

PUBLIC

SAP Build Process Automation
Creation and Approval of Mass Job Requisition

Configuration & User Guide

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Change Log

Version	Date	Description
1.0.0	**October 17th, 2023**	**Document created**

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This document contains 3 sections. Each section covers different information about this template content package.

1. Overview: In this section, you will get quick overview of the use case, what are high-level components used and how the template works in nutshell. Prerequisite section provides information of different services of SAP Business Technology Platform that are required to use this template.
2. Configuration Guide: It contain sections which will guide you to setup your
   (a) SAP Business Technology Platform (BTP) Account with destination.
   (b) Import and configure the template using SAP Build Process Automation design studio.
3. User Guide: This section provides details about different artefacts that are used in this template like process definition, automations, forms, email notifications etc. to better understand how different capabilities are used in this template.

Note:

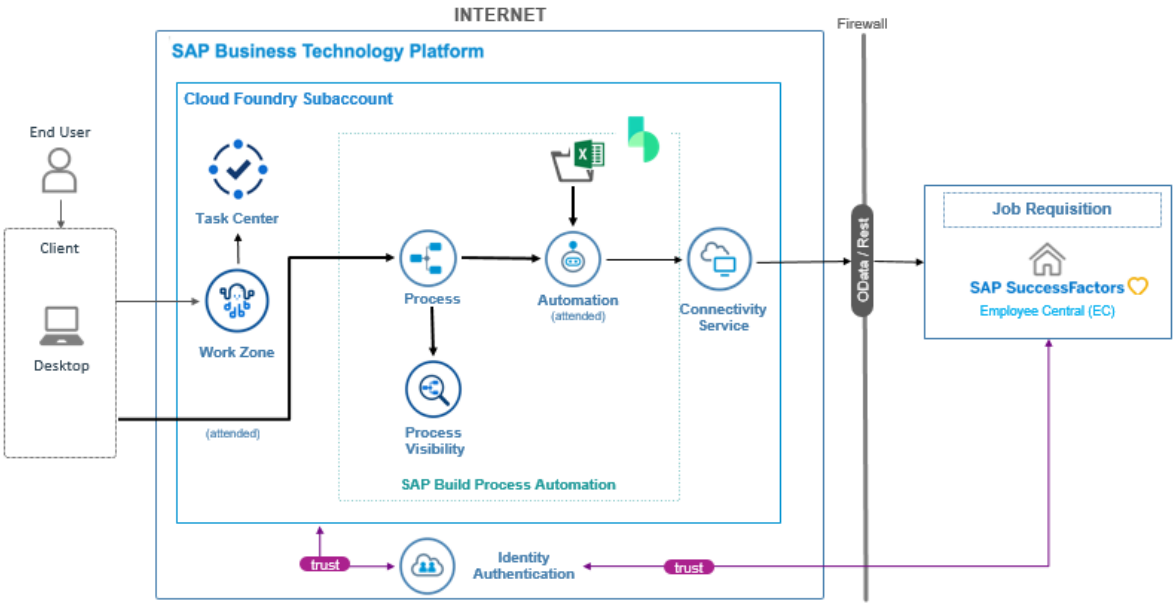
- This documentation is not a detailed guide to setup SAP Business Technology Platform services. It assumes that IT admin who is setting the content is skilled with SAP Business Technology Platform environment. The Configuration section must be mandatorily followed to import and configure the template.
- This template content is to accelerate your solution development. You must modify this template according to your requirements to achieve the desired business goal. To use this template content, you need to have basic knowledge and understanding of SAP Build Process Automation, SAP Integration Suite, and its capabilities.

Overview

The "**Creation and Approval of Mass Job Requisition**" process streamlines and automates the process of creating and approving job requisition for the open positions with multiple vacancies that are existing in Position Org Chart within the SAP SuccessFactors Employee Central (EC).

It achieves this by extracting the necessary data from a source file with position data, often an Excel document, and leveraging relevant APIs to create and approve the requisition. Upon successful completion of the process the job requisition is in the 'Open' status. These requisitions can be published on internal and external job sites, making it available for candidates to view and apply for the respective job positions. This end-to-end process not only reduces manual data entry and processing but also enhances the speed and efficiency of job requisition creation and approval within the organization's hiring workflow.

Solution Diagram:



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The following steps are included as a part of **Creation and Approval of Mass Job Requisition** template:

- The template uses below API:
  - **JobRequisition API**
    - **/JobRequisition–** To create the job requisition in SAP SuccessFactors
    - **/approveOrDeclineJobReqForm–** To approve the Job requisition
    - **/sendJobReqToPreviousStep–** To move the job requisition to previous step if declined by approver.

    More information can be found in [RCMJobRequisition]

- This template work only for **Basic Job Requisitions** (**Template ID -1141**)

- **Position Number** and the **Position details** must be fetched from Position Org Chart in SAP SuccessFactors Employee Central. These details will be saved in the input excel file template with all other mandatory fields.

- User must fill the pre-defined excel template file with the **Basic Job Requisition** details.
  - Folder can contain any number of files with the predefined template.
  - Folder name and File name can be named any, but the excel should contain the pre-defined format.

- Start Process – User must fill the Requestor email ID and the Folder path in the trigger form to start the process.

- Fetch operation – This automation fetches the file(s) from the folder. It can handle multiple files in the folder.
  - The fetched file is read, job requisition details are used for creating job requisitions using API.

- Approval Mail Notification:
  - Email notification is sent to approvers with Job requisition ID for approval.
  - An approval request email is generated and sent to the designated recruiting approver's SAP Build Process Automation Inbox.

- Approval Task:
  - The designated approver reviews the job requisition details.
  - The approver has the option to either approve or reject the job requisition.

- Based on approval, Job requisition status changes:
  - If recruiter approves the job requisition, the system performs necessary steps to update the job requisition status in the HR system.
  - If the approver rejects the job requisition, the system also processes the rejection.

- End the Process:
  - The process concludes after the approval or rejection action has been taken, and the job requisition status has been updated accordingly.
  - Processed input file is moved to the 'Processed' folder which is in the same folder path and renamed to '<FileName_TimeStamp>'. 'Processed' folder will be created if not present already.

- Receipt of Approval/Rejection to the Receiver:
  - In both cases (approval or rejection), an email notification is sent to the requestor.

- Process Email Notification:
  - Email Notifications will be sent when process started and if any error during the process execution.

This structured process ensures that job requisitions move through an efficient and automated creation and approval workflow. It minimizes delays, reduces the need for manual follow-ups, and provides clear communication to all parties involved in the job requisitions approval process.

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Prerequisites

The following SAP Business Technology Platform services are required to consume the content package of Creation and Approval of Mass Job Requisition in SuccessFactors:

- SAP Build Process Automation to orchestrate the process
- SAP SuccessFactors API
- SAP Business Technology Platform

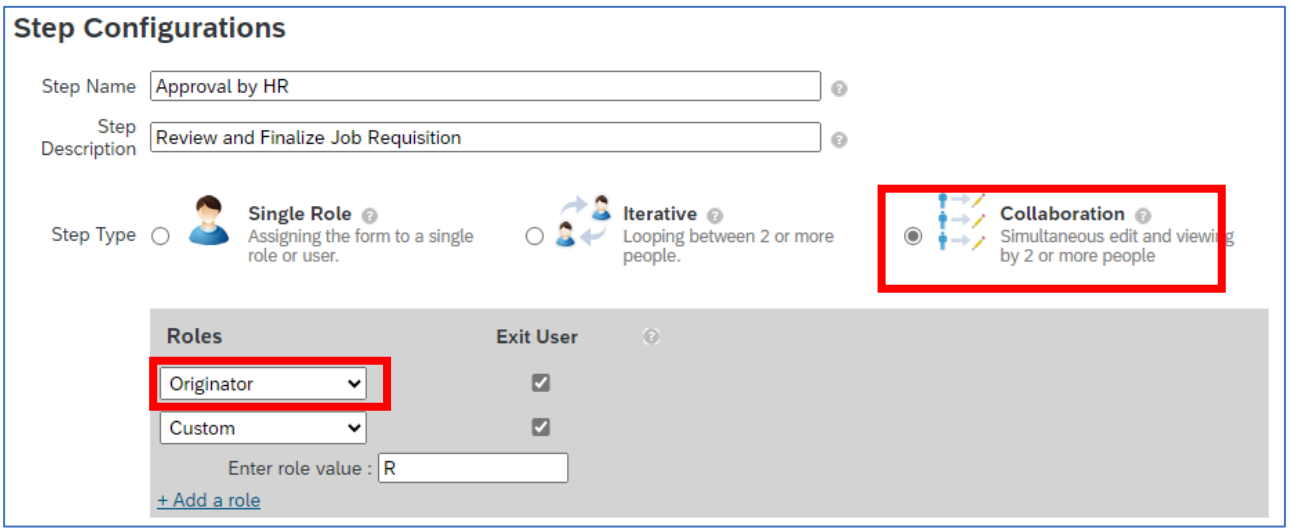
Other Prerequisites

For this template to run successfully the following other prerequisites are needed:

- SAP Desktop Agent 3.19.00 or higher
- Outlook mailbox configured on the system where the automations will run to send mails.
- SAP Success Factor Technical user must have the 'System Admin' role.

