



Employee Central to Exchange

Integration Guide Event Driven Integration

Version 4.3

Document Control

Document ID	Implementation Guide EC-Exchange Event Driven Integration
Document Owner	Product Cloud Integrations Team
Distribution	Strada Enterprise Products Community
Issue Date	May 2025
Last Saved Date	May 2025

Version Control

Version	Description	Release Date
1.0	New document.	All document
1.1	Update notes on unsupported scenarios	2.2
2.0	Update branding and changes related to Exchange release (13 and 14)	All document
3.0	Update on the workaround to resend failed EDI event. Typo onSave / onPostSave	Section 2.2,3.1.2
4.0	Rebranding of SCPI to Cloud Integration	April 2021
4.1	Rebrand to Alight	June 2021
4.2	Rebrand to Strada	October 2024
4.3	Add item to Troubleshooting section	Section 4.3

Summary of Changes

Item Number	Change Description	Chapter/Section
1.0	New document.	All document
1.1	Update notes on unsupported scenarios	2.2
2.0	Update branding and changes related to Exchange release (13 and 14)	All document
3.0	Update on the workaround to resend failed EDI event. Typo onSave / onPostSave	Section 2.2,3.1.2
4.0	Rebranding of SCPI to Cloud Integration	April 2021
4.1	Rebrand to Alight	June 2021
4.2	Rebrand to Strada	October 2024
4.3	Add item to Troubleshooting section	May 2025

Introduction

This implementation guide enables the configuration needed in both Employee Central and SAP Cloud Integration for the interfacing of Event Driven Integration to Exchange.

Related documents

All related documents can be found in [Strada Help Center](#).

Copyright and Trademarks

The contents of this document and all associated computer programs and documentation are copyrights and may not be reproduced without the written permission of Strada. Some sections may refer to statutory regulations or requirements. This document is not a substitute for official forms of notification or information, nor is it a definitive statement of the law or intended to form a binding contract.

© 2024 Strada. All rights reserved.

Table of Contents

Table of Contents	5
1 Introduction	7
2 Integration Overview	8
2.1 Supported Scenarios in Employee Central	8
2.2 Unsupported Scenarios	8
2.3 Prerequisites and Considerations	9
2.3.1 Employee Central	9
2.3.2 SAP Cloud Integration	9
2.4 Technical Process Flow	10
3 Configuration	11
3.1 Employee Central Configuration	11
3.1.1 Configuration of the business rules	11
3.1.2 Manage Business Configuration	13
3.1.3 Integration Center	14
3.1.4 Intelligent Service Center	16
3.2 Configuration of the Event Driven Integration package in Cloud Integration	18
3.2.1 Packaged Integration - SF EC Event Driven via ISC to Exchange	18
3.2.2 Package integration SF EC Payroll integration to exchange	20
3.3 Exchange Configuration	21
4 Troubleshooting	22
4.1 Problem 1: New event for EDI did not trigger notification to Exchange	22
4.2 Problem 2: Execution in Integration Center failed for EDI related integration.	24
4.3 Problem 3: Integration flow in Cloud Integration failed with error.	24
5 References	26

1 Introduction

This document covers the configuration of Event Driven integrations from Employee Central to Exchange. It is leveraging the Integration Center and Intelligent Service Center capabilities in Employee Central. Clients expect real-time integrations between systems and Strada is supporting this is possible. Implemented for over a year with Workday, Strada is now ready to also deliver this for selected scenarios when EC is used.

The main benefit is that it eliminates the waiting time for new hires, terminations, rehires to show up in Exchange before further actions can be performed on the employee such as entering tax and social security data. So rather than pulling EC for changes every 15 minutes, this approach pushes the new hire to Exchange upon completion of the process and its workflow.

Business rules can be tweaked to ensure that only hires relevant for Strada would use this new way of integration.

SAP has not activated event driven integration for all EC portlets, but it is enabled for the life cycle events like hire, termination, rehire, global assignment and concurrent employment.

Once SAP enables more events, Strada would add the support for it.

