

INTERNAL - SAP AND CUSTOMERS ONLY

### **HOL105 – Business Rules**

Write Business Rules to Automate Processes in the SAP SuccessFactors Employee Central Solution





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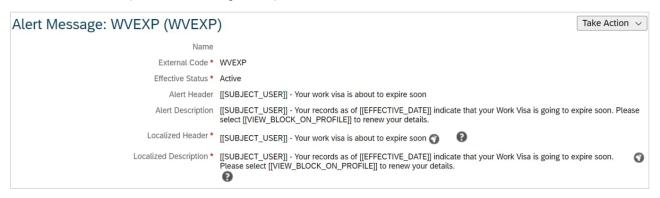
In this hands-on lab, learn how to more easily create powerful business rules using scenarios to drive changes in the SAP SuccessFactors Employee Central solution.

### LAB ACTIVITY #1 – Review and assign Business Rule to generate an EC Alert for Work Permit Expiration

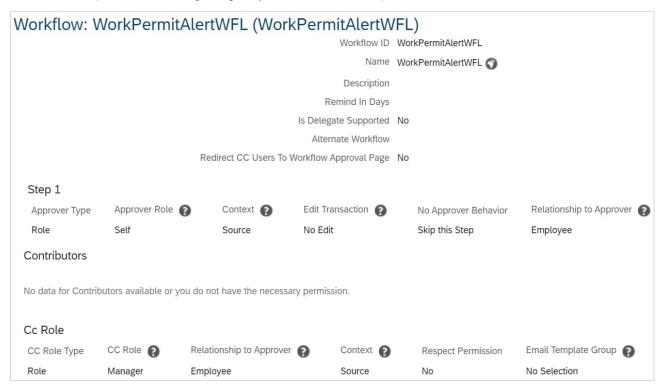
In this activity, you will assign an existing business rule to generate EC Alerts when employee's Work Permit is expiring in 90 days (3 months) or less and notify employees to update their information.

**NOTE**: The business rule includes a reference to an Alert Message and Workflow Information. While you will see in a later activity how this works, these records are configured in the following way:

#### ALERT MESSAGE (created in Manage Data)



#### WORKFLOW (created in Manage Org, Pay and Job Structures)

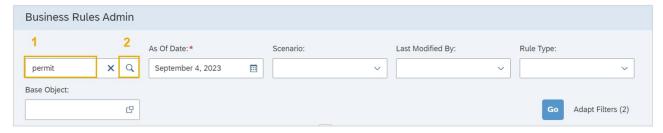


#### LAB ACTIVITY #1 (START FROM HERE)

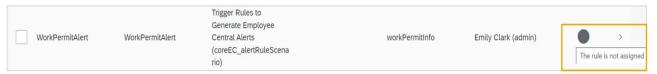
1. Navigate to Configure Business Rules using Action Search.



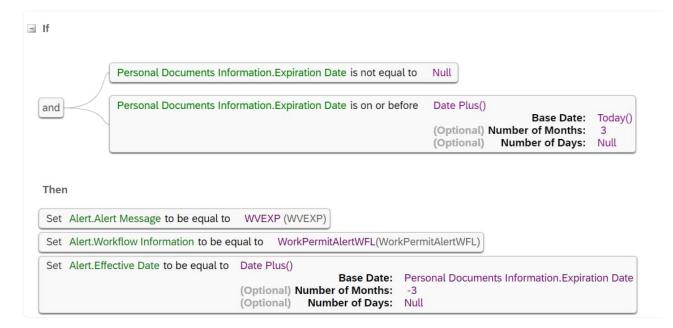
2. In the Search box, type **permit** and select the button **Go** to search.



3. Locate the WorkPermitAlert business rule in the results. Notice the rule is not assigned yet.



- 4. Do NOT assign the rule yet, and just click on the central area to open the business rule and check the IF/THEN rule logic.
  - The conditions (IF) to be met are the following:
    - ✓ The expiration date of the Work Permit (Personal Documents Information) should not be empty and should occur anytime between today's date and 3 months after.
  - The statements (THEN) to be met are the following:
    - ✓ An Alert Message (WVEXP) will be displayed to inform alert recipient(s) about the Work Permit expiring soon.
    - ✓ The Approvers/CC Roles included in the Workflow (WorkPermitAlertWFL) will receive the alert.
    - ✓ The date when the alert will be generated with an effective date of 3 months or less before the expiration date of the Work Permit (Personal Documents Information).



5. Start with the rule assignment. Scroll up and select the dot icon.



Scenario: Trigger Rules to Generate Employee Central Alerts Change Scenario

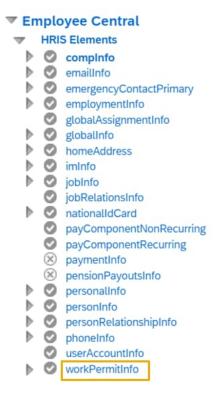
6. In the next step, select Assign Rule



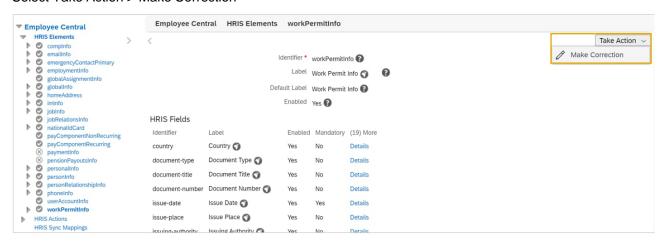
7. Select the arrow on the next step. A new tab will be opened with the Manage Business Configuration tool.



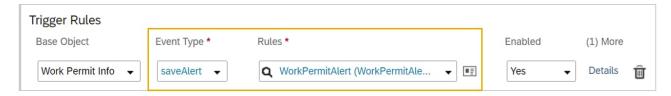
8. In this step, locate **workPermitInfo** under Employee Central > HRIS Elements and select it.



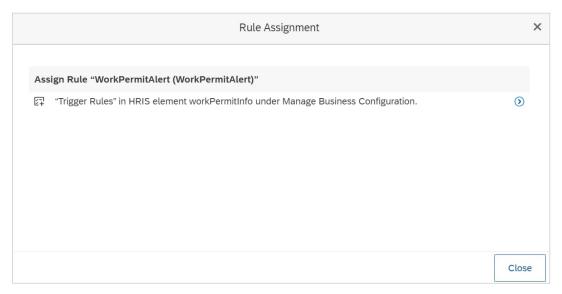
9. Select Take Action > Make Correction



- 10. Scroll down to the *Trigger Rules* section. You will see in the first dropdown for the Base Object the Work Permit Info as default and the fourth drop down Enabled=Yes. Leave them as-is, and select the following options for the 2<sup>nd</sup> and 3<sup>rd</sup> dropdown options:
  - Event Type = saveAlert
  - Rules = WorkPermitAlert (WorkPermitAlert)



- 11. Scroll down and select Save to save your changes.
- 12. Close the tab and return to the Business Rules Admin.
- 13. Close the Rule Assignment popup dialog. You can select the *Close* button or the **X** at the top right corner.