Important Note –

- The excel template is specific to a Basic Job Requisition template. For this content template Job Requisition Template with 'ID 1141 - Basic Job Requisition' has been used. The fields needed in the Job Requisition Creation API call is based on the required fields for this Job Requisition template, and hence directly influences the columns in the input excel template.
- Template structures are fixed; no changes should be made to them for the entire process to work for the mentioned template ID.
- For other job requisition templates, adjustments will be needed to include the required fields for that template and corresponding changes in the field mappings and construction of the SuccessFactors APIs.
  Required fields can be found by downloading the XML metadata of the Job Requisition template from 'Import/Update/Export Job Requisition Template' in SuccessFactors Provisioning and looking for fields with required="true" or by running 'OData API Data Dictionary' for that particular job requisition template entity in the SuccessFactors system and looking for 'sap:required = true'. These required fields should be combined with system required fields for all job requisitions.
- The Route Map in the SuccessFactors system associated with the given Job Requisition template should have 'Originator' role added as a role with Step Type 'Collaboration' for all approval levels. This is needed to enable the technical user to approve the requisitions on behalf of the actual approvers who would have approved in SBPA workflow.



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Process Flow

1. **Process Initiation:**
   - The process begins when a user fills out the "**Job Requisition Request**" form.
2. **Triggering Main – Job Requisition Process** Automation**:**
   - Upon submission of the "**Job Requisition Request**" form, the **"Main – Job Requisition Process"** automation is automatically triggered.
3. **Fetching Job Requisition Details:**
   - The "**Main - Job Requisition Process**" automation retrieves a details of job requisitions from the input excel template.
4. **Iterating Through Job Requisition Details, Creating and Approving Job Requisitions:**
   - For each job requisition, the automation initiates another sub-process named " **Create And Approve Job Requisition Process**" which performs all the steps required to complete the creation and approval process for a job requisition."
     a. Creating Job Requisition:
        - The process starts by executing the "**Create Job Requisition**" automation to create job requisition and get the Job Requisition ID.

     b. Sending Email Notification to Recruiter (First Level Approver):
        - Mail notification is sent to recruiter for approval.

     c. Sending Approval Task to Recruiter:
        - An approval form named " **Job Requisition Approval** " is sent to the designated approver.
        - The form includes detailed information about the job requisition, allowing the approver to add comments and make an approval or rejection decision.

     d. Approving or Declining the Job Requisition – First level approval:
        - If the job requisition is approved by the recruiter, the "**Approve Job Requisition API"** automation is executed to approve in SuccessFactors and advance it through subsequent steps.
        - If the job requisition is declined, the "**Declination Notification**" mail is sent to the requestor and other stakeholder.

     e. Sending Email Notification to Hiring Manager (Second Level Approver):
        - Mail notification is sent to recruiter for approval.

     f. Sending Approval Task to Hiring Manager:
        - An approval form named " **Job Requisition Approval** " is sent to the designated approver.
        - The form includes detailed information about the job requisition, allowing the approver to add comments and make an approval or rejection decision.

     g. Approving or Declining the Job Requisition – Second level approval:
        - If the job requisition is approved by the hiring manager, the "**Approve Job Requisition API**" automation is executed to approve in SuccessFactors.
        - If the job requisition is declined, the "**Send Job Requisition To Previous Step**" automation with comments is triggered to send back the requisition to recruiter for further process.

     h. E-Mail Notification to Stakeholders:
     Upon approval or rejection of the job requisition, email notification is sent to the requestor and other stakeholders.

     i. Error Handling:
     If any of these steps fail or encounter issues, the process sends an error email to the requestor, notifying them of the problem.

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5. Process Outcome Notifications:

- Depending on the overall status of the " **Main - Job Requisition Process**" automation, it sends one of the following notifications to the requestor:
    - "Process Start Email Notification" when the process begins successfully.
    - "Error Notification" in case of any errors or failures during the process.

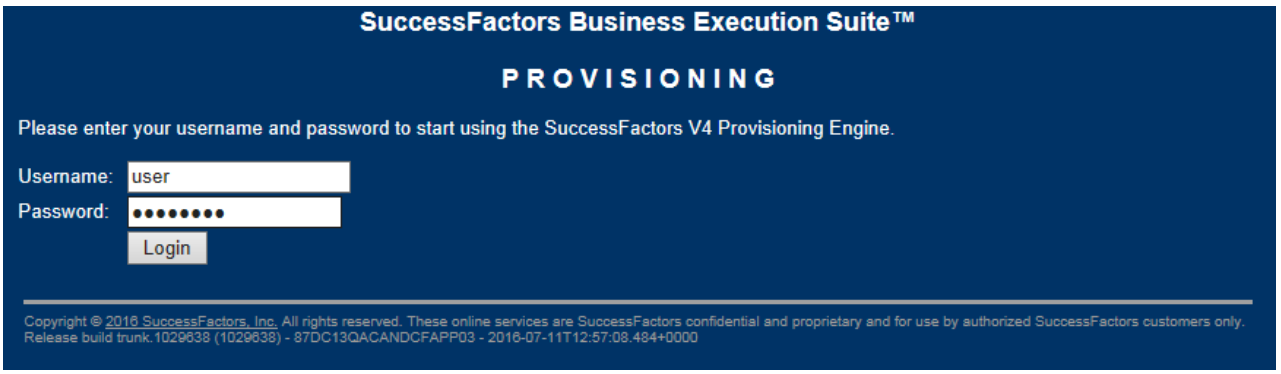
Configuration Guide

Creating and Approving Job Requisitions template requires SAP Build Process Automation subscription. Follow the setup and configuration section .

Creating Technical user

This template also requires a technical user credentials that needs to be used while creating destination. The following steps are carried out by professional service consultants who have super admin users in the provisioning system of SuccessFactors Employee Central.

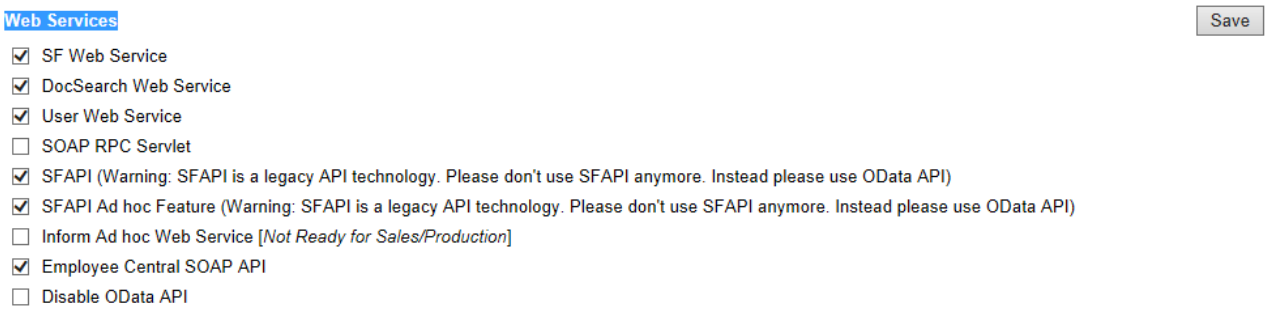
1. Log on to the provisioning system of SuccessFactors Employee Central.



2. Choose the **Company Name** used by SuccessFactors Employee Central and select **Edit Company Settings**.

3. In the **Web Service** section, mark the checkbox for **SF Web Service**, **SFAPI**, **SFAPI Adhoc Feature** and **Employee Central API**.

4. Save your changes.



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5. In the **Create Admin User** section, enter the user name and password of the technical user. You should also fill in all other fields such as first name, last name, and email address. Click **Create Admin**.

6. The technical user has now been created. You can log off from the provisioning system.

Setup SAP Business Technology Platform Cockpit

Destination Configuration

Configure SuccessFactors API Destination

To access the SAP SuccessFactors application to read and update operations, an HTTP destination is required in the SAP BTP account where the SAP Build Process Automation is subscribed.

Create a destination with Basic Authentication.
Make sure the technical user has the appropriate access to Approve the Job Requisition in SuccessFactors.

