

FAQ:

Q: What is the SAP SuccessFactors Human Experience Management Suite ? A:

The SAP SuccessFactors Human Experience Management (HXM) Suite is a tool that places people at the heart of an organization. It is designed to boost engagement, motivation, and productivity by providing employees with the right resources.

Q: What are the main features of the 1H 2023 release of the SAP

SuccessFactors HXM Suite? A: The 1H 2023 release includes features like Dynamic Teams, the SAP SuccessFactors Opportunity Marketplace solution, Microsoft Teams Integration, offline mobile access to learning courses, a pre-populated goal library, and more. It also has improvements in SAP SuccessFactors Work Zone and Configurable Employment.

Q: How does the Dynamic Teams feature work? A: Dynamic Teams allows employees to link objectives and key results (OKRs) to their personal performance goals. It also integrates with SAP SuccessFactors People Analytics, offering greater visibility into team compositions and progress tracking.

Q: What does the SAP SuccessFactors Opportunity Marketplace solution offer? A: This feature allows employees to search and filter opportunities based on growth portfolio attributes. It also recommends job postings from the SAP SuccessFactors Recruiting solution.

Q: How does the Microsoft Teams Integration improve the user experience? A: The Microsoft Teams Integration lets users trigger feedback actions directly from a Microsoft Teams message. It also allows starting a new Microsoft Teams chat from the employee quick card, thus streamlining the communication process.

Q: What enhancements does the SAP SuccessFactors Employee Central provide? A: The SAP SuccessFactors Employee Central introduces a configurable template for concurrent employment. It also includes many enhancements to localized country versions and an option to configure and create additional pay type codes.

Q: What are the additions to the SAP SuccessFactors Employee Central Payroll? A: The SAP SuccessFactors Employee Central Payroll has improved integration for advanced leave payments and better visibility into previously resolved alerts. It also allows linking to an external step directly from the payroll control center.

Q: How does the SAP SuccessFactors Employee Central Service Center improve the HR service delivery framework? A: The SAP SuccessFactors Employee Central Service Center displays related knowledge-base articles dynamically in the HR ticket view, helping users find solutions when logging a ticket. This reduces the number of common service requests and allows HR agents to focus on more complex cases.

Q: What are the enhancements in Time Management Solutions? A: The Time Management Solutions offer a new user interface for work schedules and the

ability to define rest periods between a clock out and clock in for shifts. It also provides greater visibility into the planned and temporary work schedules of employees.

Q: How does the SAP SuccessFactors Opportunity Marketplace help employees? A: The SAP SuccessFactors Opportunity Marketplace allows employees to search and filter opportunities based on their growth portfolio attributes. It helps them find relevant growth opportunities that align with their skills, competencies, and aspirations.

Q: What is new in the SAP SuccessFactors Work Zone? A: The SAP SuccessFactors Work Zone now includes nine home page cards, allowing users to leverage existing to-do and engagement content directly within their workspaces. This feature helps streamline task completion from a single place.

Q: What improvements are there in SAP SuccessFactors Recruiting? A: SAP SuccessFactors Recruiting now allows recruiters to attach a new selection of skills and competencies to job requisitions. This supports a skills-based approach to hiring and helps improve consistency across the organization. It also has extended the list of job board integrations available in the job board marketplace.

Q: What is Talent Intelligence Hub?

A: Talent Intelligence Hub is a centralized library that allows organizations to maintain skills and other people attributes critical for success. It allows people in the organization to access and add these attributes to their unique repository called the Growth Portfolio.

Q: When will Talent Intelligence Hub be generally available?

A: Talent Intelligence Hub is currently available for Early Enthusiasts in Upgrade Center and will be generally available in the second half of 2023.

Q: Is there an additional license cost for Talent Intelligence Hub?

A: No, Talent Intelligence Hub is included as part of the SAP SuccessFactors Platform and does not require an additional license.

Q: How does Talent Intelligence Hub replace the Center of Capabilities?

A: The Center of Capabilities is being replaced by Talent Intelligence Hub. The Capabilities Portfolio is replaced with the Growth Portfolio, and the Capabilities Library is replaced with the Attributes Library.

Q: What are the key components of Talent Intelligence Hub?

A: The key components of Talent Intelligence Hub are the Growth Portfolio, Attributes Library, and Skills Ontology.

Q: What is the Growth Portfolio?

A: The Growth Portfolio is a user interface that displays all the skills,

competencies, and other attributes that the system knows about a person based on their current Job Profile. Employees can add or reject recommended skills, assign proficiency levels, and set a passion flag for important attributes.

Q: What is the Attributes Library?

A: The Attributes Library is a repository of all the attribute types that an organization wants to collect and expect in their people. It includes skills, competencies, certifications, education, aspirations, and mindsets.

Q: What is Skills Ontology?