2 Integration Overview

2.1 Supported Scenarios in Employee Central

1. Real time integration via Intelligent Service Center for hire, termination, rehire events.
2. Adhoc run through the standard package in case EDI through ISC is not working as expected. It is recommended that another copy/instance of the standard package is created for ad-hoc execution.
3. Standard package not sending the events twice to Exchange when EDI is enabled.
4. Support hire for fixed term. A fixed term hire is a person with a predefined termination date upon the hiring. This is different from the process where you would enter the termination at a later stage.
5. Support rehires with new employment. This feature from Employee Central enforces new employment in case of a rehire. This means if a terminated employee changes from one legal entity to another, then Employee Central now requires a rehire with new employment rather than a job change.
6. Ensures correct approver ID for direct reports under a manager in concurrent employment when hire is triggered via EDI.

2.2 Unsupported Scenarios

Following scenarios related to EDI employment are not supported as of Exchange:

1. Error handling and notification when events failed in Exchange.
Workaround: Existing monitoring best practice in Exchange.
2. Resending of failed events after correction.
Workaround: Perform required correction in SuccessFactors. Once done EDIT the job information of the EDI event (hire, termination, rehire) and update the job info note field and SAVE. This will retrigger the EDI processing and will resend the corrected record to Exchange.

3. Top of the stack. This is a known limitation of the package integration in which the compound employee API returns only the last changed record. So, in case of multiple job info changes on the same day, only the last record change is sent to Exchange. In EDI, though the event is sent to Exchange immediately, this limitation is still possible when hire for instance is parked for approval and changes are performed prior to approval.

Workaround: Ensure that succeeding changes after the EDI related event are performed when the event has been interface to Exchange.

In the majority of the business processes, the above limitations should not have an impact.

2.3 Prerequisites and Considerations

2.3.1 EMPLOYEE CENTRAL

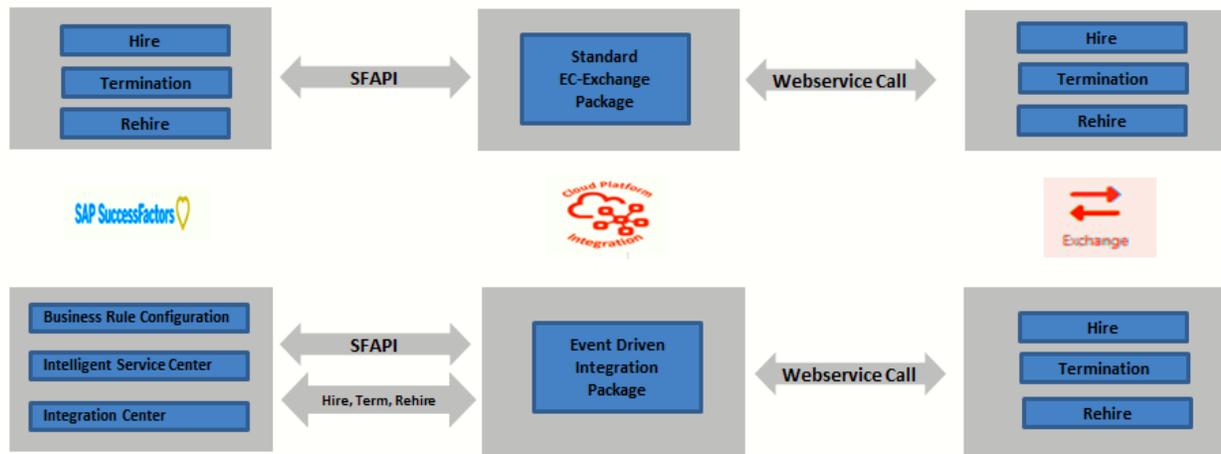
- Intelligent Service Center and Integration Center should be activated and enabled.
- The consultant must be familiar with configurations and has experience in Intelligent Service Center, and Integration Center and troubleshooting integrations. Please check with your SuccessFactors Employee Central functional team for support.
- Event reasons for standard events for hire, termination, and rehire are maintained.

2.3.2 SAP CLOUD INTEGRATION

- The client must have an existing operational production and test Cloud Integration tenants for integration with Strada.
- The consultant performing the configuration steps must be familiar with Cloud Integration and execution and monitoring of packaged installations.

2.4 Technical Process Flow

The event driven flow is visualized below and shows that a business rule triggers an event for hire, termination, and rehire. The events are picked up by the Intelligent Service Center with source flow define in Integration Center. The configured integration from the Integration Center then makes a web service call to the Strada Event Driven Integration iflow in Cloud Integration. This iflow then sends the employee's hire, termination, ad rehire records over to Exchange.