Destination with Basic Authentication

Name	< Job requisition Process>
Type	HTTP
Proxy Type	Internet
Authentication	Basic Authentication
URL	Example: https://<host>/odata/v2
Username	<username>of the SuccessFactors technical User
Password	<Password> of the SuccessFactors technical User

Additional Properties to Destination

Additionally, add the following properties in the destination for cloud integration.

sap.applicationdevelopment.actions.enabled	true
sap.processautomation.enabled	true

Configure SAP Build Process Automation Email Destination

Mail notifications are used in this template to send notifications to requestor various stages of the process. Follow the instructions to set up mail destination in your SAP BTP Account.
Configuring destination, see Configure a SMTP Mail Destination.
For more information refer to Create HTTP Destinations
IMPORTANT NOTE: This template content is to accelerate your solution development. You can modify this template according to your own requirements to achieve your business goals. To use this template content, you need to have basic knowledge and understanding of SAP Build Process Automation and its capabilities.

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Setup SAP Build Process Automation Content

Import Content

This template can be downloaded from the Store:

1) Navigate to the **Store** in your SAP Build Process Automation application.
2) Select the Project Type filter as "**Process Automation**."
3) In the Search bar type "**Creation and Approval of Mass Job Requisition"**
4) Select the "Create from Template" button to add the template into your lobby.

After successfully adding the template, navigate back to the lobby to find the "**Creation and Approval of Mass Job Requisition**" project available for use.

Caution: Be sure to select the **Project Type as "Process Automation" in the filters.**

Configure Agent Management Settings

This configuration is required to execute the Process with Automation. Kindly follow the steps explained here.

Configuration & Modification

Once you have added the content to your lobby, you will find the project in your project list. Adapt the content template based on your requirements, and then release and deploy from the Lobby.

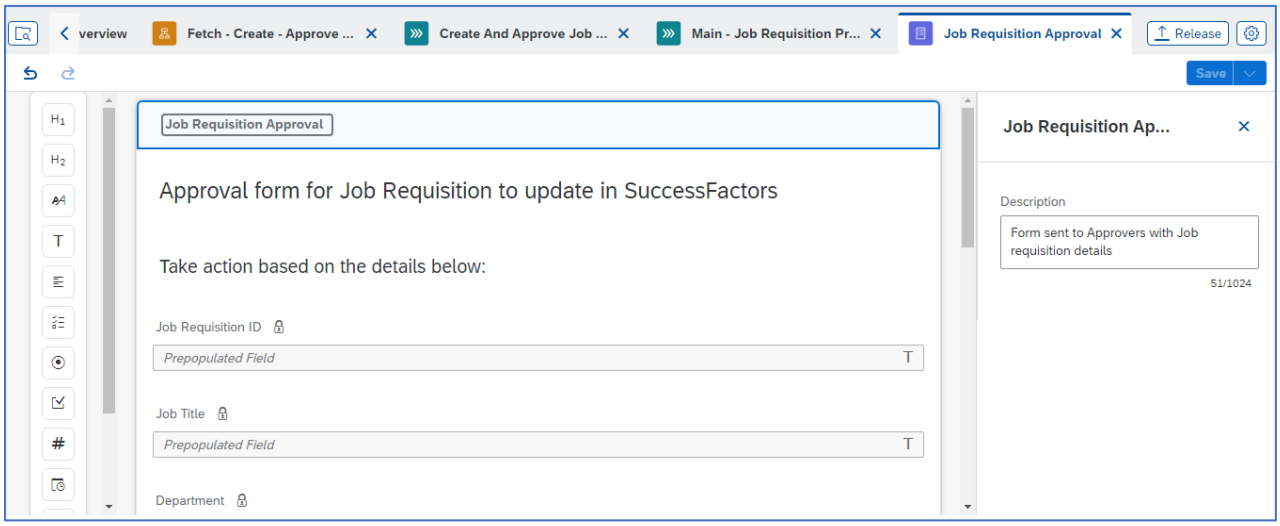
Configure Process

There is no configuration needed in the process, but you extend it based on your requirements.

Configure Forms (Optional)

You can update or extend the forms based on your requirements. To edit the form:

- Double click the form to open the Form Editor
- You can configure existing fields or add new layout or input fields to the form by simply dragging-and-dropping them from the side menu.



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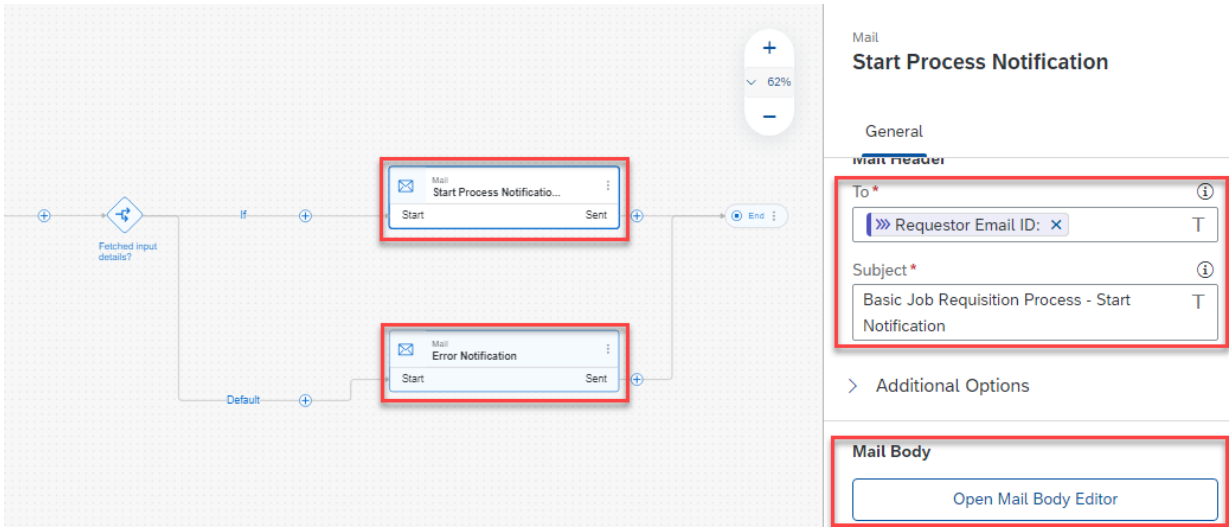
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Configure Email

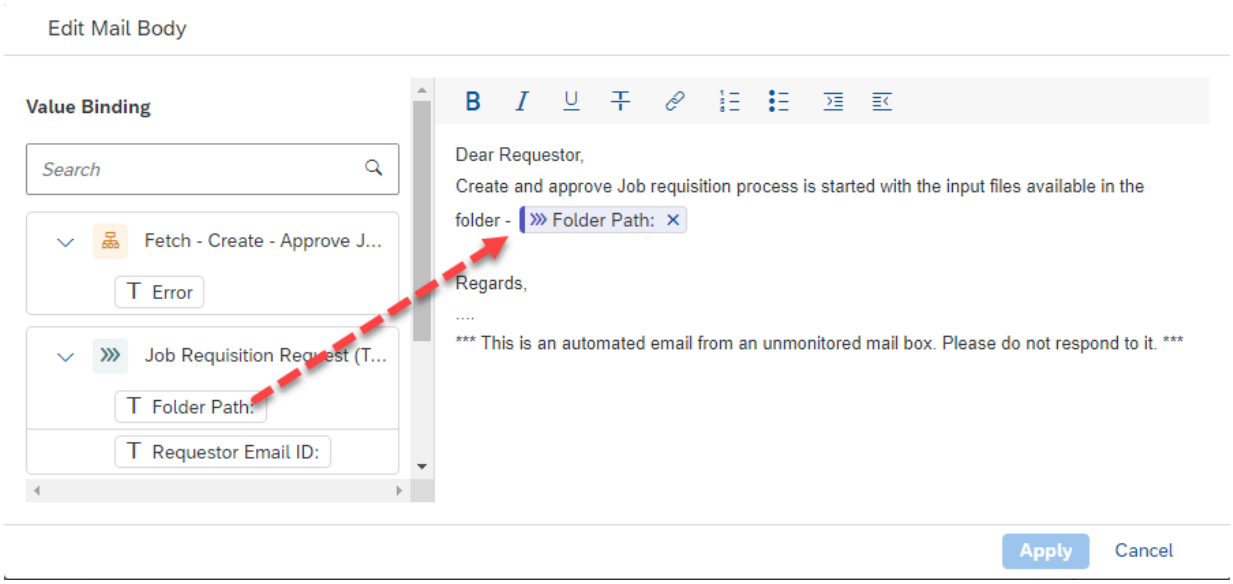
Email notifications are sent to requestors after task execution. All the email artefacts in the process have default template body which can be changed.

To update the email body content, do the following:

- Select the mail artefact in the process.
- From the Settings in the right-side panel, check the Mail Header to confirm the 'To' field (or email recipients) and the Subject. You can adjust the subject and recipient, if needed.
    - You may also add someone in 'CC'
    - Click to 'Open Mail Body Editor'.



The mail editor allows you to write and adjust text according to your needs. You can also reuse information that has been collected during the process. If you want to use additional process context data, you can simply drag the fields from the left menu to the editor on the right.

