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Prepackaged Integration with SAP SuccessFactors Employee Central

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1 Prepackaged Integration with SAP SuccessFactors Employee Central

Overview

This guide describes how to integrate SAP Cloud for Customer with SAP SuccessFactors Employee Central for employee replication.

Target Group

This integration guide is intended for the use of SAP customers, partners, consultants, and employees. It provides information and support for the following roles in an integration project:

- Integration project managers and team members
- SAP customer system administrators
- SAP service center consultants
- Professional services consultants

Scope

This integration guide describes the integration steps required to integrate SAP Cloud for Customer with SAP SuccessFactors Employee Central using SAP Cloud Platform Integration. This guide also includes information that will help you enable data flow between the two systems.

2 Prerequisites

→ Recommendation

We recommended that you implement the solutions in the following sequence to ensure that the employee data from Employee Central Service Center can be used in SAP Cloud for Customer

1. Employee Central Service Center
2. SAP Cloud for Customer

1. You have purchased licenses for all required solutions.
2. You have followed all the onboarding steps for the relevant solutions. For more information, refer to the help and learning documentation of each solution.
3. You have take all the necessary security measures. For more information, see the SAP Cloud for Customer Security Guide on the SAP Cloud for Customer product page.
4. You have scoped SuccessFactors Employee Central Service Center in your SAP Cloud for Customer solution.

3 Configuration Phase: Configure Integration in Cloud Solution

Scope Employee Replication in your Cloud Solution [page 5]

Setup Communication System [page 5]

Configure Communication Arrangements [page 6]

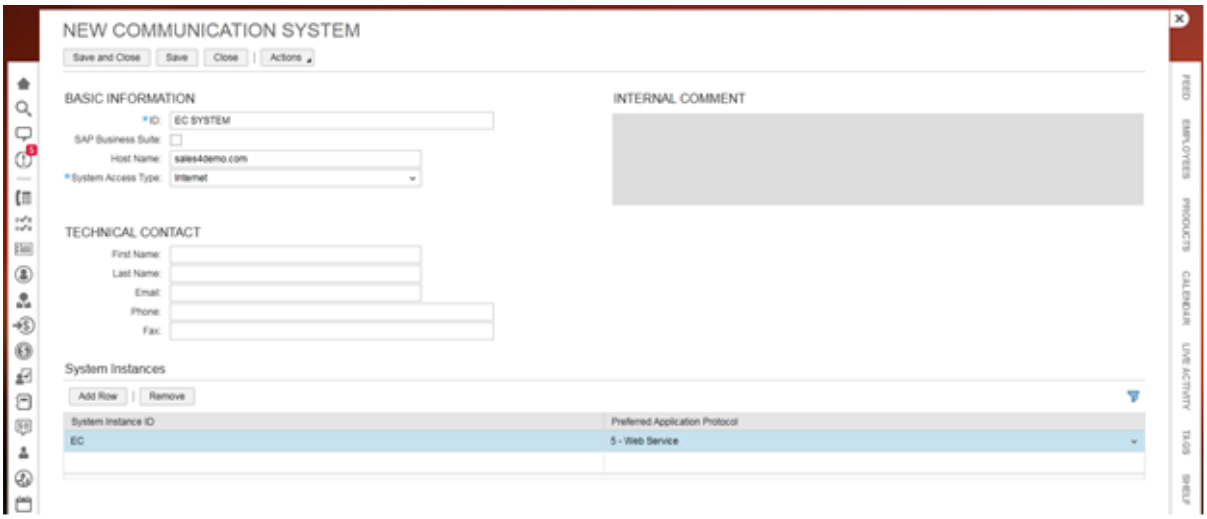
3.1 Scope Employee Replication in your Cloud Solution

You need to scope the provision to replicate employees from an external solution to your cloud system. To do this, select the following scoping question: **Do you want to replicate employee data from an external application or solution to your cloud solution?** under *Business Configuration* > *Edit Project Scope* > *Communication and Information Exchange* > *Integration with External Applications and Solutions* > *Integration of Master Data* > *Employes (Group)*.

