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# **SAP Sales Cloud and SAP Service Cloud Version 2 Integration with SAP SuccessFactors Employee Central**

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# 1 Integration with SAP SuccessFactors Employee Central

This document describes how to integrate SAP Sales Cloud and SAP Service Cloud Version 2 with SAP SuccessFactors Employee Central.

As these configuration steps are customer-specific, they can't be delivered by SAP, and must be completed by the customer. This document describes the general configuration steps to manually set up the configuration within the existing system landscape. If you have any queries or feedback about this document, please create a ticket using the component `CEC-CRM-INT`.

## 2 Configuration

Configurations required for integrating SAP SuccessFactors Employee Central with SAP Sales Cloud and SAP Service Cloud Version 2.

### 2.1 Configure SAP Sales Cloud and SAP Service Cloud Version 2

#### Procedure

1. Create the communication system.
2. Copy the *Integrate SAP SuccessFactors Employee Central* template and create the communication configuration.
3. Create the value mapping group and add the value mappings for the following code lists:
  - Country
  - Gender
  - Marital Status
  - Form of Address
  - Academic Title
4. Assign the value mapping group to the communication configuration.

#### Related Information


[Create Value Mappings](#)  
[Create Communication Systems](#)  
[Create Communication Configurations](#)  
[Create Value Mappings](#)  
[Create Communication Systems](#)  
[Create Communication Configurations](#)

## 2.2 Configure SAP Cloud Integration

SAP provides prepackaged, generic integration content called integration flows (iFlows) for the integration of SAP Sales Cloud and SAP Service Cloud Version 2 with SAP SuccessFactors Employee Central systems using SAP Cloud Integration.

### 2.2.1 Copy Integration Package

#### Procedure

1. Log in to the SAP Cloud Integration tenant.
2. From  (*Menu*), select *Discover*.
3. In *All*, search for the *SAP Sales Cloud and SAP Service Cloud Version 2 Integration with SAP SuccessFactors Employee Central* package.
4. Select the *SAP Sales Cloud and SAP Service Cloud Version 2 Integration with SAP SuccessFactors Employee Central* package.
5. Click *Copy*.

### 2.2.2 Deploy Security Credentials


#### Context







The communication between SAP Cloud Integration and SAP Sales Cloud and SAP Service Cloud Version 2 is established via basic authentication over HTTPS. For this, user credential needs to be deployed in the SAP Cloud Integration tenant, which is used for sending messages to SAP Sales Cloud and SAP Service Cloud Version 2.

The communication between SAP Cloud Integration and SAP SuccessFactors Employee Central is supported with either the *Basic* authentication or the *OAuth* authentication.

#### Procedure

1. Log in to the SAP Cloud Integration tenant.

2. From  (*Menu*), select *Monitor*.
3. In *Manage Security*, select *Security Material*.
4. From the *Create* dropdown, select *User Credentials*.
5. In *Create User Credentials*, enter the required details.

The user credential artifact must use the credential maintained in  *SAP Sales Cloud and SAP Service Cloud Version 2*  *System Settings*  *Integration*  *Communication Systems*  *Inbound* .

6. Click *Deploy* to deploy the user credential artifact.

#### Note

Deploy either the user credential or the *OAuth2 SAML Bearer Assertion* credential for the authentication with SAP SuccessFactors Employee Central depending on the type of authentication that must be used in the receiver adapter for SAP SuccessFactors Employee Central.

## 2.2.3 Configure and Deploy Integration Flows

Configure and deploy integration flows (iFlows) for SAP SuccessFactors Employee Central.

### Prerequisites

You have deployed the required user credentials for the SAP SuccessFactors Employee Central system.

### Procedure

1. In the *Design* tab of the SAP Cloud Integration system tenant, open the *SAP Cloud for Customer Integration with SAP SuccessFactors Employee Central* package.

The following integration flows are available in this package:

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

#### Note

Using this integration flow is optional and only necessary if you need to pull employee data for individual employees.

2. Select the *Replicate Employee from SAP SuccessFactors Employee Central* iflow.
3. From the *Actions* menu, select *Configure*.
4. Configure the *Timer* event.