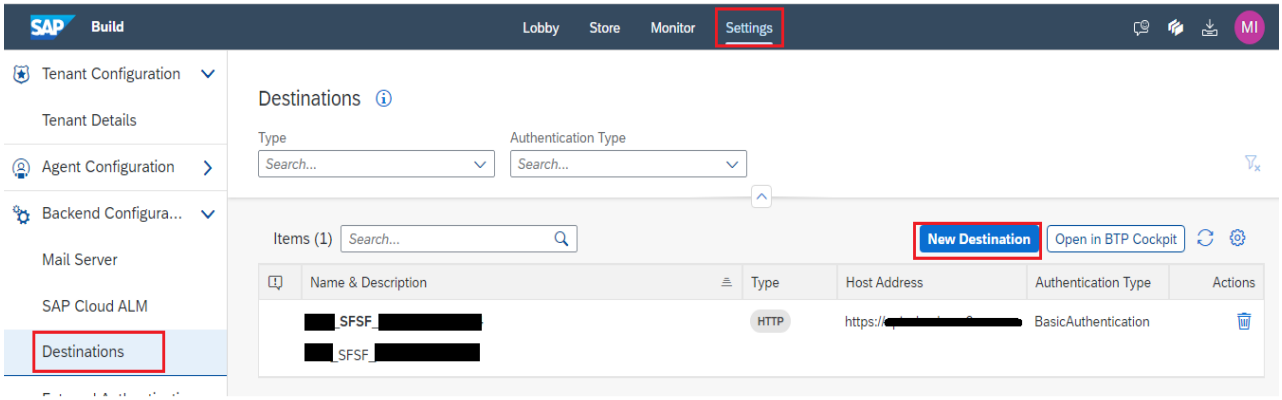


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Configure Destination Settings

Actual destinations that are created in SAP BTP cockpit will be required when you deploy the process. This actual destination will be mapped the destination environment variables during deployment.
To configure destination:

- Click on **Settings.**
- Select **Destinations** from the left panel.
- Click New Destination
- Select the destinations to be added.



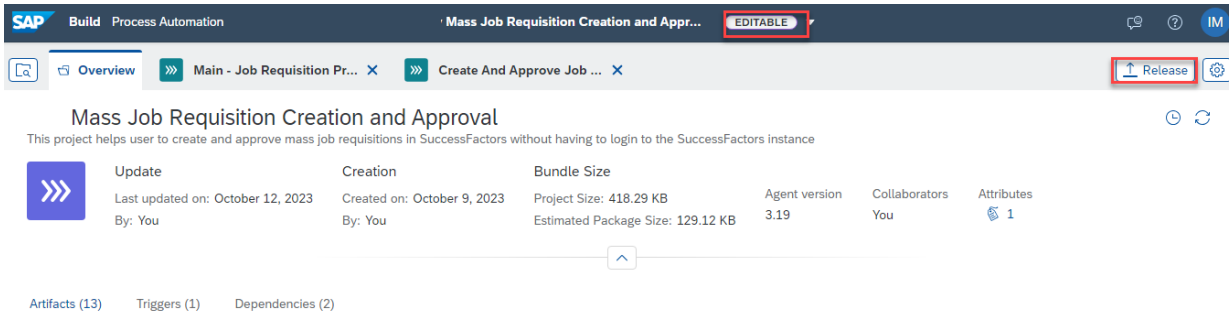
Release and Deploy Process

After configuring your process, it is time to publish, evaluate and run it. To run a process, you must first release and deploy it.

Release - This locks the version of your process, meaning that no further edits can be made to that version. At this stage, the process cannot be run and isn't available to participants yet.

To release a version of your process,

- First ensure that the status is listed as 'Editable'.
- Then click 'Release':



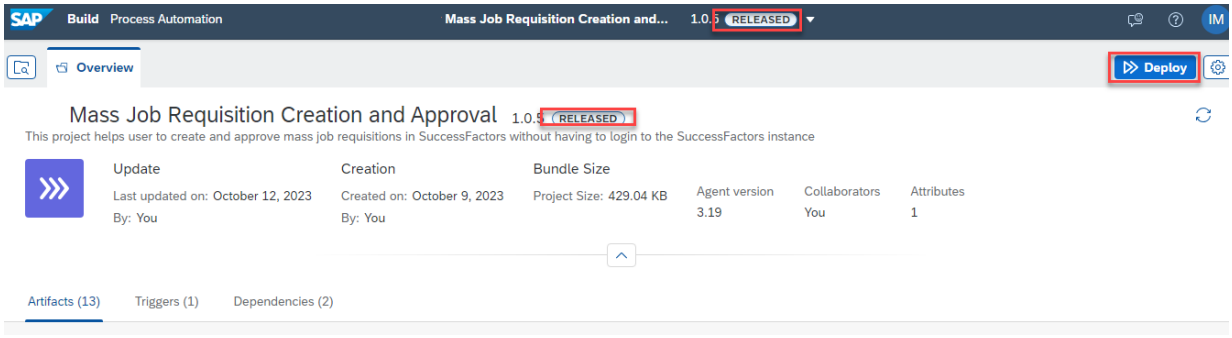
If this is the first time you have released the process, a version labelled 1.0.0 is released. For subsequent releases, you are prompted to select a version type before the process is released.

Deploy – This takes a released version of a process and enables it to be actively run and monitored. A deployed version of this process unlocks the request form, allowing to create and approve job requisitions for requestor and send out a successful email to requestor.

To deploy a released version of your process,

- First ensure that the status is listed as 'Released' -
- Then click "Deploy."

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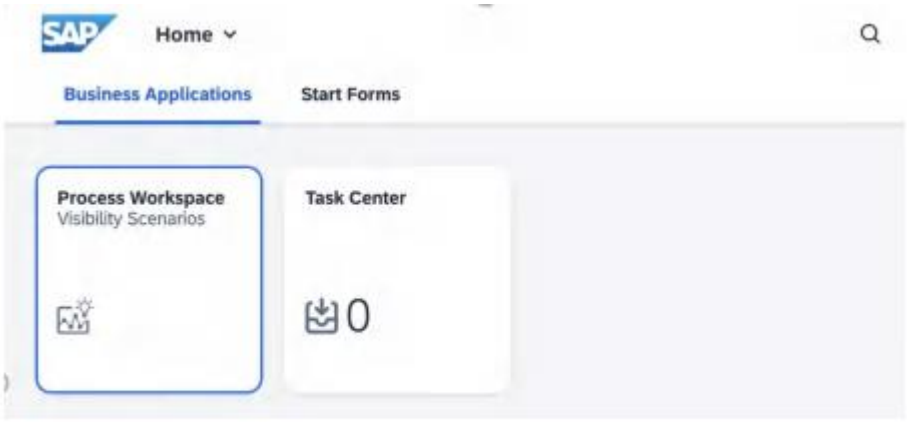
To deploy your project, you will be prompted to provide a destination as an environment variable. Select the destination from the drop-down.

Note: If you do not map your destination environment variable with actual SAP BTP destination during deployment, then the process will enter Erroneous state when it tries to connect to the external system. For more details about the Destination artifact, please read our documentation.

Configure SAP Work Zone

Now that the process is released and deployed, you can configure SAP Work Zone standard or advanced edition to give access to your business users to track the process and business KPIs using process visibility workspace.

To configure SAP Work Zone standard edition - add Process Workspace and Task Center tile in SAP Work Zone to access the visibility dashboard. Follow the tutorial to configure Work Zone with visibility tiles.



User Guide

Capabilities

This template content contains the following key artifacts:
Please refer help documentation about these different artifacts.

