



Employee Central to Exchange

Integration Guide for Concurrent Employment

Version 3.2

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2.1	Update on PostSave	Section 3.1
2.2	Update on determining primary employment	Section 2.6
3.0	Rebranding of SCPI to Cloud Integration	All sections
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3.2	Rebrand to Strada	All document

Introduction

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

Related documents

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

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1 Introduction

The **Concurrent Employment** feature of SuccessFactors Employee Central enables organizations to create one or more secondary employment on top of the employee's main employment. It also allows organizations to switch an employee's main employment to a secondary employment and vice versa.

Strada has developed a solution for the integration of concurrent employment from Employee Central to Exchange. Using the Employee Central functionality for event driven integrations, new concurrent employment event is replicated near-real time to Exchange with the data mapping and conversion happening on Strada side instead of the SAP middleware which simplifies the integration and troubleshooting.

The integration offers 2 variants: light and full to meet client requirement. Customer can configure the variant of their choice at the LCC level using a new value mapping in the package integration.

- **Light variant:** This variant is applicable when a person in SuccessFactors Employee Central has two hats for management/reporting but still has one contract. When the secondary employment created in EC has no payroll impact and LCC configuration for CE is set to light, the integration does not create a hire in Exchange for a new concurrent employment; it does not perform termination in Exchange when the secondary employment ends; and it discards any changes to the secondary employment.
- **Full variant:** When the secondary employment created in EC is payroll relevant and LCC configuration for CE is set to full, the integration creates a hire in Exchange for a new concurrent employment; it performs termination in Exchange when the secondary employment ends; and it interfaces any changes both for the primary and secondary employment to Exchange.

When opting for Full variant, please ensure that the Strada implementation teams support this due to its implications for running payroll, producing payslips and reports.

2 Integration Overview

2.1 Supported Scenarios in Employee Central

1. Add/New concurrent employment
2. Termination of concurrent employment
3. Changes to portlets of main and secondary employment depending on the configured concurrent employment variant (full or light)
4. Up to 1 concurrent employment only
5. Concurrent employment is within the same country but different legal entity from main employment
6. Concurrent employment is within the same country and in the same legal entity. Supported in Exchange 13.0 release.
7. Ensures correct approver ID for direct reports under a manager in concurrent employment when hire is triggered via EDI (14.0)

2.2 Unsupported Scenarios

1. Primary and Secondary employment switch
Workaround: Raise a ticket to Strada via Assist for this process
2. More than 1 concurrent employment
Workaround: N/A
3. Termination of main employment and setting one of the concurrent employments as new main employment
Workaround: Raise a ticket to Strada via Assist for this exceptional process
4. Updates to records of past concurrent employment
Workaround: Raise a ticket to Strada via Assist.
Point to Consider: Any changes to past concurrent employment (shared and dedicated portlets) are ignored by the integration.
5. 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. In case of multiple job info changes on the same day, only the last record change is sent to Exchange. In concurrent employment, though the event is sent to Exchange immediately, this

limitation is still possible when new concurrent employment is parked for approval and changes are performed prior to approval.

Workaround: Ensure that succeeding changes after the new concurrent employment 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

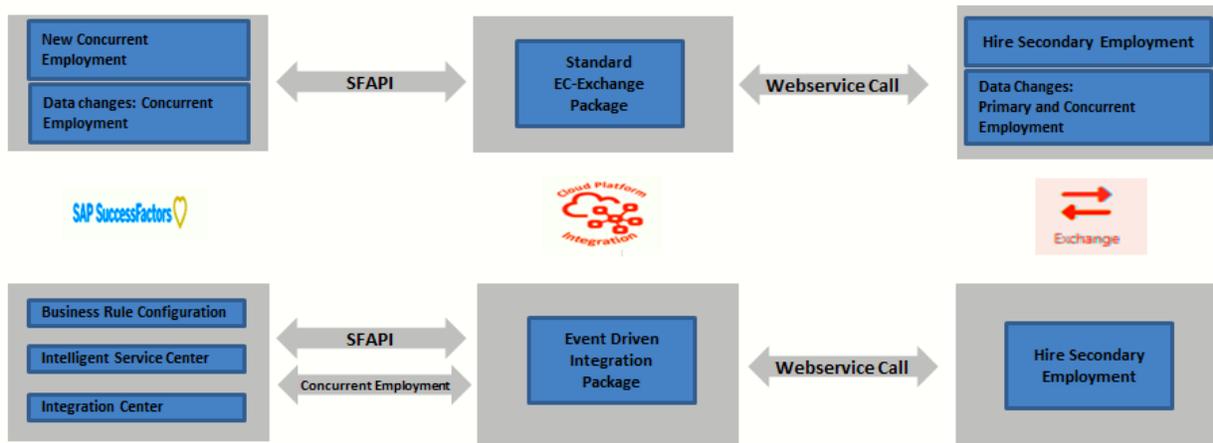
- Intelligent Service Center, Integration Center and Global Assignments should be activated and enabled.
- The consultant must be familiar with configurations related to Global Assignment, has experience in Intelligent Service Center, and Integration Center and troubleshooting integrations. Please check with your SuccessFactors Employee Central functional team for support.
- Event reason for concurrent employment is maintained.
- A global assignment and concurrent employment cannot be applied to the same employee at the same time.
- Only one main employment at any given point of time.