3.2 Setup Communication System

Procedure

1. In SAP Cloud for Customer system, choose *Communication System* under *Administrator* > *General Settings* > *Integration*.
2. Click *New* to create a new communication system. Enter the following details in the *Basic Information*: *Host Name* = **enter the SuccessFactors system host (e.g. salesdemo4.successfactors.com)**; *System Access Type* = **Internet**, *System Instance ID* = **EC** .

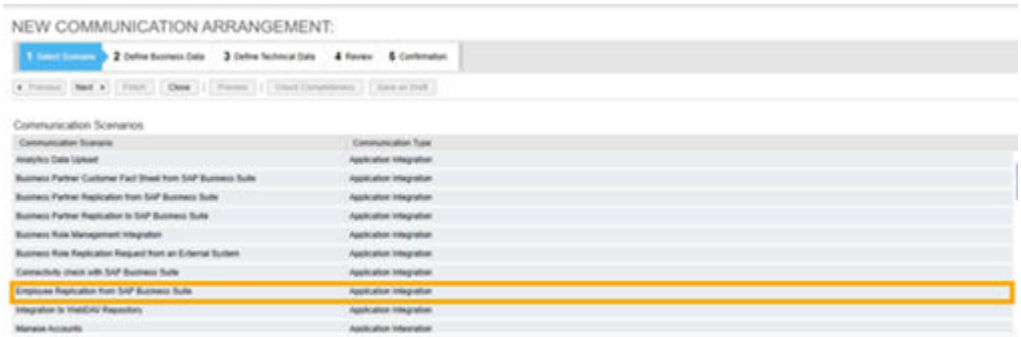


3. Select ▶ *Action* ▶ *Set to Active* ▶.

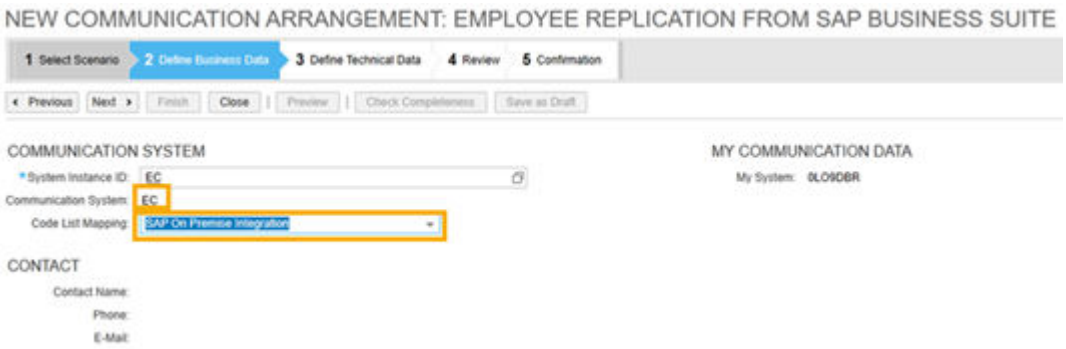
3.3 Configure Communication Arrangements

Procedure

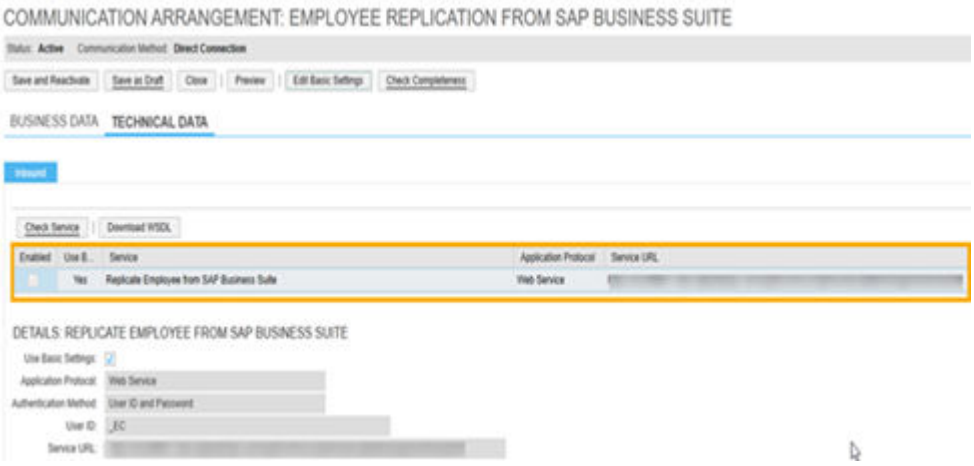
1. In SAP Cloud for Customer system, navigate to the ▶ *Administrator* ▶ *General Settings* ▶ *Integration* ▶ *Communication Arrangement* ▶.
2. Click `New` to create a new communication arrangement.
3. Select the *Communication Scenario* = *Employee Replication from SAP SuccessFactors Employee Central*.