A: Skills Ontology is a dynamic collection of skills sourced from industry and government organizations. It helps in extracting new skills and understanding their relationships in the global job market.

Q: How can I get ready for Talent Intelligence Hub?

A: It is recommended to have Job Profile Builder configured with job families and roles for effective use of Talent Intelligence Hub. Mapping competencies, skills, and attributes to job profiles will enhance talent management, recruiting, and learning processes. However, even without a complete job architecture, customers can still gain transparency into skills and attributes of their people.

Q: What is the process of enabling Talent Intelligence Hub?

A: The process of enabling Talent Intelligence Hub involves migrating competencies from Job Profile Builder, maintaining skills in the Attributes Library, and making necessary configurations. Detailed steps can be found in the official documentation on the SAP Help site

Q: What is the recommended upgrade strategy to Talent Intelligence Hub?

A: The recommended upgrade strategy involves completing the migration process and upgrading to Talent Intelligence Hub. It is advisable to work with an implementation partner or consultants for additional support and to refer to the SAP Help portal for configuration details.

Q: How does Talent Intelligence Hub interact with other SAP SuccessFactors modules?

A: Talent Intelligence Hub has interactions with other modules in the SAP SuccessFactors HXM Suite. These interactions include talent management, recruiting, learning, and more. For detailed information, refer to the Road Map Explorer and SAP Help Release documentation.

Q: Where can I stay updated on the latest features and roadmap for Talent Intelligence Hub?

A: You can stay updated on the latest features and roadmap for Talent Intelligence

Hub by visiting the SAP SuccessFactors Customer Corner on the SAP Community page and by referring to the SAP Road Map Explorer.

Q. What is the SAP Store?

A. The SAP Store

1. Is a **consolidated marketplace** to discover **SAP and partner solutions** with a single search that is more flexible and intelligent than ever.
2. Has over 1800 apps that are SAP and partner-built solutions across all product lines and industries
3. Is Gateway to 440,000 SAP customers and SAP's sales force

Q. What is the SAP SuccessFactors Innovation Strategy?

A. The SAP SuccessFactors Innovation Strategy has four pillars

1. **Build** - Innovate existing solutions, and extend with new capabilities
2. **Acquire** - Acquire unique and targeted capabilities that complement our existing solutions
3. **Partner** - Team with a selected number of best-in-class vendors
4. **Extend**- Facilitate and encourage an ecosystem

Q. SAP Solution Extensions for Human Resources

A.

1. Partner selection is rigorous, and initiated by SAP only
2. SAP is the single point of contact during all phases of the technology lifecycle
3. SAP brands and owns the solution extension, which is also integrated into the SAP product road map

Q.What are some examples of SAP Solution Extensions

A.

- SAP Absence and Leave Management by WorkForce Software
- SAP Time and Attendance Management by WorkForce Software
- SAP Workforce Forecasting and Scheduling by WorkForce Software
- SAP Signature Management by DocuSign
- SAP U.S. Benefits Administration by Benefitfocus
- SAP U.S. Benefits Administration by Benefitfocus for healthcare spend insights
- SAP Content Stream by SkillSoft
- SAP SuccessFactors Document Management by OpenText
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Q: What is OpenText in relation to SAP?

A: OpenText is a company that provides Enterprise Information Management

software. It offers several solutions on the SAP Store, including OpenText Extended ECM for SAP Solutions, which helps organizations manage and archive their SAP data.

Q: What is DocuSign and how does it integrate with SAP?

A: DocuSign is a company that provides electronic signature technology and digital transaction management services. Its solution available on the SAP Store, DocuSign for SAP Solutions, allows users to send, sign, and manage documents directly from their SAP applications.

Q: Can you tell me about Benefitfocus and its offerings on the SAP Store?

A: Benefitfocus is a cloud-based benefits management platform for employers and insurance carriers. Its solution on the SAP Store, Benefitfocus MarketPlace for SAP, provides an integrated benefits shopping, enrollment, management and industry-standard data exchange solution.

Q: What is Eightfold and how does it integrate with SAP?

A: Eightfold is an AI-driven talent acquisition and management platform. Its solution on the SAP Store, Eightfold Talent Intelligence Suite, uses AI to help companies find, recruit, and retain top talent. It integrates with SAP's SuccessFactors to enhance HR processes.

Q: Can you tell me about Paradox and its offerings on the SAP Store?

A: Paradox is an AI platform that assists in recruitment and HR processes. Its solution on the SAP Store, Paradox for SAP SuccessFactors, provides a conversational AI platform for talent acquisition and management, integrating seamlessly with SAP SuccessFactors.

Q: What is Beamery and how does it integrate with SAP?

A: Beamery is a talent engagement platform. Its solution on the SAP Store, Beamery Talent Engagement Platform, helps companies attract, engage, and retain talent. It integrates with SAP's SuccessFactors to enhance HR processes.