Configure "Replicate Employee from SAP SuccessFactors Employee Central"

Timer Receiver Parameters

Timer: StartEvent\_2

Run Once  
 Schedule on Day  
 Schedule to Recur

Schedule to Recur

Daily

On Time 09:54 am  
 Every 15 min Between 00:00 and 24:00

Time Zone ( UTC 0:00 ) Greenwich Mean Time(Africa/Abidjan)

This decides how often the integration flow runs to fetch the data from the Employee Central system.

- To configure the receiver systems for CNS, enter the host and the user credential name of SAP Sales Cloud and SAP Service Cloud Version 2.

Timer Receiver More

Connection

Receiver: CNS

Adapter Type: HTTP

Address: https://{{CNS\_Host}}/sap/c4c/api/v1/inbound-data-connector-service/messag...

CNS\_Host: \*.cxm-salescloud.com

Authentication: Basic

Credential Name: CNS\_CREDENTIAL

Timeout (in ms): 60000

- Select the *EC\_CE\_API\_QUERY* receiver channel from the *Receiver* dropdown for SAP SuccessFactors Employee Central and enter the address and the credential information in *Address*, *Authentication* and

*Credential Name* respectively.

Configure "Replicate Employee from SAP SuccessFactors Employee Central"

The screenshot shows a configuration interface with three tabs: "Timer", "Receiver", and "More". The "Receiver" tab is active. It is divided into two sections: "Connection" and "Processing".

Receiver:	EC_CE_API_QUERY	
Adapter Type:	SuccessFactors	
Address:	https://apisalesdemo2.successfactors.eu	Select
Authentication:	OAuth2 SAML Bearer Assertion	
Credential Name:	salesdemo_SFSALES005530	
Page Size:	800	
Timeout (in min):	90	

7. Configure the following external parameters:

- *maxRows*: The maximum number of employees to be fetched from Employee Central in each query.
- *Receiver System ID*: The default communication system of the SAP Sales Cloud and SAP Service Cloud Version 2 tenant.
- *Sender System ID*: The communication system name maintained in SAP Sales Cloud and SAP Service Cloud Version 2.
- *Include Contingent Worker*: Indicator to replicate contingent workforce.

Configure "Replicate Employee from SAP SuccessFactors Employee Central"

The screenshot shows the "More" tab of the configuration interface. It contains the following fields:

Type:	All Parameters
maxRows:	400
Receiver System ID:	sap_cloud_crm_ns
Sender System ID:	EC

### Recommendation

*maxRows* must be less than or equal to *Page Size* in *SuccessFactors SOAP Receiver Adapter*. *maxRows* is needed for calculating the number of processed records during the initial load. As long as *maxRows* is less than or equal to *Page Size*, *maxRows* takes precedence. Ensure that you set these to values between 400 and 800.

8. **Optional:** To configure and deploy the *Manual Employee Replication from SAP SuccessFactors Employee Central* iflow, do the following:
- Repeat steps 1 to 3 with selecting the *Manual Employee Replication from SAP SuccessFactors Employee Central* iflow in step 2.
  - Execute step 4 as the following:

Configure "Manual Employee Replication from SAP SuccessFactors Employee Central"

Timer Receiver More

Timer: [StartEvent\_2]

Run Once  
 Schedule on Day  
 Schedule to Recur

- c. Repeat steps 5 to 7.
- d. Provide a comma-separated list of IDs in *PERSON\_ID\_EXTERNAL* as shown in the following screenshot:

Configure "Manual Employee Replication from SAP SuccessFactors Employee Central"

Timer Receiver **More**

Type: All Parameters

PERSON\_ID\_EXTERNAL: 'ECEMP8';mohanm'

Receiver System ID: sap\_cloud\_crm\_ns

Sender System ID: EC

#### Note

You must enclose each ID with single quotation marks.

For example, enter '47798','47799','5000' for multiple employees; enter '47798' for a single employee.

- e. **Optional:** Set the *Include Contingent Worker* parameter to *true* to replicate contingent workforce.

#### 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.

## Related Information

[Configure the SuccessFactors SOAP Receiver Adapter](#)



Maximum Number of Rows

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