Results in Exchange

Event in Employee Central	Exchange
Employee Hire	<ul style="list-style-type: none"> Employee hired with hire reason = event reason for standard hire event. The creation of hire record is delivered via ISC in real time or via the regular run of the standard package.
Employment Termination	<ul style="list-style-type: none"> Employee terminated with termination reason = event reason for standard termination event. The creation of termination record is delivered via ISC in real time or via the regular run of the standard package.
Employee Rehire	<ul style="list-style-type: none"> Employee rehired with hire reason = event reason for standard rehire event. The creation of rehire record is delivered via ISC in real time or via the regular run of the standard package.

3 Configuration

It is possible to deviate from the configuration steps below e.g., aligning naming convention in line with existing policies.

3.1 Employee Central Configuration

This section describes the configuration steps in Employee Central, Intelligent Service Center, and Integration Center to set-up the event driven integration.

3.1.1 CONFIGURATION OF THE BUSINESS RULES

Required business rules for Strada's event driven integration have been exported and made available in this guide so that it can be conveniently imported to a target SuccessFactors instance of a customer. This would reduce the numerous manual actions which can lead to errors and at the same time ensures ease, fast, and reliable implementation.

Procedure:



Strada_BusinessRules
_EDI.csv

1. Download Strada Business Rule for EDI (.csv)
2. Navigate to the Admin Center. In the Tools search field, type Import and Export Data.

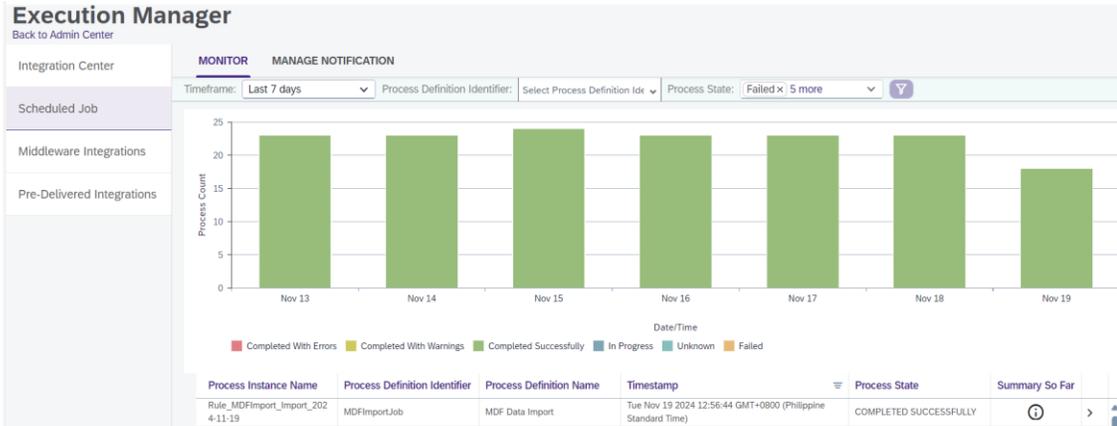
3. *** Select the action to perform**

4. Choose CSV and set *** Select Generic Object**

5. Upload the csv file from step 1 *** File** NGA_Busines...les_CE.csv

6. Keep other field inputs as is and

7. After Import go to Execution Manager



8. Navigate to Configure Business Rules and search for the newly imported rules for EDI:

The screenshot shows the 'Business Rules Admin' interface. At the top, there are search filters: 'exchange', 'As Of Date: November 19, 2024', 'Scenario', 'Last Modified By', 'Rule Type', and 'Base Object'. Below the filters is a table of business rules:

Rule Name	Rule ID	Scenario	Rule Type	Base Object	Last Modified By	Assigned
<input type="checkbox"/> Exchange_ISC_Hire	Exchange_ISC_Hire	Basic (_basic)		jobInfoModel	Angelito Bestante (bestantea)	>
<input type="checkbox"/> Exchange_ISC_Rehire	Exchange_ISC_Rehire	Basic (_basic)		jobInfoModel	Angelito Bestante (bestantea)	>
<input type="checkbox"/> Exchange_ISC_Term	Exchange_ISC_Term	Basic (_basic)		jobInfoModel	Angelito Bestante (bestantea)	>

9. Open Exchange_ISC_Hire. Ensure that event reason value corresponds to event reason for standard event hire.

`Job Information Model.Event Reason.Value.Event` is equal to `Hire (25717)`

If not, edit the IF expression and select the correct event reason as the code varies among EC instances. Once done **Save**. Ensure that event reason value also corresponds to event reason for concurrent employment to exclude hires with event reason related to concurrent employment.