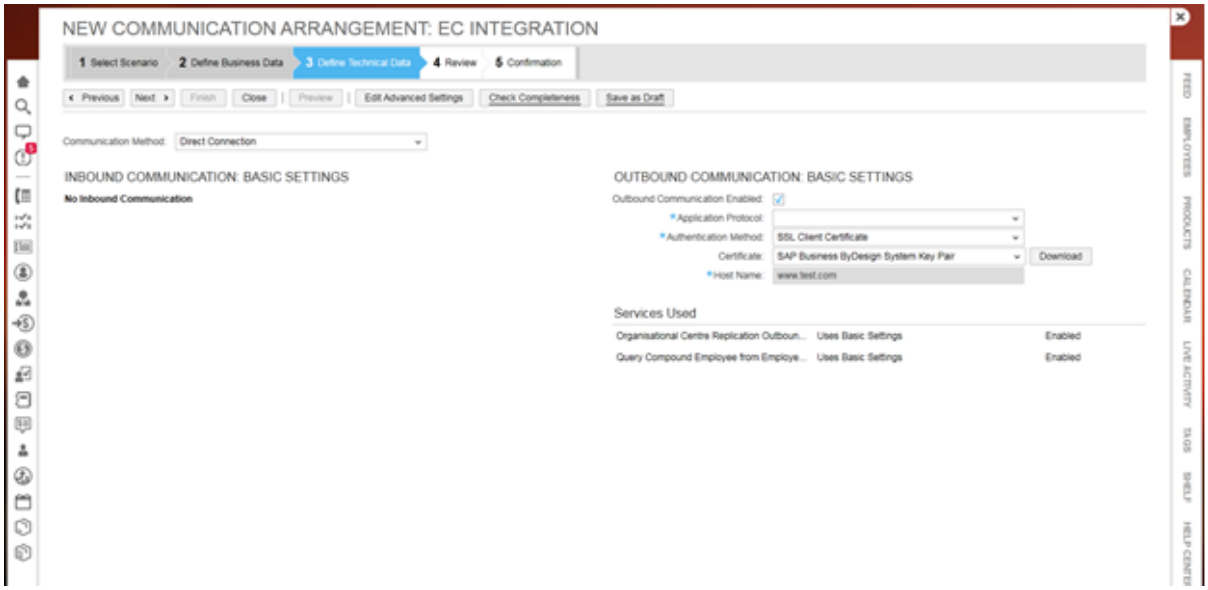
4. In the *Business Data* tab, enter the *Communication Method* = Direct Connection, *System Instance ID* (refer to Setup Communication System for the ID) and *Code List Mapping* = *SAP On-Premise Integration*.



5. Under *Define Technical Data* tab, specify the *Application Protocol Web Service*, *Authentication Method = User ID and Password* and the *User ID* = Employee Central User ID



6. Enter the folowing details under *Edit Basic Settings*: *Authentication Method* = *User/password*, *Edit Credentials*: *User* = **admin** and *Password* = **pwd**.



7. Save and activate the new communication arragement.

4 Configuration Phase: Configuring SAP Cloud Integration Setup

In the *Design* tab of your SAP Cloud Integration system tenant, open the package `SAP Cloud for Customer Integration with SAP SuccessFactors Employee Central`. The following integration flows are available in this package:

- Manual Employee Replication from SAP SuccessFactors Employee Central
- Replicate Employee from SAP SuccessFactors Employee Central

Replicate Employee from SAP SuccessFactors Employee Central [page 8]

Replicate Employee Manually from SAP SuccessFactors Employee Central [page 11]

Maintain Value Mapping for Employee Status [page 11]

Replicate Contingent Workforce [page 11]