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Icon	Type	Name	Description
	Process	Main – Job requisition process	This is the central workflow where the entire sequence of activities related to Creation and Approval of Mass Job Requisition process takes place.
	Process	Create and Approve Job Requisition Process	This process is a critical component of the overall process workflow. Its primary function is to facilitate the interaction with the approver by sending an approval form to the designated approver and managing subsequent actions based on the approver's response.
	Automation	Fetch - Job Requisition Details	This main automation is for the fetch operation. It gets Job requisition details from the excel file and pass it on to job requisition creation and approval process.
	Automation	Create Job Requisition API	This sub automation is used to create job requisition by calling an API from SuccessFactors.
	Automation	Approve Job Requisition API	This sub automation is used to approve the job requisition by calling an API from SuccessFactors.
	Automation	Send Job Requisition To Previous Step	This sub automation is used to reject and send back the job requisition to previous step by calling an API from SuccessFactors.
	Form	Job Requisition Approval	This form is sent to the approver's My Inbox application via My Inbox or Task Center. It contains Job requisition details, and the approver will add the comments here while approving or declining.
	Form	Job Requisition Request	This form is used to trigger the Business Process. It takes requester e-mail id and folder path as input.
	Mail	Start Process Notification	This mail step sends a notification to the requestor once the process is started.
	Mail	Error Notification	This mail step sends a notification to the requestor if any issues during the execution of the process.
	Mail	Waiting for Approval Notification – Recruiter	This mail step sends a notification to recruiter about the job requisition in their queue
	Mail	Waiting for Approval Notification – Hiring Manger	This mail step sends a notification to hiring manager about the job requisition in their queue

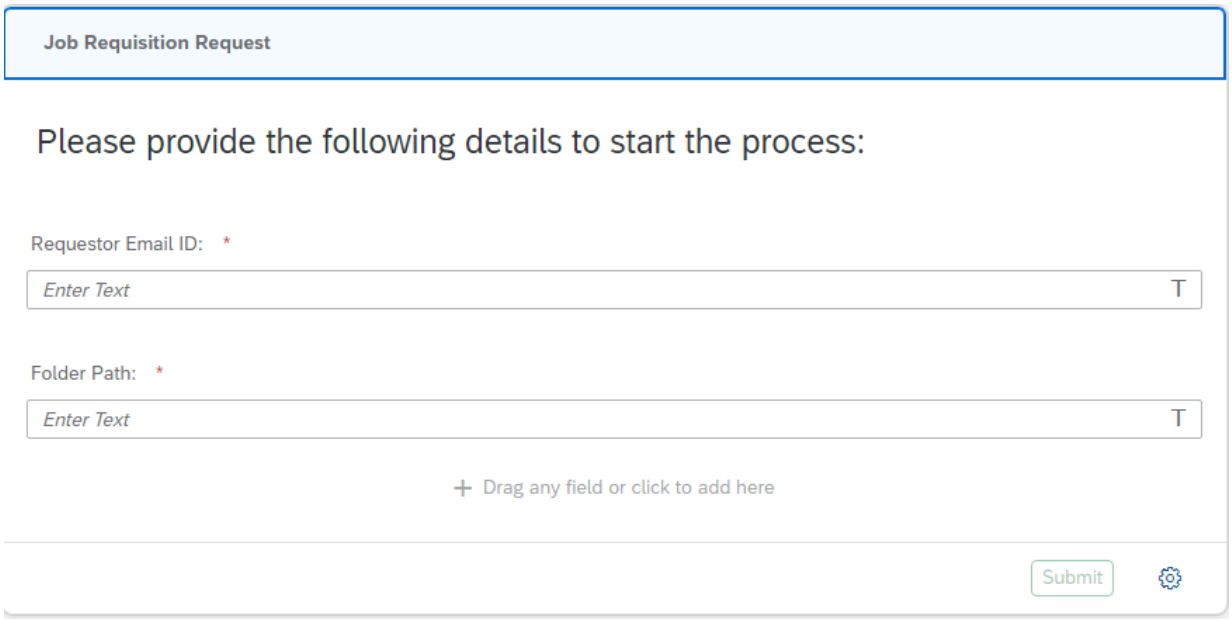
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	Mail	Approval Notification	This mail step sends a notification to Stakeholder with job requisition details that has been created and approved.
	Mail	API Error Notification	This mail step sends a notification to requestor if any API error occurs during the job requisition process
	Mail	Declination Notification	This mail step sends a notification to Stakeholder with job requisition details that has been declined.
	Visibility Scenario	Process Visibility	This visibility scenario is a dashboard which allows business users to track relevant process KPIs and statuses.

Forms

Job Requisition Request

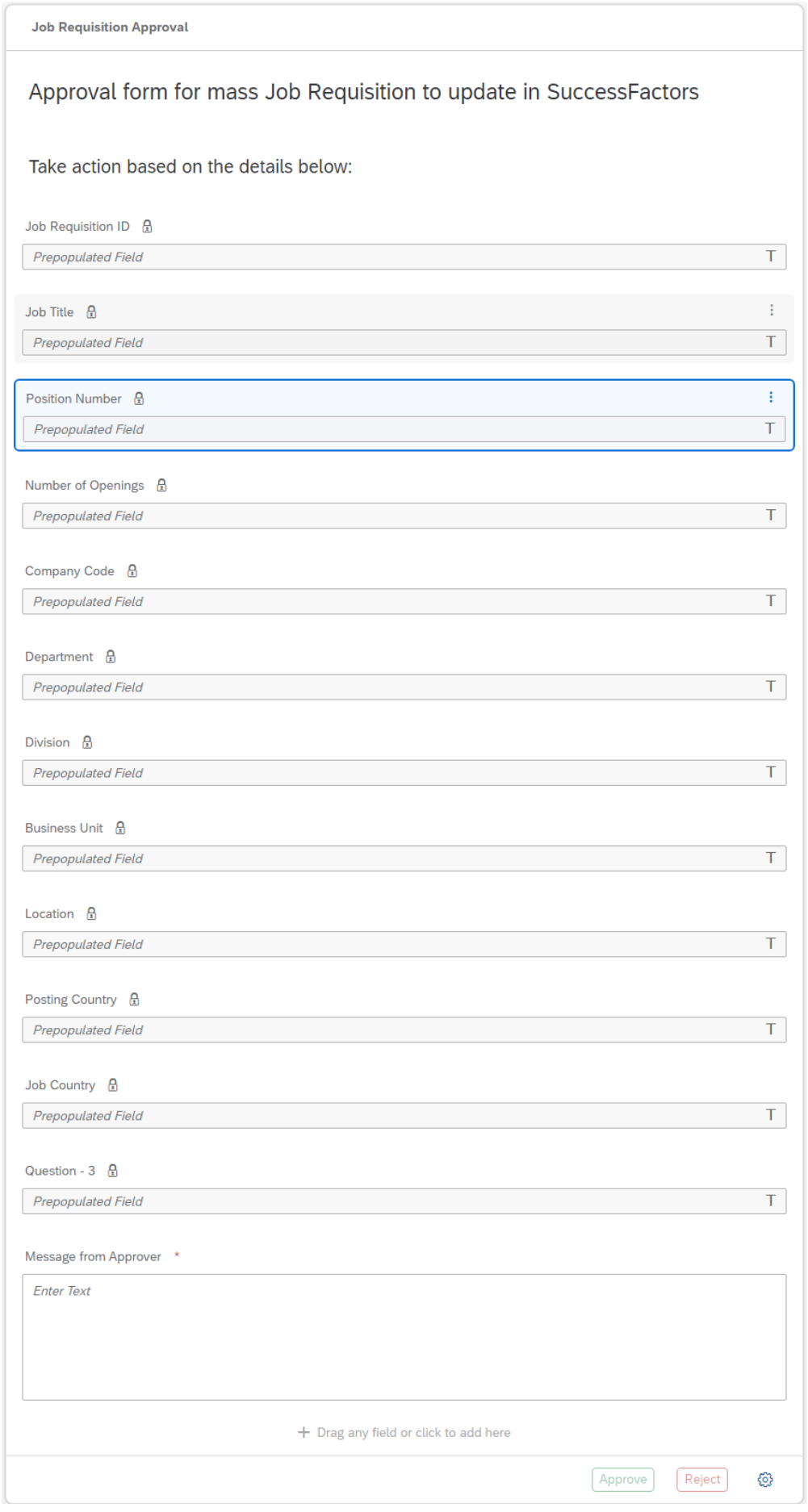
This is the initial trigger form. The Requestor must enter the requestor e-mail id and folder path to start the process.



Job Requisition Approval

This approval form contains the details of the Job requisition that has been created. The approver have to take decision based on the details provided in the form by giving comments for their action.