`Job Information Model.Event Reason.Value` is not equal to `Concurrent Employment (CS_ConcurrentEmployment)`

If not, edit the IF expression and select the correct event reason as the code varies among EC instances. Once done .

10. Open Exchange_ISC_Term. Ensure that event reason value corresponds to event reason for standard event termination.

`Job Information Model.Event Reason.Value.Event` is equal to `Termination (25710)`

If not, edit the IF expression and select the correct event reason as the code varies among EC instances. Once done .

11. Open Strada_ISC_Rehire. Ensure that event reason value corresponds to event reason for standard event termination.

`Job Information Model.Event Reason.Value.Event` is equal to `Rehire (25719)`

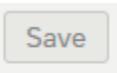
If not, edit the IF expression and select the correct event reason as the code varies among EC instances. Once done .

3.1.2 MANAGE BUSINESS CONFIGURATION

Procedure:

1. Navigate to the Admin Center.
2. In the Tools search field, type *Manage Business Configuration*.
3. Click jobInfo left section of the screen.
4. Create the following trigger rules with base object = Job Information Model; Event Type = onPostSave and rule = newly created rule for CE

Job Information Model	onPostSave	Exchange_ISC_Hire (Exchange_IS...	Yes	Details	🗑️	⬇️	⬆️
Job Information Model	onPostSave	Exchange_ISC_Term (Exchange_I...	Yes	Details	🗑️	⬇️	⬆️
Job Information Model	onPostSave	Exchange_ISC_Rehire (Exchange_...	Yes	Details	🗑️		⬆️

5. 

3.1.3 INTEGRATION CENTER

Required integrations for Strada's event driven integration have been exported from Integration Center through export Integration Definition and made available in this guide so that it can be conveniently imported to a target SuccessFactors instance of a customer. This would reduce the numerous manual actions and effort especially the demanding steps on calculated URI which can lead to errors. This ensures ease, fast, and reliable implementation.

Procedure:

1. Download Strada Integration Center Definition for Event Driven Integration (EDI) (.icd)



2. Navigate to the Admin Center.
3. In the Tools search field, type **Integration Center**. Click **My Integrations**.

4.  and select 

5. Upload the .icd file for CE New from step 1



6. Screen is automatically redirected to .



7. Go to . The **Destination Settings** contain the parameters for calling the Cloud Integration components which in turn fetch the employee records in real-time from SuccessFactors Employee Central. The Rest API URL consists of the Cloud Integration endpoint for the client and the published package.

- **REST API URL:** *https://host /http/EventDrivenEx/*?*

Where

- *host* is the URL of your Cloud Integration landing page e.g. the hostname is p0461-iflmap.hcisbp.eu1.hana.ondemand.com
 - **/http** (constant)
 - **/EventDrivenEx/** will depend on the parameter input for address in sender connection for the EDI iflow in Cloud Integration
 - The */*?* at the end will allow you to define more parameters should there be a need to
- **Authentication:**
 - Authentication Type: Basic Authentication or OAuth (recommended)
 - Authorization to ESBMessaging.send is required. If the user is not authorized, then the executions will fail with error 403. The authentication can be tested by opening the “REST API URL” in a browser and provide the credentials.
 - **Calculated URI**

- Click  **Calculated URI**
- Check  **Calculation Trace** . Navigate using   Check parameter values are calculated correctly. Screenshot of correct result of calculated URI:

  Record 0 (seqNumber:1,startDate:2010-01-01T00:00:00.000Z,userId:9036)
Field Value = [value:PersonId=] Concatenate/Append [Text to Append value:9036 path:employmentNav/personIdExternal] Concatenate/Append [Text to Append value:&SnapshotDate=] Concatenate/Append [Text to Append value:&Event=] Concatenate/Append [Text to Append value:EDIHire] ==> PersonId=9036&SnapshotDate=2010-01-01&ModDate=2016-05-30T08:00:23.000Z&Event=EDIHire