4.1 Replicate Employee from SAP SuccessFactors Employee Central

Prerequisites

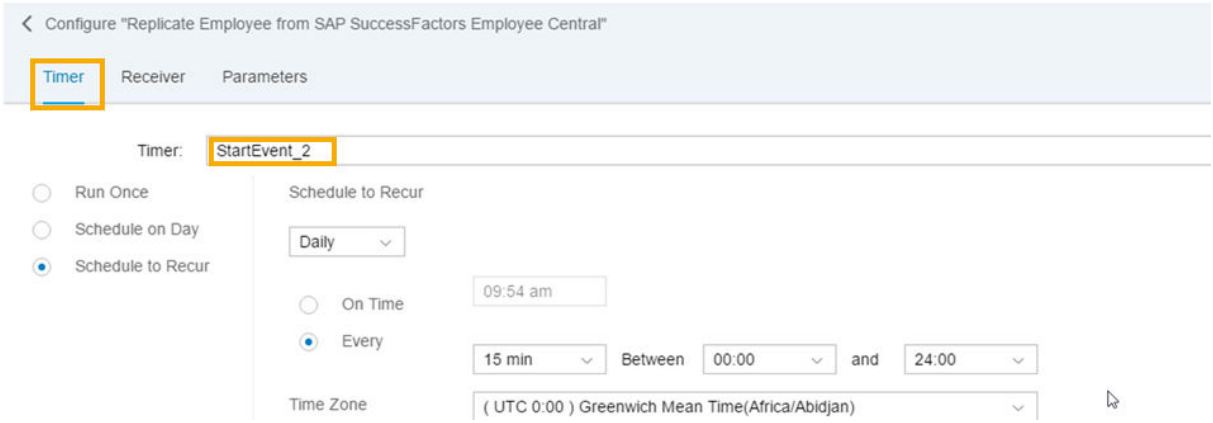
1. You have deployed required user credentials for SAP SuccessFactors Employee Central system.
2. To configure basic authentication from SAP Cloud Integration (CI) to SAP Cloud for Customer, you must deploy the user credentials for SAP Cloud for Customer. You can avoid the use of credentials if you use client certificate-based authentication.

> ⚠ Caution
>
> When an employee record is replicated from SAP SuccessFactors Employee Central to SAP Cloud for Customer, an active identity is created and is regarded as a counted user. However, if you want to manage these identities, you can follow one of the options listed here:
>
> - A user account indicator is available in the payload that you can use to determine whether the employee replicated to SAP Cloud for Customer is active or inactive. Use an extension integration flow to set this indicator as required.
> - An integration flow parameter *Replicate Identity Details* is available. You can set this parameter to false. Doing so, generates an inactive identity in SAP Cloud for Customer.
> - Manage identities using an identity management system. See System for Cross-domain Identity Management.

Configure the Timer Event

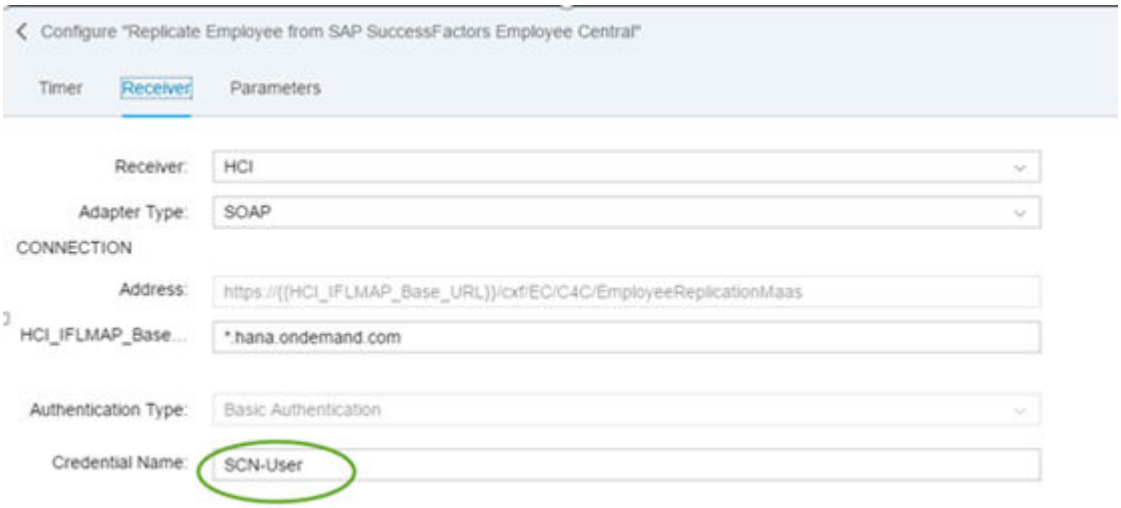
Open the Integration Flow configuration using the action button using the web interface:

1. Configure the timer event. This decides how often the Integration Flow runs to fetch the data from the Employee Central system.



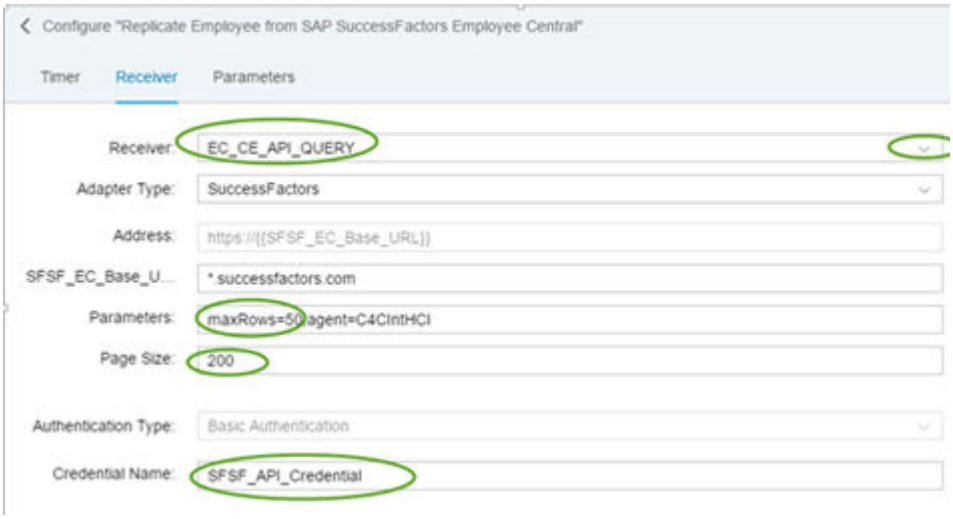
Configure Receiver Systems

1. Configure the receiver systems. This is the CI system information that is used to access the web service - Integration Flow Employee Replication Mapping as a Service.



2. In the selection help for *Receiver*, select the receiver channel for Employee Central (`EC_CE_API_QUERY`).

> → Recommendation
>
> It's recommended that for large employee load, you set the maxRows to 500 and Page Size to 800.

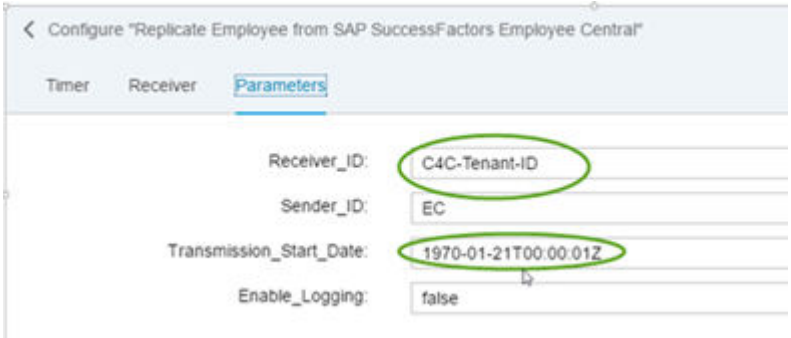


3. Using the selection help for the *Receiver* field, select the receiver channel for SAP Cloud for Customer.

> ### Note
>
> In case the authentication type is *Basic*, then select the corresponding authentication using the selection help and provide the SAP Cloud for Customer credential name.