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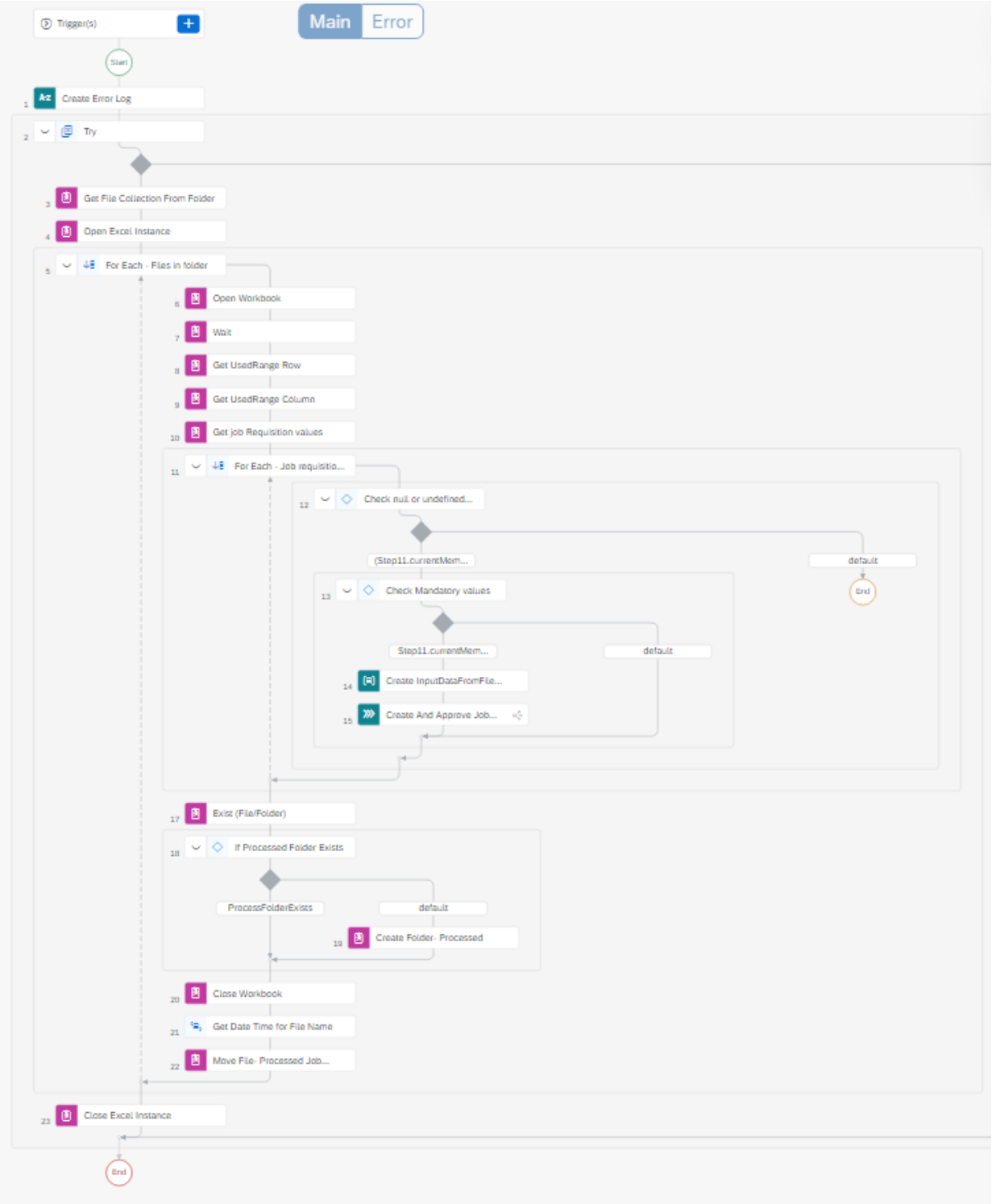
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Automations

Fetch Job Requisition Details

This main automation is to fetch job requisition details from input excel file. It will iterate through the list of job requisition details. For each item it will call the sub-process **“Create And Approve Job Requisition Process”** process**.**



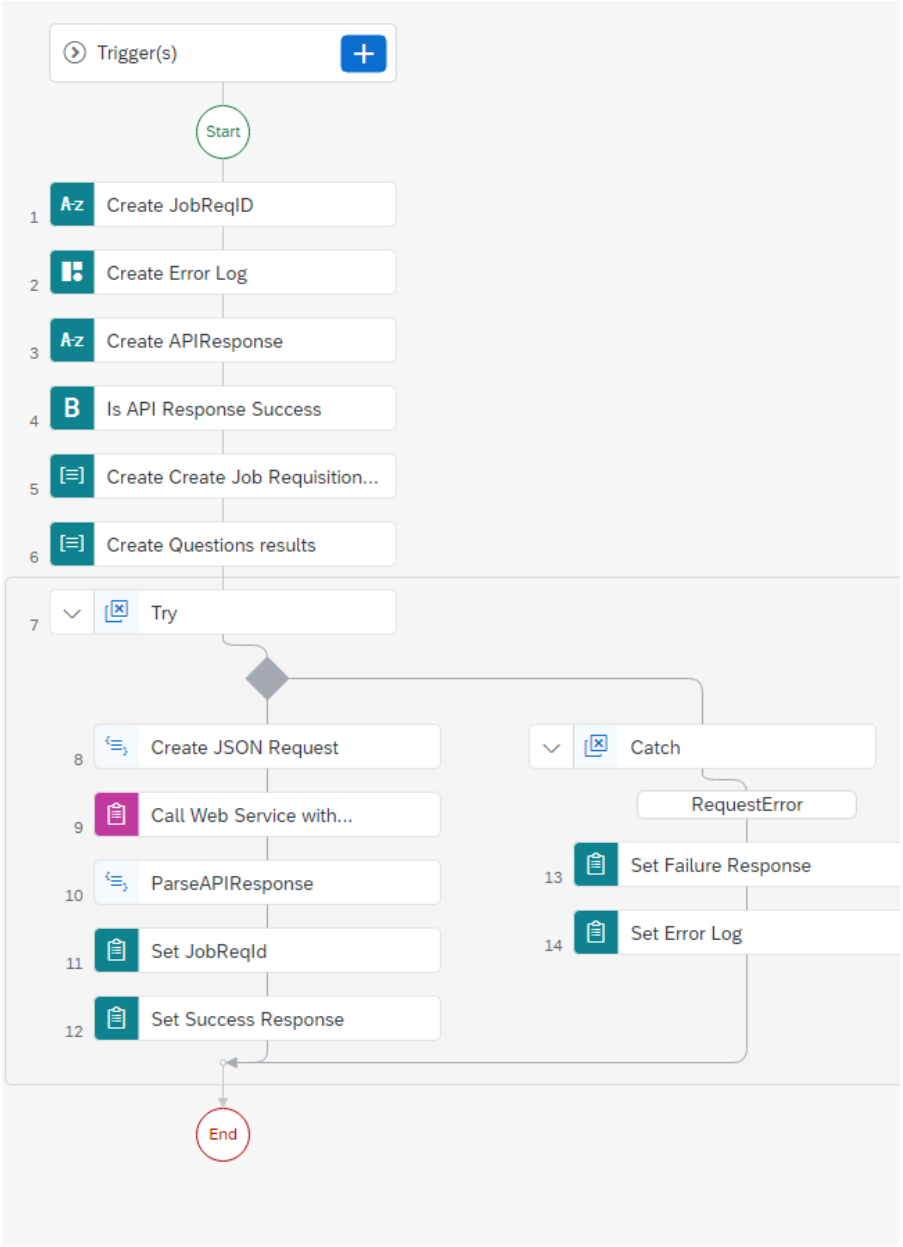
Step 1: Create Error log variable.

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Step 2 to Step 10: Collect job requisition details from the input excel file.
Step 11 to Step 13: Check for null values and mandatory values for each job requisition details
Step 14 to Step 15: Call sub process **Create And Approve Job Requisition Process**
Step 17 to Step 19: Check if the folder named “Processed” exists in the folder path where the files are stored. If no, create the folder named Processed in the folder.
Step 20: Close workbook
Step 21: Get time to name the file.
Step 22: Move the file to the processed folder appending the time to the file name.
Step 23: Close the excel instance.

Create Job Requisition API

This sub automation is used to create the Basic job requisition in the SuccessFactors using API



Step 1 to 6: Create variable to capture the results.

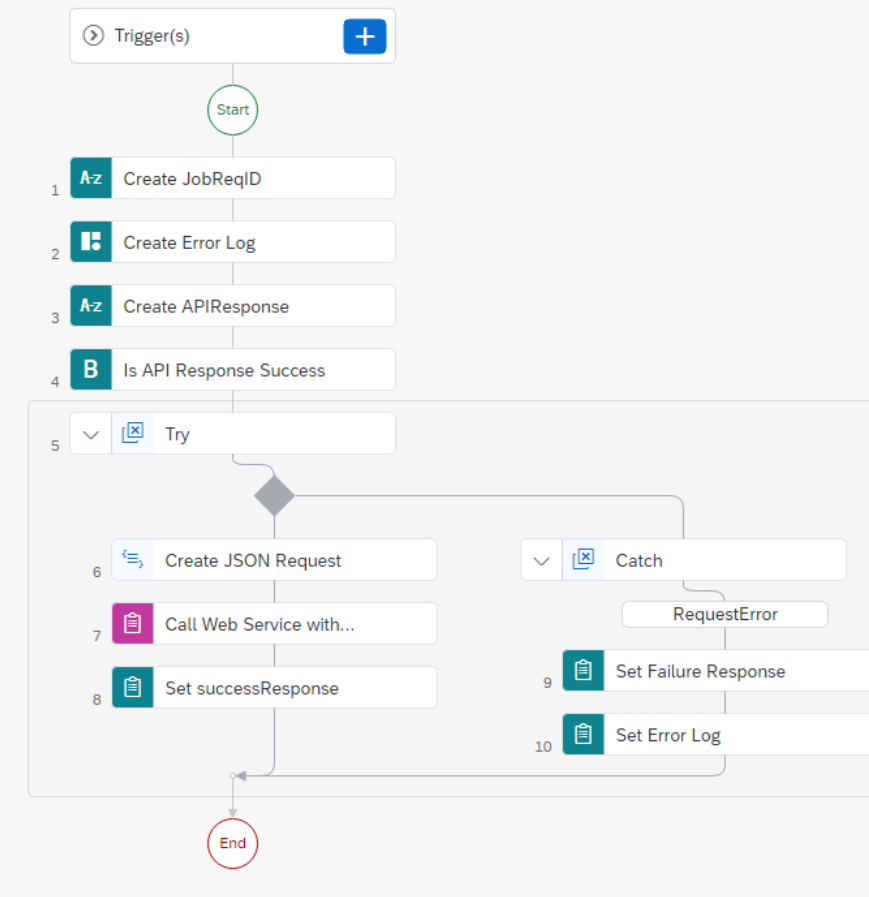
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Step 7 to 12: Call the Create Job Requisition API to create the Job requisition in SuccessFactors and store the Job requisition ID that got created. Parse the response received either success or failure and store the response in the variable.
Step 13 to Step 14: Set error log variables if any errors found while calling an API.