8.  **Save**

9. Go to  (Review and Run). Click  to test the integration.

a. Check Last Run Time

Last Run Time: Wed Jul 17 2019 12:37:15 GMT+0800 (Singapore Standard Time)   by clicking on refresh button. Once the execution completes successfully a green check is displayed. Click the link to render the Execution Manager which displays the event details:

Wed Jul 17 2019 12:37:15 GMT+0800 (Singapore Standard Time)  

Execution Manager

[Back to Admin Center](#)

Integration Center  Event Details

Scheduled Job

Middleware Integrations

Process Instance Name: NGA GA Start - Version 15 Process Instance ID: 158190

Event Name	Event Description	Event Type	Created Date
endJob	End execution of job [jobExe...	END	Wed Jul 17 2019 12:37:48 G...
Raw data Log	Attached is raw data output ...	INFO	Wed Jul 17 2019 12:37:20 G...
Integration Process Info	Calling REST destination UR...	INFO	Wed Jul 17 2019 12:37:19 G...
Page 1	1 records processed in 00 mi...	INFO	Wed Jul 17 2019 12:37:19 G...
Raw data Log	Attached is raw data output ...	INFO	Wed Jul 17 2019 12:37:18 G...
Query	mainEntityName : EmpJob, e...	INFO	Wed Jul 17 2019 12:37:16 G...
startJob	Start execution of job [jobEx...	START	Wed Jul 17 2019 12:37:15 G...

10. Repeat steps 2 to 9 for termination and rehire.

3.1.4 INTELLIGENT SERVICE CENTER

This section describes how to configure events for Event Driven Integration in Intelligent Service Center (ISC).

Procedure:

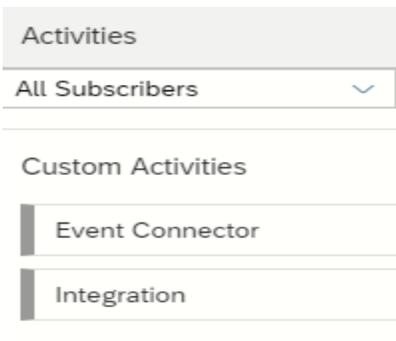
1. Navigate to the Admin Center.
2. In the Tools search field, type *Intelligent Service Center*.
3. Search for "Employee Hire".

All Events		
	Sort by: Events Raised	Past 7 days
Search events ...		
Event	Publisher	Events Raised
Employee Hire This event is raised when a new worker is created with a specified start date.	Employee Central	40

4. Click Employee Hire.

5. In the left menu click **Flow 1** and . Rename the flow e.g. IC_EDI_Hire

6. In the right menu under Activities -> Custom Activities click Integration



7. Select the integration for hire (Exchange ISC-Hire) created in Integration Center

under **My Integrations** and click **Add Integration**

8. Set timing to **TIMING**
When event is published

9. Save the flow 

10. Repeat step 3 to 9 for Employment Termination and Employee Rehire.

3.2 Configuration of the Event Driven Integration package in Cloud Integration

There is an Artifact for event driven integration introduced together with the standard package.

<input type="checkbox"/>	Packaged Integration - SF EC Event Driven via ISC to Exchange Replicate life cycle events in real time from Employee Central to Exchange through Intelligent Service Center. Modified	Integration Flow	24.11.0		>
--------------------------	--	------------------	---------	---	---

- Integration Flow **Packaged Integration - SF EC Event Driven via ISC to Exchange** is triggered via Intelligent Service Center to send hire, termination, rehire and concurrent employment records to Exchange in real time. This is the iflow called by the configurations in Intelligent Service Center and Integration Center mentioned in previous section.
- The standard package, **Package Integration - SF EC Payroll Integration to Exchange**, supports that hire, termination, and rehire events flows to Exchange only once when EDI is enabled. This is achieved by a new parameter which determines if the integration suppress creation of event driven scenarios.

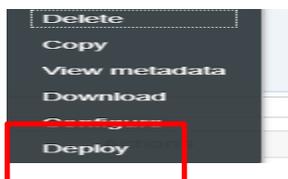
3.2.1 PACKAGED INTEGRATION - SF EC EVENT DRIVEN VIA ISC TO EXCHANGE

Procedure:

1. Go to the iflow and click Action.

<input type="checkbox"/>	Packaged Integration - SF EC Event Driven via ISC to Exchange Replicate life cycle events in real time from Employee Central to Exchange through Intelligent Service Center. Modified	Integration Flow	24.11.0	
--------------------------	--	------------------	---------	---

2. Click Configure.



- Go to Sender Tab. **Sender Tab** is the configuration of external call endpoint. The endpoint will be generated after deploying the Artifact. From Cloud Integration tenant main page go to Monitor -> Manage Integration Content. Find the integration content for CE through ISC. The Endpoint value will be use as input to the REST API URL in Integration Center.