14. Verify that the rule is now assigned.

# WorkPermitAlert (WorkPermitAlert) Scenario: Trigger Rules to Generate Employee Central Alerts Change Scenario

In this activity, you have successfully reviewed and assigned an existing Business Rule for the Trigger Rules to Generate Employee Central Alerts scenario, to send an alert when the Work Permit Expiration Date is within a month.

### LAB ACTIVITY #2 – Verify Work Permit information and Run a Scheduled Job to trigger EC Alerts and Notifications

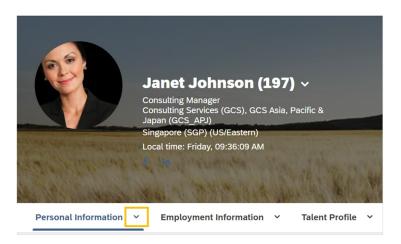
In this activity, you will verify the Work Permit information for an employee should trigger an alert to inform about the expiration date.

To ensure an alert is triggered, you will run an existing scheduled job from **Scheduled Job Manager** to trigger EC Alerts and Notifications and send alerts to the employees based on the business rule assigned in the previous activity.

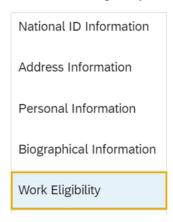
1. In the action search, type *janet* and select the employee **Janet Johnson** from the results.



2. You will now navigate to My Employee File. Locate the **Personal Information** section and select to see the subsections.



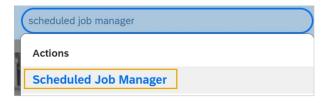
#### 3. Select Work Eligibility



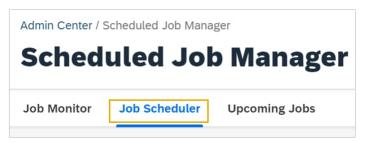
4. Verify that the Expiration Date of the Work Permit expires within the next 3 months, which meets the criteria set in the Business Rule to trigger an alert.



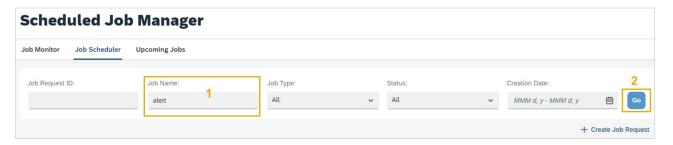
5. In the next steps, you will run the job to trigger the EC Alerts. Navigate to *Scheduled Job Manager* using Action Search



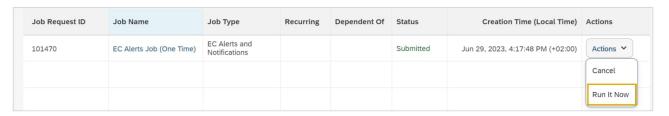
6. Select the Job Scheduler tab.



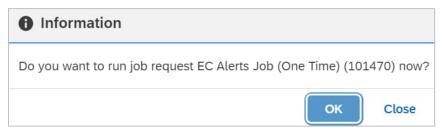
7. In the Job Name, type *alert* and select **Go**, the blue button located on the right, to search for this job.



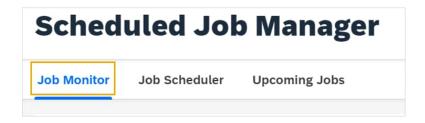
8. In the results, you will see an EC Alerts Job (One Time) with a Submitted status. In the Actions column, located on the right, select the Actions dropdown and choose **Run It Now** 



9. In the confirmation dialog, choose **OK**. A toast message "**A Run It Now job has been created**" will be displayed.



**10.** Select the **Job Monitor** tab to verify that the job was completed.



11. Since the job was just run, it may take a few moments to be completed. If you cannot see the results, refresh the page in your browser to update the Job Monitor information. You will find the option at the top toolbar.



**12.** Verify the job results are successful and the status is **Completed**.

Job ID	Job Request	Job Name	Job Type	Status	Start Time (Local Time)	Actions
829	101533	EC Alerts Job (One Time)	EC Alerts and Notifications	Completed	Jun 30, 2023, 11:05:17 AM (+02:00)	View Details

**13.** You can also optionally select **View Details** to see more information. The log should display the processing of the EC Alert

Status	Start Time (Local Time)	Progress	Actions
Completed	Sep 4, 2023, 10:55:09 AM (+02:00)		View Details

#### EC Alerts Job (One Time)

EC Alerts and Notifications

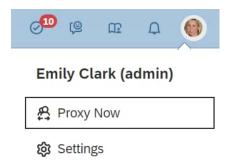
Description	Time	Status
Job successfully completed.	Sep 4, 2023, 10:55:11 AM (+02:00)	Completed
ecAlertsAndNotifications job just finish execution:	Sep 4, 2023, 10:55:11 AM (+02:00)	In Progress
Total time EC Alert and Notification took to finish = 00 min(s) 01 second(s)	Sep 4, 2023, 10:55:11 AM (+02:00)	In Progress
Processing of EC Alerts finished for WORK_PERMIT_INFO = 1 EC alerts triggered, 1 To-Dos created, 1 emails sent, No error messages. Total time took EC Alerts to process 00 min(s) 00 second(s)	Sep 4, 2023, 10:55:11 AM (+02:00)	In Progres
Processing of EC Alerts started for WORK_PERMIT_INFO = 1 alerts checked	Sep 4, 2023, 10:55:10 AM (+02:00)	In Progres
Creation of EC Alert for PAY_COMPONENT_NON_RECURRING completed for following rules = Total time took for EC Alert creation to complete = 00 min(s) 00 second(s)	Sep 4, 2023, 10:55:10 AM (+02:00)	In Progres

In this activity, you have successfully verified the Work Permit information for an employee and run an existing Scheduled Job to generate the EC Alerts and Notifications based on the Business Rule for the Trigger Rules to Generate Employee Central Alerts scenario that was created previously.

### LAB ACTIVITY #3 – Verify the Employee receives an EC Alert for Work Permit Expiration on the Home Page.

In this activity, you will proxy as one of the employees whose Work Permit is expiring within the next month and confirm the alert displays in the For You Today section as an engagement card. In the alert details, the [[VIEW\_BLOCK\_ON\_PROFILE]] token should allow the employee to navigate to the Work Permit block and edit the renewal details.

