- [Employee Central Payroll updated by Intelligent Services Events \[page 114\]](#)
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Employee Termination \[page 204\]](#)
- [Employee Termination \[page 204\]](#)

7.3.36 Expiration of Work Order

This event is published when a work order is about to expire for a contingent worker.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.



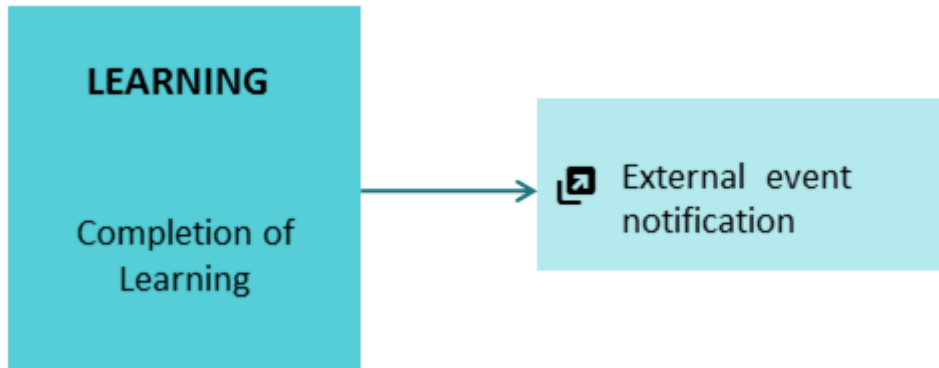
- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Expiration of Work Order \[page 205\]](#)
- [Expiration of Work Order \[page 205\]](#)

7.3.37 Completion of Learning Event

Use the completion of learning event when you want to trigger action based on users' completion of a course, seminar, video series, or other learning event.

Learning completion is a core concept of SAP SuccessFactors Learning. When a user has **completed** a learning event, the user has finished the course of work assigned to him or her. For example, if users are assigned a three-day in-person course, and they attend the course, then at the end, they have **completed** the course. Or, if they've been assigned an online course and they watch all the videos, take all the quizzes, and look at all the materials in the course, then they've **completed** the course.

Following this event, subscribers can take the following actions. Hover over each action for a description. Click the action for more information.



- [Intelligent Services Events You Can Publish to Third-Party Applications \[page 206\]](#)
- [Completion of Learning Event \[page 205\]](#)
- [Completion of Learning Event \[page 205\]](#)

7.3.38 Intelligent Services Events You Can Publish to Third-Party Applications

Learn about the Intelligent Services events that can be published externally.

You can use the External Event Notification Subscription tool to publish the following Intelligent Services events to an external or third-party application.

Recruiting

- [Update of Job Requisition \[page 177\]](#)
- [Update of Job Application \[page 178\]](#)
- [Approval of Offer Detail \[page 179\]](#)

Onboarding and Offboarding

- [Onboarding Step Complete \[page 179\]](#)
- [Offboarding Step Complete \[page 180\]](#)

Hiring

- [Employee Hire \[page 180\]](#)
- [Employee Rehire \[page 181\]](#)

Job Changes

- [First Time Manager \[page 182\]](#)
- [Change in Manager \[page 183\]](#)
- [Individual Contributor to Manager \[page 185\]](#)
- [Manager to Individual Contributor \[page 186\]](#)
- [Change in Employee Location \[page 186\]](#)
- [Change in Employee Department \[page 187\]](#)
- [Change in Employee Division \[page 188\]](#)
- [Change in Business Unit \[page 188\]](#)
- [Change in Job Title \[page 189\]](#)
- [Change in Job Classification \[page 190\]](#)
- [Job Transfer \[page 191\]](#)
- [Initiate Performance Form \[page 191\]](#)
- [Add Global Assignment \[page 192\]](#)
- [End of Global Assignment \[page 194\]](#)
- [Start Probation \[page 195\]](#)
- [New Concurrent Employment \[page 194\]](#)

Learning

- [Completion of Learning Event \[page 205\]](#)

Continuous Performance

- [Continuous Performance Management Activity \[page 199\]](#)
- [Continuous Performance Management Achievement \[page 200\]](#)

Talent Management

- [Add Development Objective \[page 196\]](#)

- [Populate Performance Review Ratings \[page 196\]](#)
- [Calibration Session Activated \[page 197\]](#)
- [New Successor \[page 198\]](#)
- [Spot Award Given \[page 198\]](#)
- [Performance Review Form Routing \[page 199\]](#)

Leave of Absence

- [Employee Time Off \[page 201\]](#)
- [Employee Short Term Disability \[page 202\]](#)
- [Employee Long Term Disability \[page 203\]](#)

Separation

- [Employee Termination \[page 204\]](#)
- [Expiration of Work Order \[page 205\]](#)

8 Change History

Learn about changes to the documentation about Intelligent Services in recent releases.

2H 2311

Type of Change	Description	More Info
Changed	We have moved the Change History to the end of the guide.	Intelligent Services [page 5]

1H 2023

Type of Change	Description	More Info
Changed	<ul style="list-style-type: none">We added <i>X.509 Certificate</i> as an option to the <i>Authentication</i> drop-down menu, and changed the <i>Add</i> button to <i>Save</i> on the <i>Event Connector</i> edit screen.We updated the name of the menu from <i>Actions</i> to <i>Elipsis</i> on the <i>Flows</i> section.	Configuring a Connection to a Third-Party Subscriber [page 76] Creating a Flow Rule for Intelligent Services [page 86]
Changed	We corrected the formatting of items in the Related Information section, as previously the items preceded the list title.	Web Notification to Review Team Goals For Manager Changes [page 147]
Changed	We removed an obsolete note, since the Event Connector no longer appears as linked together with the flows section, and each now have their data saved separately.	Configuring a Connection to a Third-Party Subscriber [page 76]
Changed	Removed obsolete Tip referring to the Event Notification Subscription Tool guide, since this feature is in the process of being deprecated in favor of Event Subscription Management .	Publisher Tab [page 172]

2H 2022

Type of Change	Description	More Info
Changed	We updated the product name for On-boarding 1.0.	
Changed	We moved the subscription of events from Employee Central Payroll endpoint URLs to the new Event Subscription Management tool.	
Changed	Event monitoring data is now only available for 15 days.	Viewing a List of Intelligent Services Events [page 73] Viewing Details About an Event [page 74]

1H 2022

Type of Change	Description	More Info
New	We added information about a configuration option that enables the system to retry failed Intelligent Services events.	Enabling Learning Completion Events to Be Published to Intelligent Services Center [page 119]
Added	We consolidated information about Intelligent Services into this guide. We renamed it "Implementing and Managing Intelligent Services" and included content from four other guides, which are now deprecated.	Using Intelligent Services Center [page 71] External Event Notifications [page 24] Event Center [page 169] Intelligent Services Events [page 175]

1H 2021 - 2H 2021

Type of Change	Description	More Info
None	We didn't update this document.	

Related Information

[Tracking Errors and Viewing Execution Details \[page 87\]](#)

[Example: SOAP Request for Employee Hire Event Using Boomi Event Connector \[page 89\]](#)



[Example: SOAP Response for Employee Hire Event Using Boomi Event Connector \[page 91\]](#)

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