Approve Job Requisition API

This sub automation is used to approve the job requisition by calling an API from SuccessFactors.



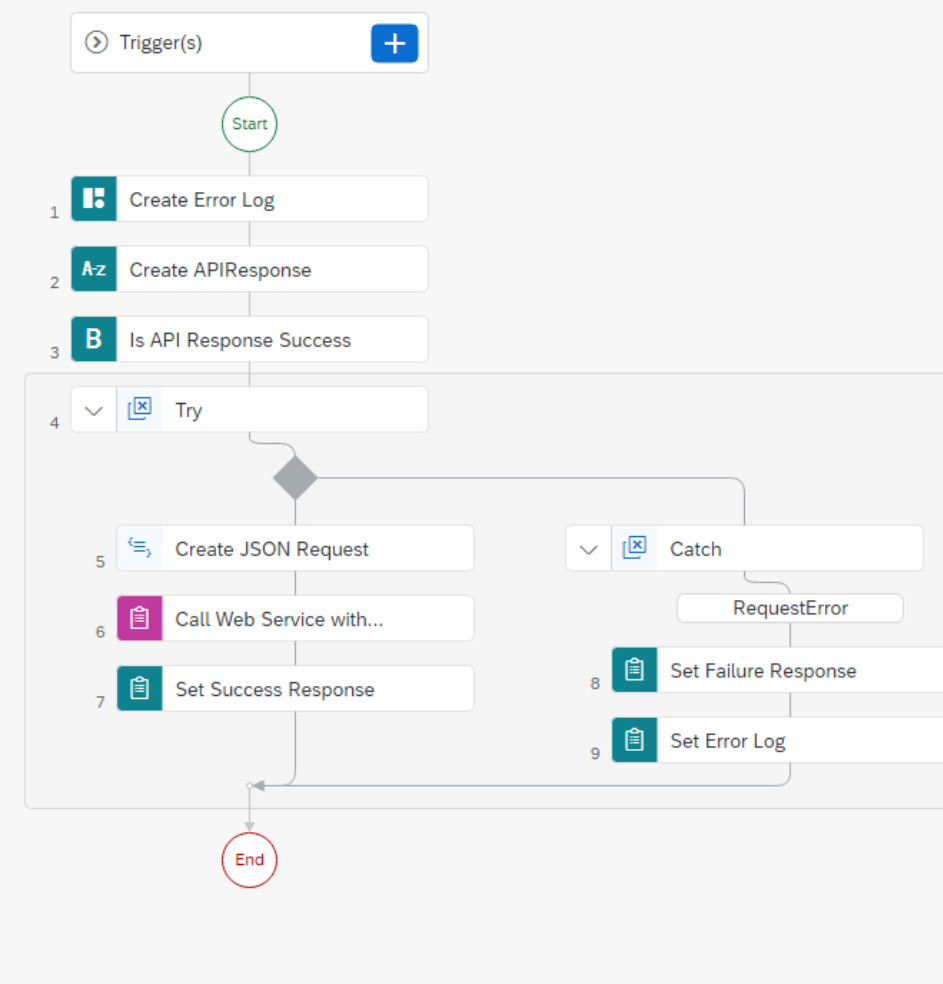
Step 1 to 4: Create variable to capture the results.
Step 5 to Step 8: Call the Approve Job requisition API passing the requisition ID to approve in SuccessFactors and save the response in the variable.
Step 9 to Step 10: Set error log variables if any errors found while calling an API.

Send Job Requisition To Previous Step

This sub automation is used to reject and send back the job requisition to previous step by calling an API from SuccessFactors.

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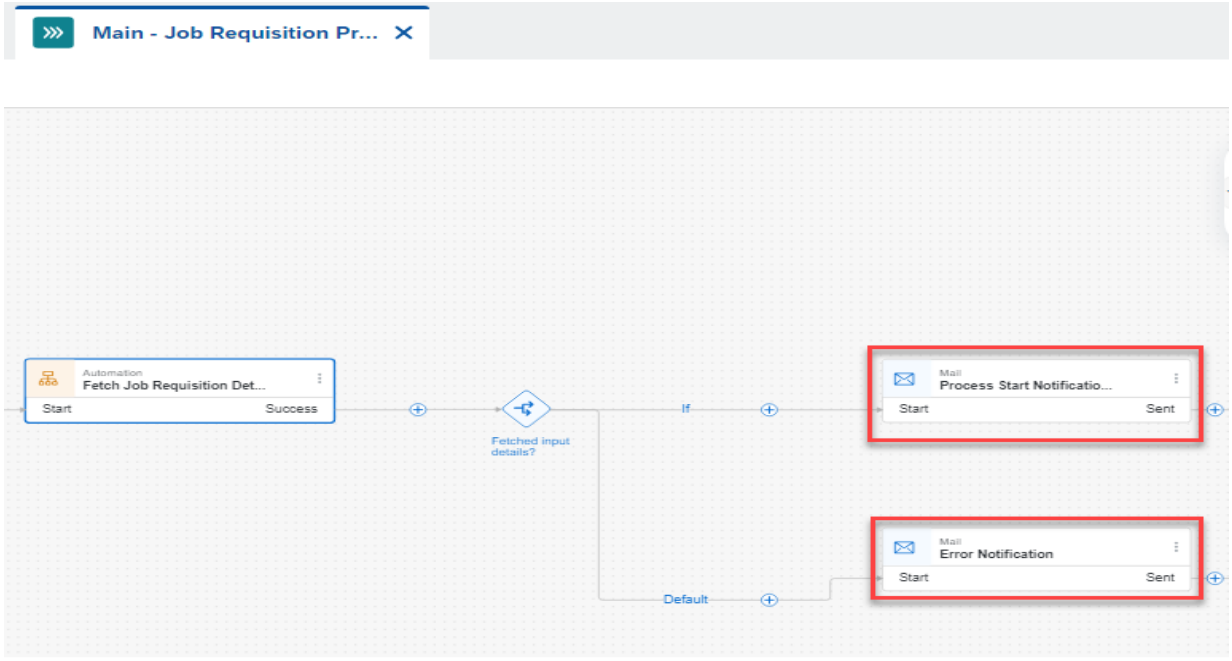
Step 1 to 3: Create variable to capture the results.
Step 4 to Step 7: Call the API passing the requisition ID to reject and send the job requisition back to previous step in SuccessFactors.
Step 8 to Step 9: Set error log variables if any errors found while calling an API.