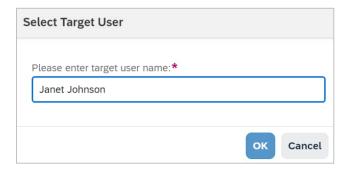
1. In the name menu, choose **Proxy Now** to proxy as Janet Johnson, the employee in the organization whose Work Permit is set to expire soon.



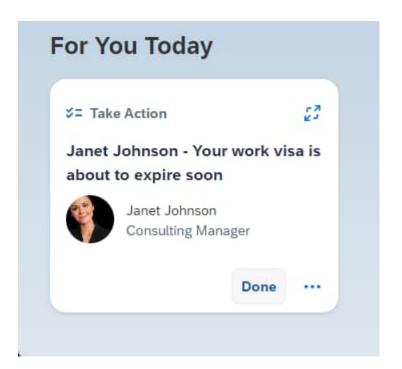
2. Type janet and select Janet Johnson, Consulting Manager from the results.



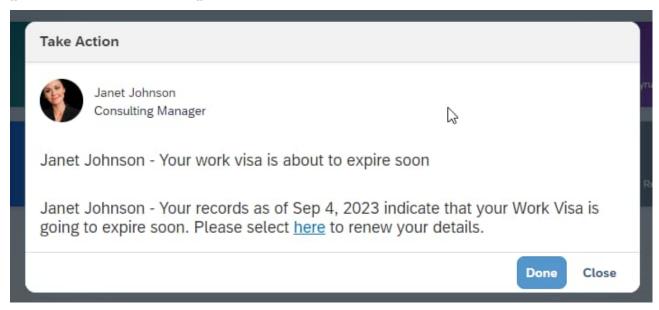
3. Select OK.



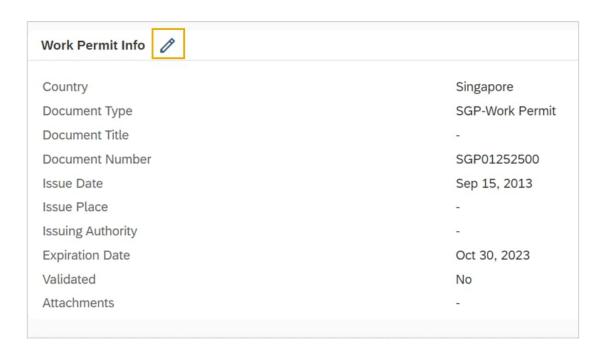
4. In the Home Page, scroll down to the **For You Today** section and verify there is an engagement card to take action.



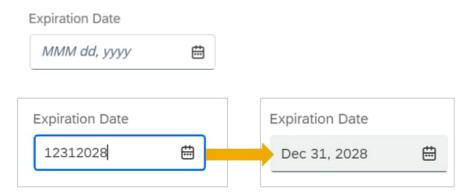
5. Click on the engagement card to drill down into its details. Select the [[VIEW\_BLOCK\_ON\_PROFILE]] link, indicated as **here.** 



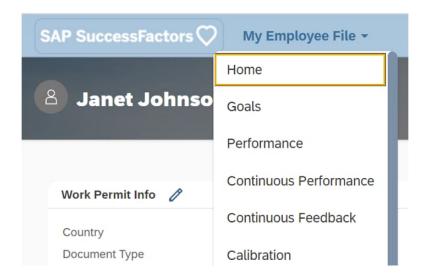
6. The link should navigate directly to the **Work Permit Info** block. As an employee, you have edit permissions, therefore the block is editable, and you can select the pencil icon.



7. Change the Expiration Date to *Dec 31, 2028*. In the *Expiration Date* field, you can clear the existing details (select with your mouse and clear it), type **12312028** and click away. Or alternatively, use the calendar to select the date.



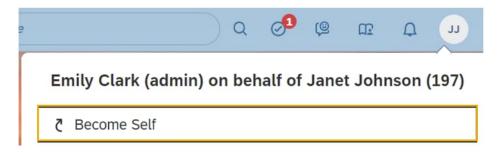
- 8. Select the **Save** button to save the Work Permit Info changes with the new expiration date.
- 9. Navigate back to the Home Page, from the main menu.



10. select **Done** in the engagement card to clear it.



11. In the name menu, select **Become Self** to return as an administrator.

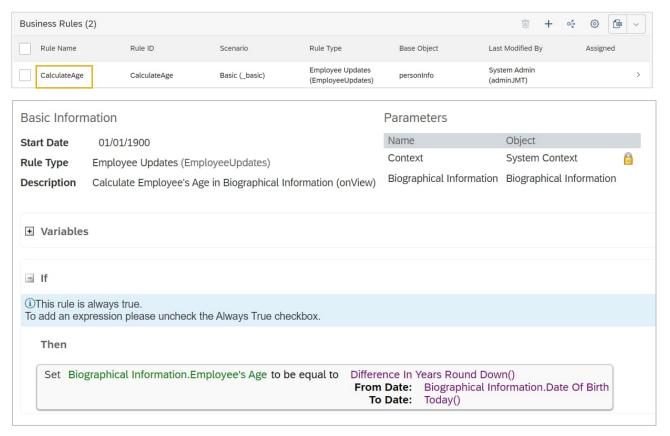


In this activity, you have successfully verified that an EC Alert was triggered based on the Work Permit Expiration Date within a month, reviewed its details and updated the Work Permit details as an employee. As a last step, you set the action as Done to clear out the engagement card in the Home Page.

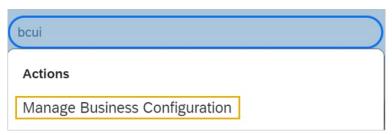
### LAB ACTIVITY #4 – Assign and test Business Rule to Calculate Employee's Age in Biographical Information

In this activity, you will be assigning the business rule to calculate transient field and set employee's age based on the date of birth in Biographical Information. A custom field of type "double" was created in *personInfo* to store the Employee's Age. And a business rule *CalculateAge* was created on the Basic scenario to set employee age based on the difference between the date of birth and today's date.