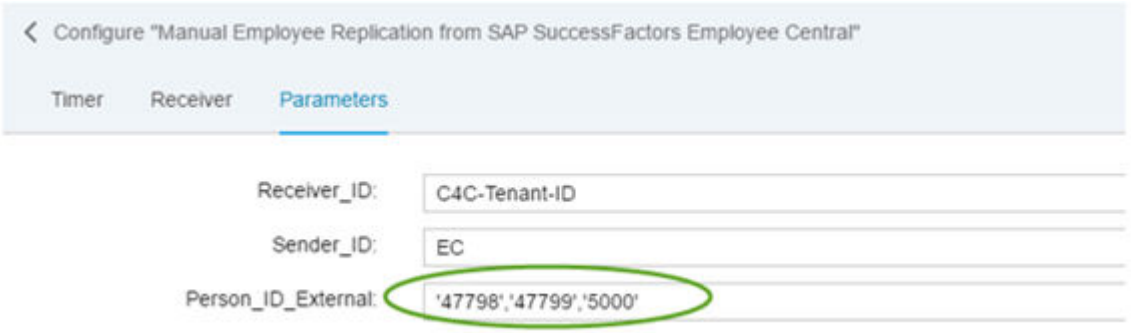
Configure the External Parameters

- *Receiver_ID*: C4C Communication system ID.
- : Constant EC
- *Transmission_Start_Date*: This is the date based on which employee is pulled from Employee central system for the initial load. After the initial load, the iFlow will automatically run in delta mode and will pull employee from last successful run. Please provide the date as per the format provided. *yyyy-MM-ddTHH:MM:SSZ*
- *Enable_Logging*: If you set this field to true, then in the MPL, you can see the employee record for those were pulled inform of attachment. It's only useful for debugging and in production we recommend you to set it to false (default value).



4.2 Replicate Employee Manually from SAP SuccessFactors Employee Central

This iFlow is optional to use and only required in case you need to pull employee data for individual employees. The configuration is exactly identical to the integration Flow **Replicate Employee from SAP SuccessFactors Employee Central**, except in the configuration you need to provide a comma-separated list of employees as shown below in the screenshot below.. Please note you need to surround each id with single quotes. **Example: '47798','47799','5000' and for a single employee '47798'**



4.3 Maintain Value Mapping for Employee Status

To ensure termination of employment reflects in SAP Cloud for Customer, you must maintain a value mapping in the following integration flow.

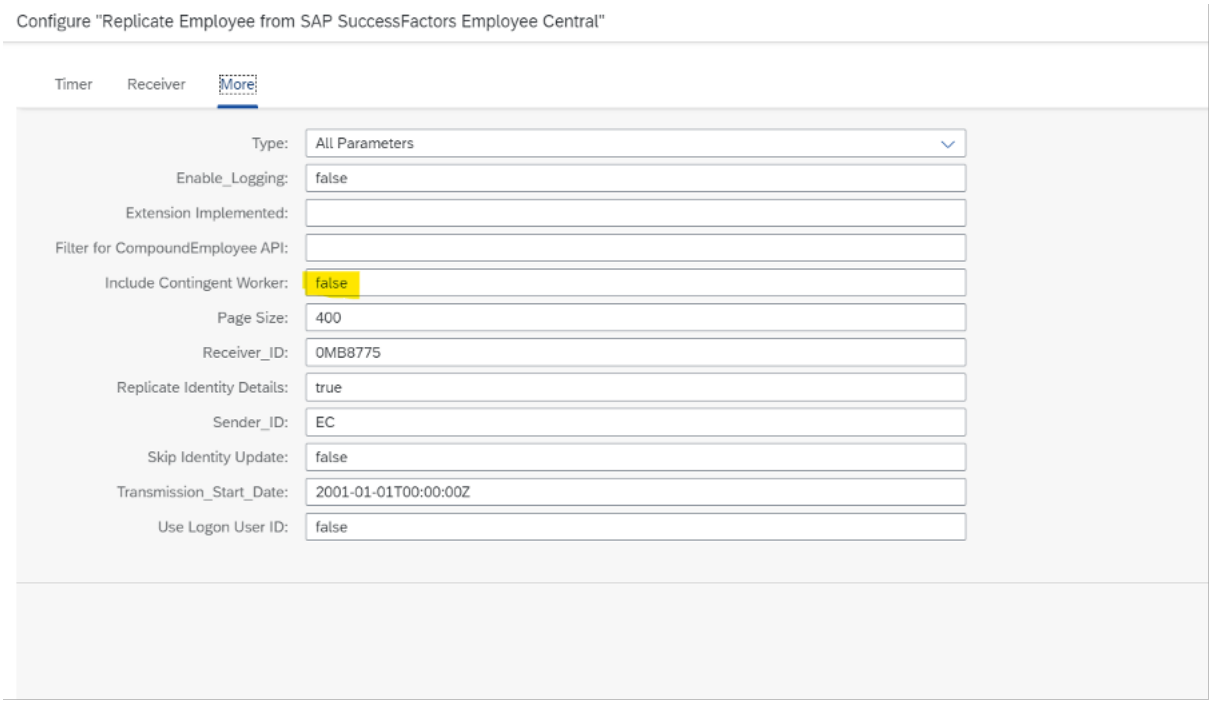
> **Note**
>
> Maintain only *terminated* employee statuses using this value mapping.