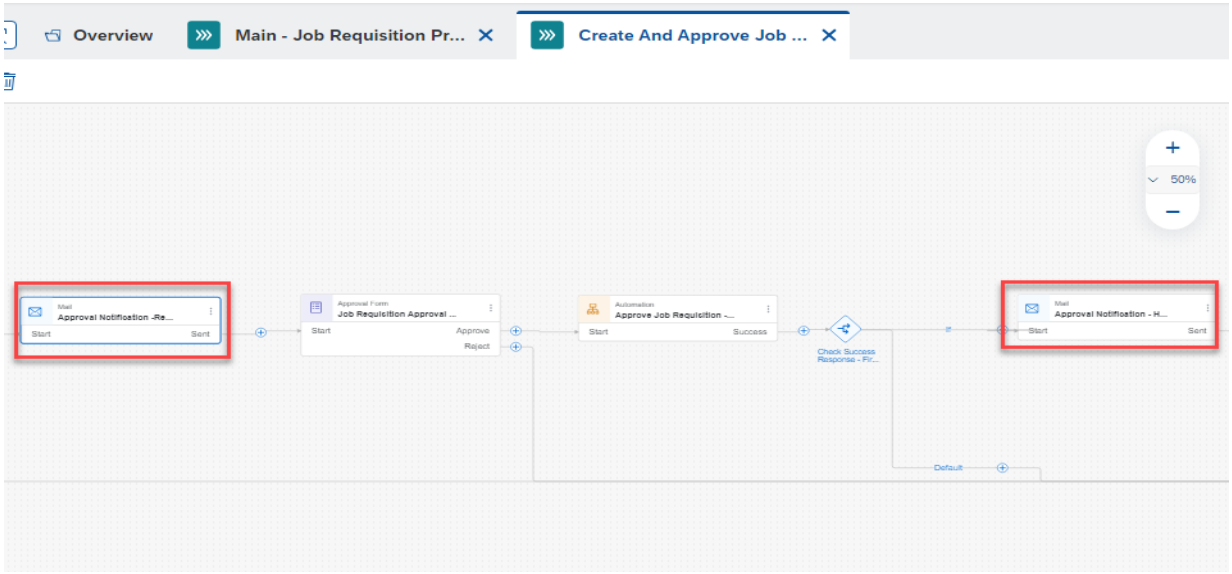
Email Notifications

The process contains 7 email tasks,

1. Process Start Notification: To send a mail to requestor once the job requisition creation and approval process is started for all the job requisitions.
2. Error Notification: To send mail notification to the requestor if the process failed in during the execution due to any reason.
3. Waiting for Approval Notification (First Level): To notify recruiter about the job requisition waiting for approval.
4. Waiting for Approval Notification (Second Level): To notify hiring manager about the job requisition waiting for approval
5. Approval Mail Notification: To send the approval notification to stakeholders after all stages of approval is complete.
6. Declination Notification: To send the declination notification to stakeholders when the approver declined the job requisition.
7. API Error Notification: If any error occurs in APIs during the creation and approval process to the requestor.

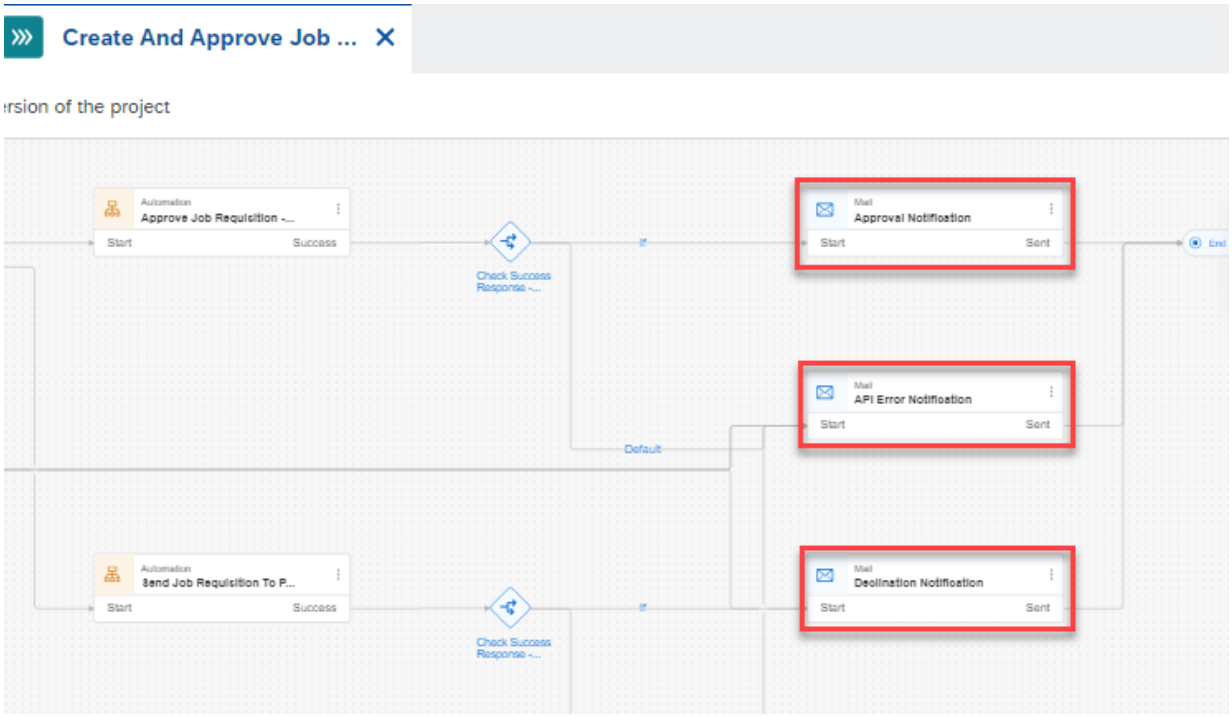
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Run automation in attended mode

The following table provides steps to run the automation in attended mode.

Step	Instruction
Launch Desktop Agent	Launch Desktop Agent, make sure that the **unattended** mode is selected in the **Projects** tab of the Desktop Agent.
Open SAP Build Process Automation	Perform the following to release and deploy the task automation: Navigate to the **Store** and search for the **Creation and Approval of Mass Job Requisition** package. Click **Add** to add the package to the **Lobby**. In the **Lobby**, click the project to open the **Overview** page. Click **Release** and then click **Deploy**. For steps to release and deploy a project, see the Managing Existing Projects topic.
Trigger	Note: Open deployed version of the package. Click on the trigger form and copy the trigger link. Open browser and paste the trigger link copied and click enter. Form will appear. Enter Requestor E Mail Id and the Folder path where the excel template files are saved. Click on Submit.
Monitor the Job	Open SAP Build Process Automation and click Monitor > Automation Jobs. You should see your job in the list. If not, adjust the date range on the Jobs page and refresh the page. For more details, refer the Automation Jobs topic.

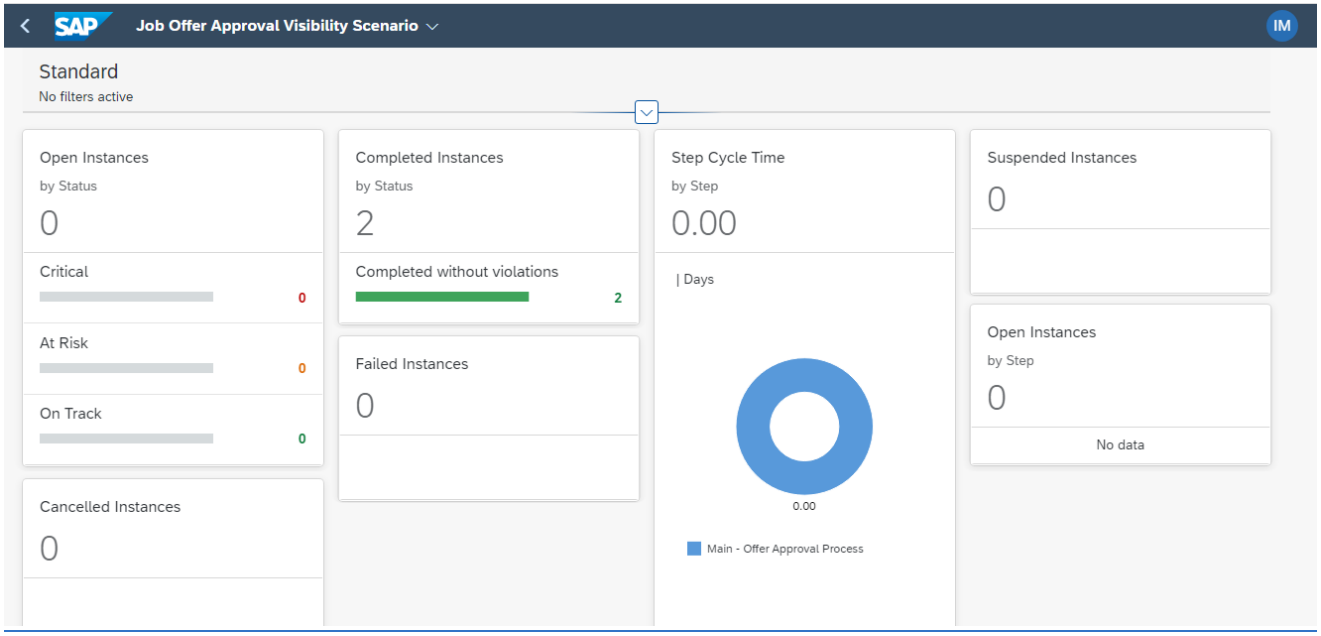
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Check for Report	After your job status is complete, verify that documents are moved to the ‘Processed’ folder and notification emails are sent to the requestor.

Process Visibility Scenario

The visibility scenario is a dashboard which allows business users to track relevant process KPIs and statuses. A default dashboard is provided with this template, and it can be customized by selecting attributes from your process which you want to track in the process dashboard. You can read more here



Support

There is no support available for the template content. If you experience general issues with SAP Build Process Automation, raise an incident via SAP Support Portal on **BPI-PA-BPC** component.
This template can be modified using SAP Process Automation. For example: add decision to determine the approver based on a certain business logic or add an action to post collected information to backend SAP system. Refer Help Portal for more details.

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