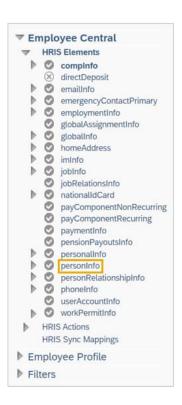
Details of the Business Rule are found below:



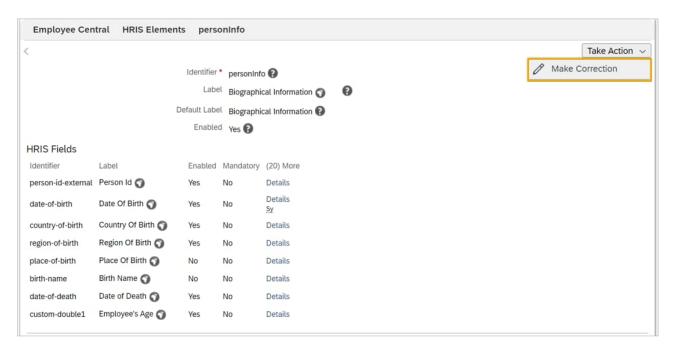
 Navigate to Manage Business Configuration using Action Search. A custom paraphrase was set in the instance for an easier search. You can type bcui or BCUI directly, and it will display Manage Business Configuration tool from the available actions.



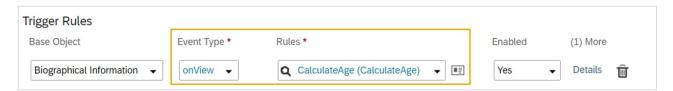
2. Select personInfo



3. In the personInfo element, select Take Action > Make Correction



- 4. Scroll down to the Trigger Rules section. You will see in the first dropdown for the Base Object the Biographical Information as default and the fourth drop down Enabled=Yes. Leave them as-is, and select the following options for the 2nd and 3rd dropdown options:
  - Event Type = onView
  - Rules = CalculateAge (CalculateAge)



5. Scroll down and select Save, to save your changes.

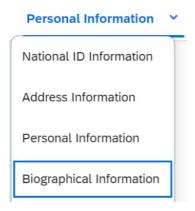


Employee File.

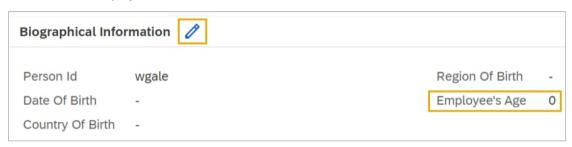
6. In the action search, you will search for one of the employees in the organization. Type Wilson Gale and select the name on the results to navigate to the Employee File NOTE: In the image below, the result that will display first is under the action search, and you can select the employee's name. But, when hover over, you may see a quick card that pops up on the left with the Employee Details. You can also select on the name from there to navigate to the



 Scroll down to locate the Biographical Information or use the Sections to navigate. In the Personal Information section, select to expand the dropdown options (subsections), and select Biographical Information.



8. In the Biographical Information, notice that the Employee's Age displays a value of 0. The rule tries to calculate but there is no Date of Birth yet. Select the pencil icon to add Biographical Information details for this employee.



9. Set the Date of Birth to **04/23/1968.** You can type directly **04231968** and click away to populate the date or select it from the calendar.



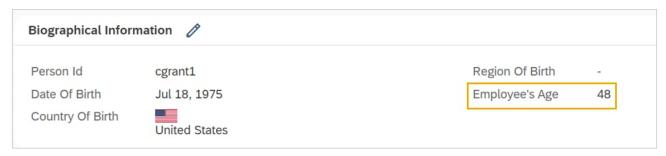
10. Select Save to save the changes. Verify that the age has been updated to 55.



11. In the action search, type Carla Grant and navigate to the Employee File.



12. Navigate to the Biographical Information and verify that the Age is also set for those employees that already had the Date of Birth in their biographical details.



In this activity, you have successfully assigned the business rule to calculate employee's age in Biographical Information and verified it calculates the transient field when updating the details as well as appears for employees with date of birth already set.

**NOTE**: Alternatively, you could display the Employee's Age as masked (Personally Identifiable Information – PII) fields, to not disclose the age when viewing Biographical information, and users ultimately need to select Show to see the field value.

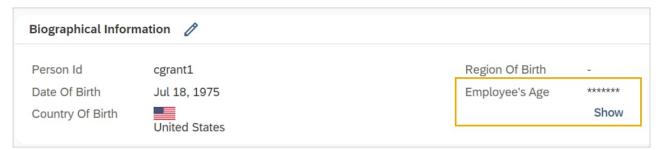
1. Navigate to Manage Business Configuration > personInfo > and select Details for the Employee's Age field.



2. Select Masked=Yes on the field attributes and save changes.



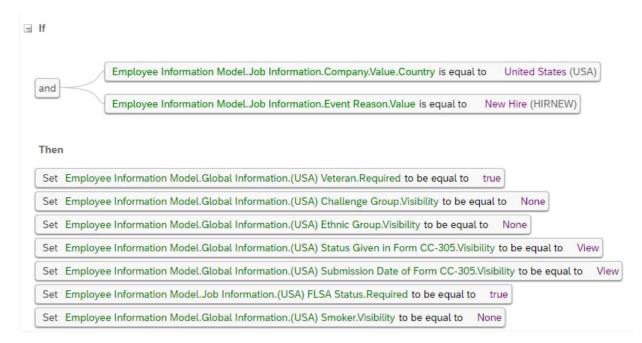
3. The data would now display hidden as per PII sensitive information.



### LAB ACTIVITY #5 – Modify a Business Rule for Hire/Rehire to Default Field attributes.

In this activity, you will be reviewing and making some changes in an existing rule in the *Trigger Rules for Hire/Rehire* scenario to hide some USA Country-Specific fields, and make a field required in the Hire Wizard.

Currently, the business rule is setting field attributes of some *globalInfo* USA fields as well as *jobInfo* USA fields when Event Reason is New Hire, and the Company country is USA



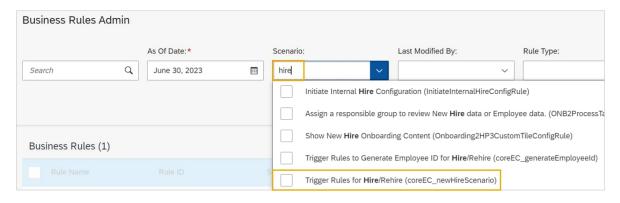
1. Navigate to Configure Business Rules using action search



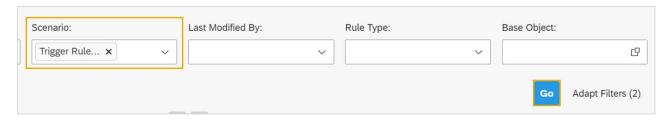
2. Clear the permit text from your previous search in Activity #1.