By default, the address parameter is set to /EventDrivenEx/*.

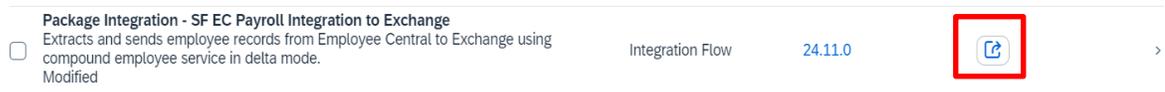
- Go to **Receiver**. Receiver Tab like the standard package contains the configuration of SF Instance, Exchange web service and Mail Adapter. Use Exchange web service endpoint provided by Strada customer project team.
- Go to **More** tab. Supply the value for the following parameters. These parameters are similar to the existing parameters of the standard package.

- Once the setup is done, click **Save** and **Deploy**.

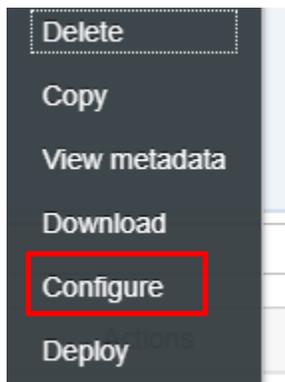
3.2.2 PACKAGE INTEGRATION SF EC PAYROLL INTEGRATION TO EXCHANGE

Procedure:

1. Go to the value mapping and click Action.



2. Click on Configure.



3. Go to **More** tab. Supply the value for EDI parameter.

Event Driven:

- 1 means EDI is configured in ISC and hire, termination, and rehire events are triggered via ISC and created in Exchange in real time. When this parameter is enabled, standard package suppresses processing of these events to avoid sending duplicate events in Exchange.
- 0 or blank means EDI is not configured. EDI events like hire, termination, and rehire are process by the regular run of standard package.

3.3 Exchange Configuration

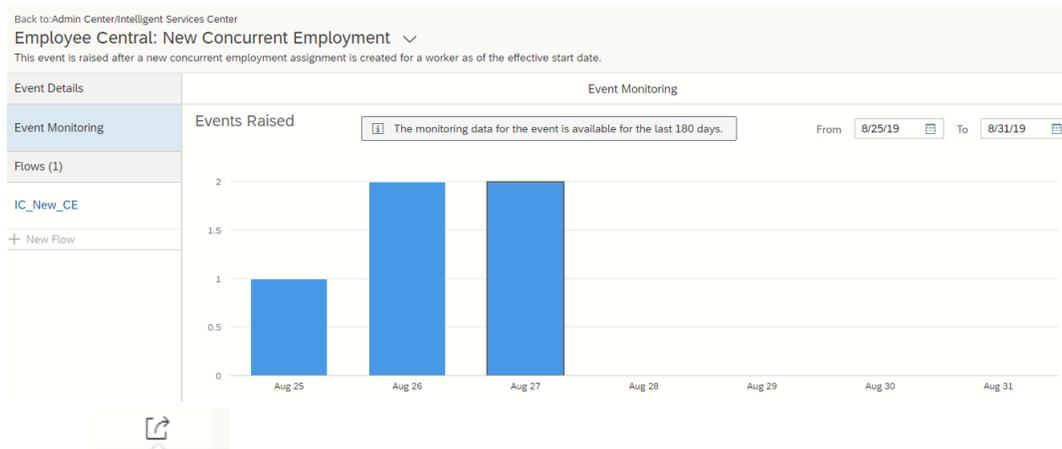
Configuration will also be required on the Exchange system for EC-Exchange EDI to work correctly. The configuration steps will be completed by the Strada project support team. A separate guide named **SAP SuccessFactors - Exchange - Integration - Customer Configuration** describes the necessary configuration steps. At a high level, the configuration step covers Exchange customer configuration mapping specific for EC-Exchange.