4.4 Replicate Contingent Workforce

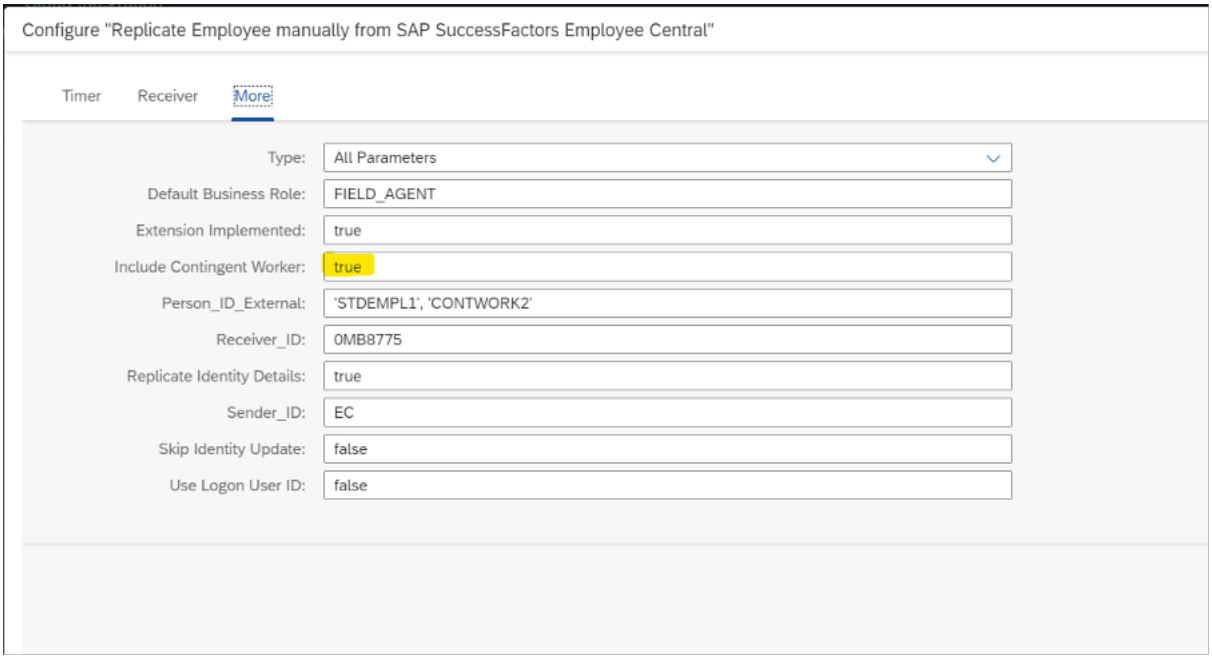
Procedure

Set the *Include Contingent Worker* parameter to true when you replicate employees from SAP SucccessFactors.

Replicate Employee from SAP SuccessFactors Employee Central



Replicate Employee manually from SAP SuccessFactors Employee Central



Note

- The contingent employees are technically equal to internal employees in SAP Cloud for Customer. There is no standard field to differentiate between them. If you must differentiate, you must handle that via extension.
- You cannot change employee ID after replication. So, if you convert a contingent worker to a permanent employee, with a change in employee ID, you must replicate the employee as a new employee and

terminate the old entry. The transactions assigned to the old employee ID is not transferred to the new employee automatically as well.

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