3. Select the *Scenario* filter, type **hire** and display all the associated results in the dropdown. Select the checkbox for the **Trigger Rules for Hire/Rehire** (coreEC\_newHireScenario)



4. Click away to set your selection. Select **Go** to start the search.



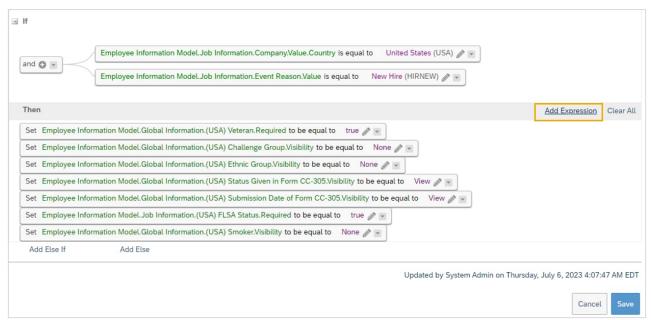
5. Select the Hire\_BR\_Fields\_USA Business Rule, already assigned.



6. Select Take Action > Make Correction



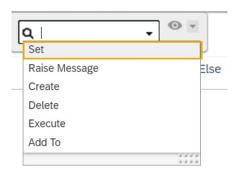
Scroll down to the Then section (statements) and hover over in that area to display the Add Expression option.



8. A new row will be added. Select the pencil icon to add a new expression.



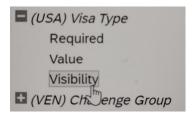
9. Select Set on the Select Output Type dropdown list



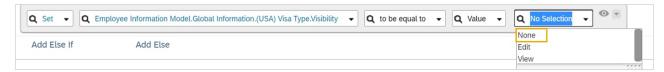
10. In the Select Left Expression, expand Global Information, selecting the icon



11. Within the Global Information fields, scroll down all the way to locate the (USA) country specific fields. Select for the last available field (USA) Visa Type to expand options to set field attributes. You will select *Visibility*:



12. As the last step, select in the drop down located on the right, **None** as the visibility:



- 13. Select Save to save changes in the Business Rule
- 14. The new statement included in the rule will hide the *Visa Type* field in the Global Information when Country of employment is United States, and the Event Reason is New Hire.

Set Employee Information Model.Global Information.(USA) Visa Type.Visibility to be equal to None

In this activity, you have successfully added a new expression in the existing business rule to set field attributes in the Hire Wizard, to hide one of the Country Specific fields for USA, not relevant when hiring an employee.

### LAB ACTIVITY #6 – Verify a Cross Entity Business Rule will add a new pay component when location changes.

In this activity, you will be testing a Cross-Entity business rule and verify the system creates a new pay component in Compensation Information as an annual relocation bonus to cover financial expenses.

This rule below will create a new Relocation Bonus pay component for a value of 10000 USD if the location changes to San Francisco (USA). This rule is already assigned as *onChange* event type in the location hrisfield.

<u>NOTE</u>: The *onChange* event type for Cross Entity scenario can be tested in Manager Self-Service (MSS), selecting **Change Job and Compensation Info** from the Actions menu, but it is required to select both Job Information and Compensation Information for this rule to work.





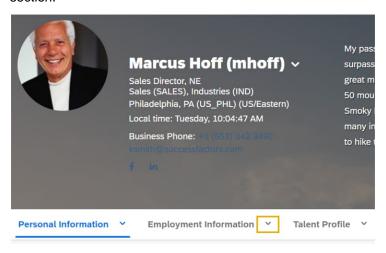
1. Type Marcus Hoff in the actions and people search.



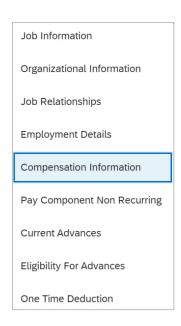
2. Select Marcus Hoff to navigate to the Employee File.



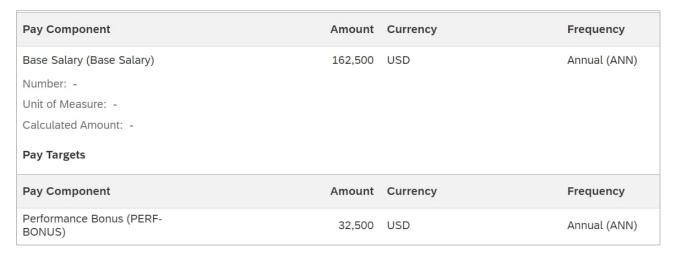
3. In the Employee File, select the option to expand the subsections in **Employment Information** section.



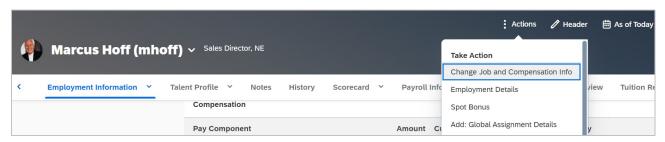
4. Select Compensation Information



5. Review the Compensation Information of Marcus Hoff. Verify there is an Annualized Salary and 2 Pay Components: *Base Salary* (162.500 USD) and *Performance Bonus* (32.500 USD) which makes the Total Earning Opportunity (TEO) to be 195.000 USD.

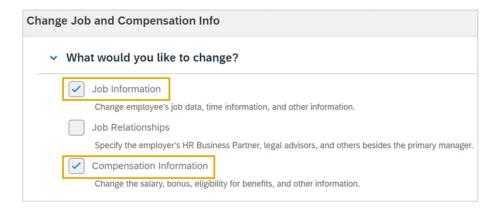


6. Select the Actions menu at the top of the page, and choose Change Job and Compensation Info

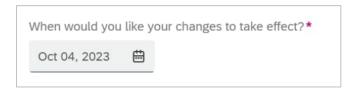


7. Select the checkbox for both Job Information and Compensation Information.

NOTE: Select both, this is very important, otherwise, the *onChange* rule will not work.



8. Select Today's date as the effective date.



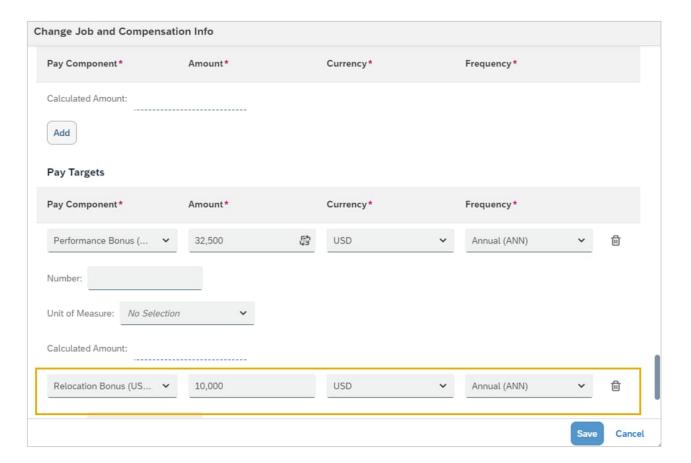
**9.** In the Organization Information, find the Location field and select the dropdown list to change the current location *Philadelphia*, *PA (US\_PHL)* to **San Francisco**, **USA (US\_SF)**.