4 Troubleshooting

4.1 Problem 1: New event for EDI did not trigger notification to Exchange

Procedure:

1. Check in Intelligent Service Center that the event was triggered.
 - a. Go to Admin Center Navigate to the Admin Center.
 - b. In the Tools search field, type *Intelligent Service Center*.
 - c. Select the event.
 - d. Click Event Monitoring and navigate to the applicable date and time. If there are events triggered for the specified date and time, select the corresponding event to see if the flow was triggered. See sample screenshot below:



- e. Click [Show Details](#). Another screen is generated showing the Execution Manager and the details of the event. See sample screen below:

Execution Manager
Back to Admin Center

Integration Center ← Event Details

Scheduled Job Process Instance Name: NGA ISC-Hire - Version 5 Process Instance ID: 52f2f185-5b71-4195-b60d-d30d815c73ba-608cc2dc-da9d-4932-8a9e-730993e81607

Middleware Integrations ↓ ↺

Event Name	Event Description	Event Type	Created Date
Event	Event ended	END	Wed Aug 28 2019 20:56:09 GMT+0800 (SL...)
Integration Center Info	1 Records processing completed in 00 hrs ...	INFO	Wed Aug 28 2019 20:56:09 GMT+0800 (SL...)
Integration Process Info	Calling REST destination URL https://p046...	INFO	Wed Aug 28 2019 20:55:58 GMT+0800 (SL...)
Page 1	1 records processed in 00 mins 00 secs 00...	INFO	Wed Aug 28 2019 20:55:58 GMT+0800 (SL...)
Event	Event started	START	Wed Aug 28 2019 20:55:58 GMT+0800 (SL...)

2. If there are no events triggered in ISC, confirm that the business rules are correctly set.
 - a. Ensure to remove published rule with standard event for EDI.
 - b. Recommendation is to use Business Rule Execution Log as that will give detailed information on the decision-making process during the execution.
 - i. Go to Business Rule Execution Log.
 - ii. Click Create New Rule Trace and populate the required fields:

Rule Trace:

* Code

* Name

* Start Date

* End Date

Log

* Login User

Rules to be Logged (If Empty, All Rules Will be Logged)

- iii. Click Save
- iv. Once done with the execution of Add or End GA. Go to Business Rule Execution Log. Set Search to Rule Trace and select the trace you created. This will enable the log to be downloaded for tracing and analysis:

Rule Trace: 0814_Trace (0814_Trace)

- * Code 0814_Trace
- * Name 0814_Trace
- * Start Date 08/14/2019
- * End Date 08/15/2019

Log  Download  Delete

4.2 Problem 2: Execution in Integration Center failed for EDI related integration.

Procedure:

1. Perform validation steps in [4.1](#) to view the event details in Execution Manager in Integration Center
2. Based on the error, check if the error is related to credentials.
3. Perform manual execution (Run Test) via Integration Center.

4.3 Problem 3: Integration flow in Cloud Integration failed with error.

Procedure:

1. Check first the logs to see if the parameters were passed successfully to the iflow from EC.
2. Go to Cloud Integration->Monitor and open the message-id.
3. Go to Attachments and click on the Parameter:

Packaged Integration - SF EC Event Driven via ISC to Exchange

Last Updated at: May 13, 2025, 22:05:58

Status Properties Logs **Attachments** Artifact Details

Attachments

Entries (1)



Name	Type	Modified At	Size
Parameter:	text/plain	May 13, 2025, 22:05:12	1 KB 

Overview / Monitor Message Processing / Message Processing Log Attachments

Name: Packaged Integration - SF EC Event Driven via ISC to Exchange	Status: Completed	Processing Time: 45 sec 237 ms
Last Updated at: May 13, 2025, 22:05:58	Log Level: Info	

Log Parameter:

```
<parameter>
<event>EDIHire</event>
<lastmodifiedon>2025-05-13T14:05:06.000Z</lastmodifiedon>
<person_id_external>E00001168</person_id_external>
<snapshot_date>2025-05-13</snapshot_date>
</parameter>
```

4. If the parameter contains data, then investigate the iflow in trace mode. Otherwise check in SuccessFactors EC if the ISC and Integration Center are all set-up as expected.

5 References

Refer to the following published documents available in SAP Help Portal for SuccessFactors Employee Central:

[Managing Employment in Employee Central](#)

[Integration Center](#)

[Intelligent Service Center](#)