10. Scroll down to the Compensation Information and notice the Total Earning Opportunity (TEO) is being increased by +10000 USD, to a total of 205.000 USD.



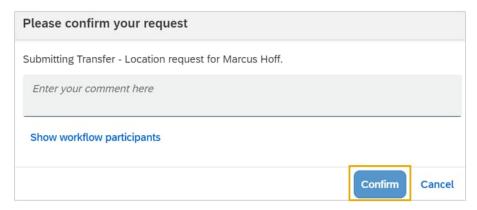
11. Continue scrolling down and check the Pay Targets, where the Performance Bonus is shown. Verify a new pay component Relocation Bonus (US\_REL) with a value of 10000 USD and a frequency Annual (ANN) has been created in the Compensation Information when location changed. This additional bonus has increased the TEO value from the previous step.



12. Save changes.



13. Notice a Workflow will be submitted to approve the Transfer – Location of the employee. Select **Confirm**.



**NOTE**: It is not necessary to complete the approval workflow this time. The purpose of the activity is to test the *onChange* Cross-Entity rule which was fulfilled on the previous steps.

In this activity, you have successfully tested a cross entity business rule between Job Information and Compensation Information, that will be creating data (new Pay Component) in Compensation Information when location field in Job Information is changed in MSS.

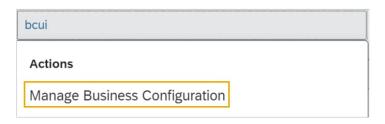
### LAB ACTIVITY #7 – Add a Custom FO field to a Position to Job Information propagation rule.

The organization has created a new Custom Foundation Object (Sub Department) to maintain a lower level of organization hierarchy with an association with their corresponding departments. Therefore, a custom field to store Sub Department has been created in Job Information.

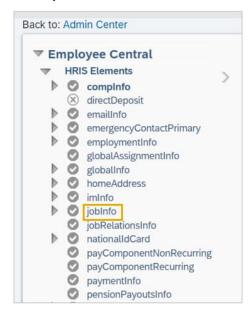
Position assignment (from hiring or employee changes) should propagate all the organizational, job and position-specific details into some of the equivalent fields in the Job Information. The Position object definition also includes a custom field to assign to the Sub Department.

In this activity, you need to modify the Position to Job Information data propagation rule, to make sure the Sub Department value is copied over the Job Information when a position is assigned.

1. Navigate to Manage Business Configuration using action search. You can type bcui



2. Select jobInfo from the left section.

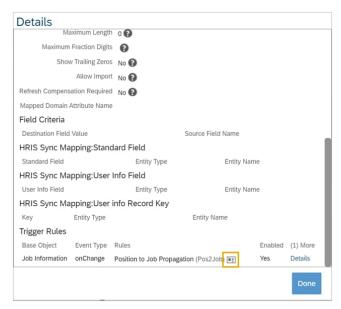


3. In the **HRIS Fields** section, locate the *position* field and select **Details**.

NOTE: You don't need to select *Take Action > Make Correction* at this step



4. Scroll down to *Trigger Rules* and select the card icon on the Position to Job Propagation (Pos2Job) business rule.



5. In the Business Rule Admin, select *Take Action > Make Correction* to make changes in the Business Rule.



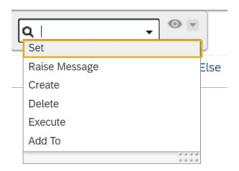
6. In the Then section of the rule, you can see all the statements to propagate data from Position to Job Information. Hover over the section to display an **Add Expression** link. Select this option.



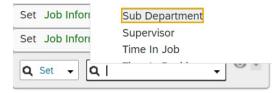
7. A new row will be added at the end. Select the pencil icon to add a new expression.



8. Select Set from the available rule actions.



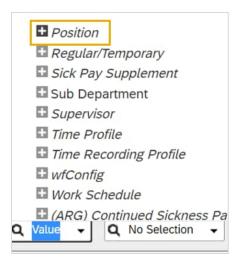
9. In the Select Left Expression drop down, select Sub Department



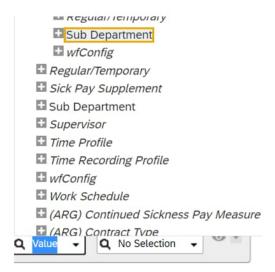
10. Leave the to be equal dropdown as-is and select the Value dropdown to continue.



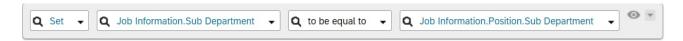
11. Locate Position and expand it to see its fields.



12. Select Sub Department (DO NOT EXPAND)



13. Verify the expression looks like this example:



- 14. Choose **Save** to save all your changes. Once saved, you can close the window that displays the business rule, to go back to the main screen.
- 15. Select *Done* to close the hris-field position details.



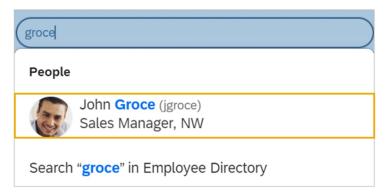


In this activity, you have successfully modified a business rule to propagate Position data to Job Information to add a propagation for the Sub Department value.

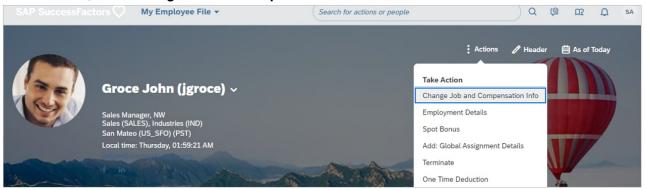
### LAB ACTIVITY #8 – Test propagation rule from Position to Job Information.

In this activity, you will initiate employee changes to complete a position assignment and verify the propagation of the organizational, job and position specific data from the Position record into the Job Information of the employee. The Sub Department value should also be auto filled based on the changes done in the previous activity, since the expression to set Sub Department in Job Information to be equal to the Sub Department in the Position was set in the business rule.

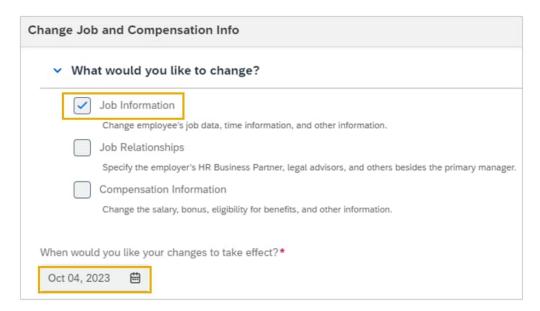
1. In the actions and people search, type *groce* and select the employee **John Groce** from the results, to navigate to their Employee File.



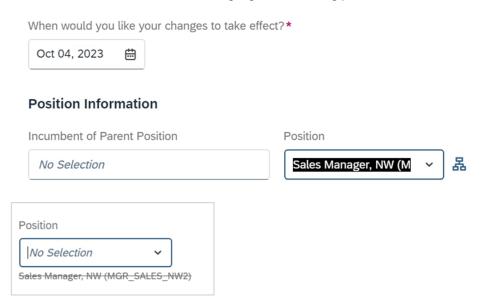
2. On the Actions, select Change Job and Compensation Info



3. Select **Job Information** and set **today's date** as the effective date (you can type **10042023** or select the date from the calendar).

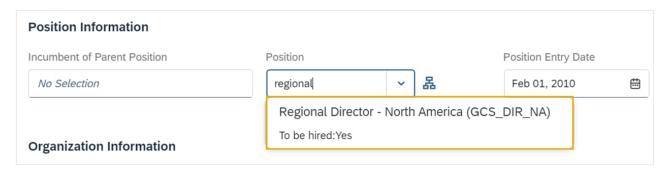


4. In the Position field, select once to highlight the existing position, and clear it.

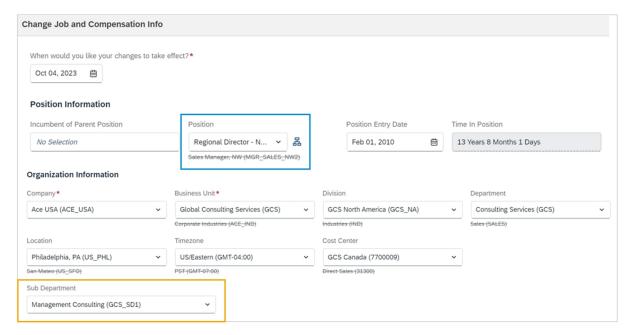


 Now, with the field empty, you can type *regional* and select the Regional Director - North America (GCS\_DIR\_NA) which is one of the vacant positions available.

**NOTE**: You can also search for the available positions using the dropdown option.



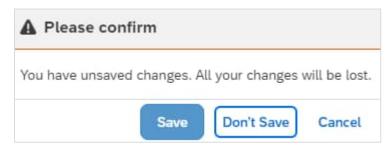
6. Verify how the propagation rule triggers and the field values are updated/added based on the new Position attributes. Notice the Sub Department field is also auto filled.



#### 7. Select Cancel



#### 8. Select Don't Save



In this activity, you have tested the propagation rule by completing a position assignment and verify if propagates the data from the Position, including the value of Sub Department that was added in the previous activity.

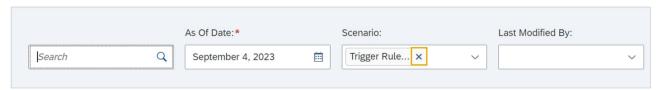
## **OPTIONAL ACTIVITY #9 – Change a Business Rule scenario** from Basic to application-specific.

In this activity, you will change one of your existing business rules created in Basic scenario to an application-specific scenario to better organize your rules and rule assignments.

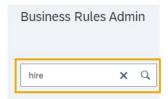
1. Navigate to Configure Business Rules using action search.



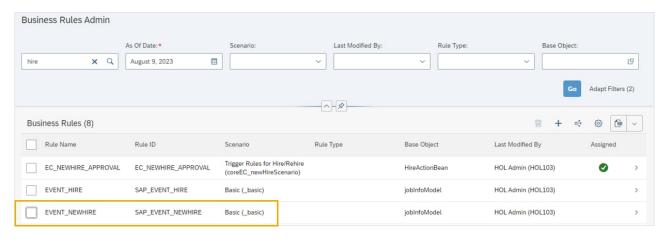
2. Clear the Scenario selected from a previous activity. Select the **X** to reset.



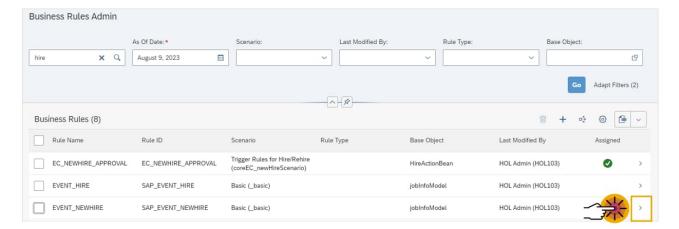
3. In the search field, type **hire** and select to search the business rule.



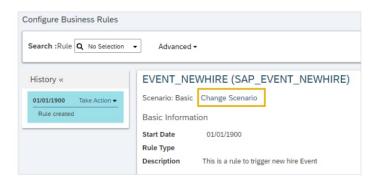
Select the EVENT\_NEWHIRE (SAP\_EVENT\_NEWHIRE) business rule from the results.
 Notice the rule is on the Basic scenario, and there is no guidance on the rule assignment (Assigned column is empty).



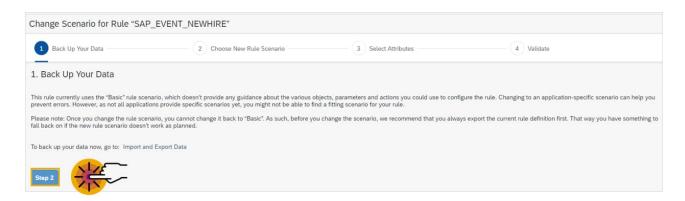
5. Choose the arrow on the right section or select the central area to open the rule details.



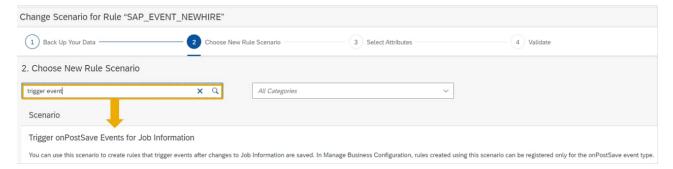
6. Select Change Scenario. A new navigation wizard will open.



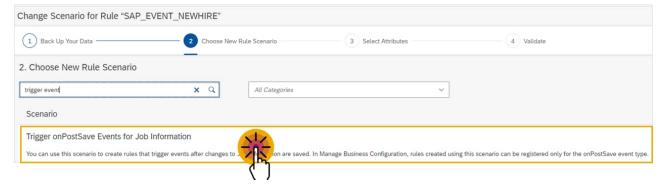
7. In the Back Up Your Data step, it is assumed the data has been backed up already to use the original business rule if things don't go as planned. Continue to the next step, selecting **Step 2** 



8. In the *Choose New Rule Scenario* step, type **trigger event**, to filter the available scenarios to select from. You should see one result "**Trigger onPostSave Events for Job Information.**"



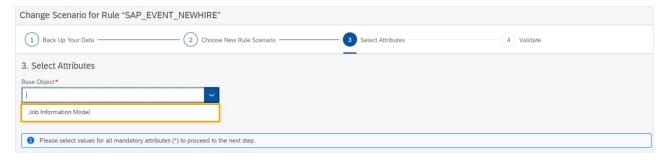
9. Select the scenario:



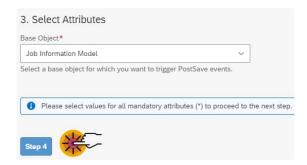
10. Select the Step 3 button that appears.



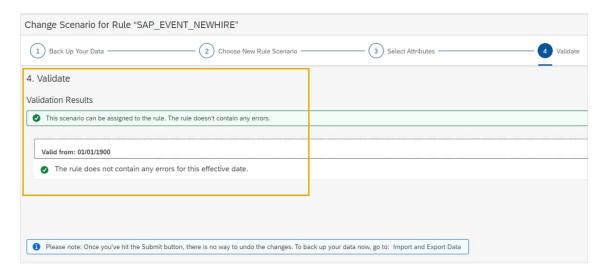
11. In the *Select Attributes* step, select the only option available as Base Object (**Job Information Model**).



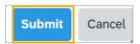
12. Select Step 4 to continue.



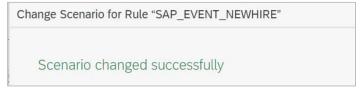
13. In the last Validate step, verify the validation results are correct and there are no errors in the rule.



14. Scroll down and select **Submit** to convert the rule from Basic into *Trigger onPostSave Events for Job Information* scenario.



15. You will see a confirmation that the Scenario has been changed successfully.



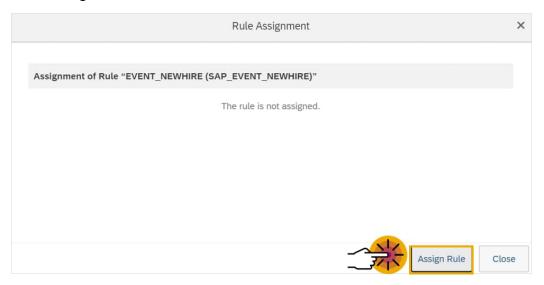
- 16. In the bottom right corner, choose **Done** to close this menu.
- 17. Verify the Business Rule displays now the specific scenario and the rule assignment. In this case, you can see the rule is NOT assigned yet, otherwise the "dot" would be checked.



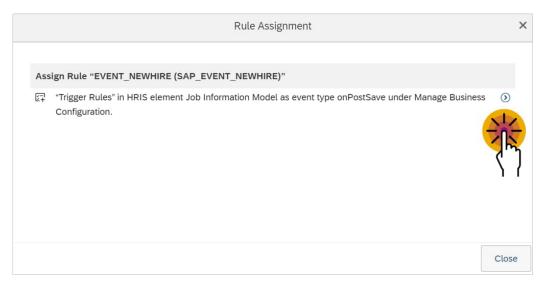
18. Select the "dot" to assign the business rule.



19. Select Assign Rule



20. Select the option *Open assignment page.* A new tab will be opened (do not close the other tab as you will need to navigate back later)



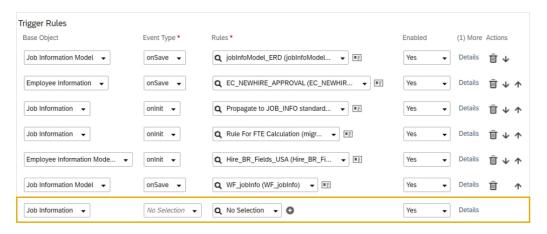
21. On the Manage Business Configuration page, select *jobInfo* from the HRIS Element list on the left side.



22. Select Take Action > Make Correction



23. Scroll down to the *Trigger Rules* section. You will add the rule assignment details at the end.



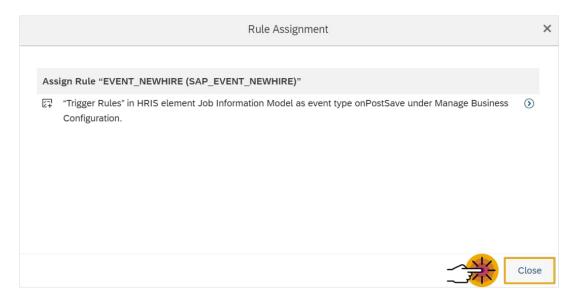
- 24. Add the following details:
  - Base Object: Job Information Model
  - Event Type: onPostSave
  - Rules: EVENT\_NEWHIRE (SAP\_EVENT\_NEWHIRE)
  - Enabled: Yes



- 25. Select **Save** to save changes. You may see a Confirm pop-up dialog with some automatic changes. Select **Confirm** to continue.
- 26. You can now close this tab or navigate to the other tab opened with the Business Rule Admin.



27. Close the Rule Assignment pop-up dialog.



28. Verify the rule is now assigned.

**♥** EVENT\_NEWHIRE (SAP\_EVENT\_NEWHIRE)

Scenario: Trigger onPostSave Events for Job Information Change Scenario

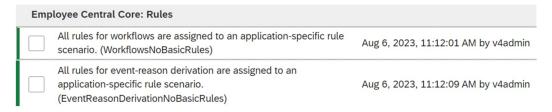
 $\bigcirc$ 

In this activity, you have successfully changed a business rule scenario from Basic to application specific. As a result of the change, you noticed the rule was not assigned and completed the assignment in Manage Business Configuration.

#### NOTE: Why did we change the scenario from Basic to Application Specific?

It is a best practice recommendation to switch to application specific scenarios whenever possible and create new rules using these scenarios rather than setting up the rule in Basic scenario.

- Your rules will be better organized. Although you can use the picklist Rule Type to classify the Basic rules, it is easier to filter by scenario when you have multiple rules in your instance.
- Basic rules do not offer guidance on rule assignment. As seen on this final activity, we couldn't determine that the EVENT\_NEWHIRE rule was assigned, unless we look into the place directly where it could be assigned.
- The new enhancement in 1H 2023 to export rules including their assignment information does only include this data in application specific rules, not the Basic rules.
- At a certain stage, the Basic rules might be deprecated. There are currently some checks in the Check Tool to mass change rules from Basic to application specific scenarios (only possible with Event Reason Derivation and Workflow rules).



In this hands-on lab, you have learned how to more easily create powerful business rules using scenarios to drive changes in the SAP SuccessFactors Employee Central solution www.sap.com.

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