2.3.2 SAP CLOUD INTEGRATION

- The client must have an existing operational production and test Cloud Integration tenant 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 Add Global Assignment and End Global Assignment. The event is picked up by the Intelligent Service Center with source flow defined in Integration Center. The configured integration from the Integration Center then makes a web service call to the Strada Cloud Integration Global Assignment inflow. This inflow then sends the employee's global assignment records over to Exchange.



Results in Exchange

Event in Employee Central	Exchange
Add/New Concurrent Employment	<ul style="list-style-type: none"> Employee hired in secondary employment with hire reason = event reason for Concurrent employment if variant is set to FULL. The creation of hire record for the concurrent employment is delivered via ISC in real time or via the regular run of the standard package.
Termination of Concurrent Employment	<ul style="list-style-type: none"> Employee terminated in secondary employment with termination reason = event reason term if variant is set to FULL
Changes on main and concurrent employment linked to employment	<ul style="list-style-type: none"> Employee records updated corresponding to main and secondary employment if variant is set to FULL Employee records updated only for main employment if variant is set to LIGHT

Changes on main and concurrent employment linked to person	<ul style="list-style-type: none"> • Employee records updated for both the main and secondary employment if variant is set to FULL • Employee records updated only for main employment if variant is set to LIGHT
--	---

2.5 EC portlets Main and Concurrent Employment

Subsequent changes to the main or secondary employments are picked up by the standard integration, **Packaged Integration SF EC Payroll Integration to Exchange**, every X minutes.

In Employee Central, changes can be made on portlets linked to employment: main  or concurrent employment and portlets linked to the person. Changes to portlets linked to the employment are routed to the corresponding main or secondary employment in Exchange if the concurrent employment variant is set to full otherwise changes are only integrated to the main employment in Exchange. Changes to portlets linked to the person are routed to both main and secondary employments if the concurrent employment variant is set to full otherwise changes are only integrated to the main employment in Exchange.

Portlet	Separate record	Example of content	Remarks
Address	No	Address, state, city, country	Changes either from main or concurrent employment from EC are interface to both the main and secondary employment in Exchange if concurrent employment is set to FULL. Otherwise, changes are only integrated to the main employment in Exchange.
National ID and Work Permit	No	SSN for US	Changes either from main or concurrent employment from EC are interface to both the main and secondary employment in Exchange if concurrent employment is set to FULL. Otherwise, changes are only integrated to the main employment in Exchange.

Personal Information	No	Employee name, marital status	Changes either from main or concurrent employment from EC are interface to both the main and secondary employment in Exchange if concurrent employment is set to FULL. Otherwise, changes are only integrated to the main employment in Exchange.
Biographical information	No	Date of birth, Person ID	Changes either from main or concurrent employment from EC are interface to both the main and secondary employment in Exchange if concurrent employment is set to FULL. Otherwise, changes are only integrated to the main employment in Exchange.
Communication	No	E-mail address	Changes either from main or concurrent employment from EC are interface to both the main and secondary employment in Exchange if concurrent employment is set to FULL. Otherwise, changes are only integrated to the main employment in Exchange.
Dependents	No	Name of spouse	Not supported by the standard package integration.
Employment Information	Yes	User ID, SecondaryAssignmentPeriod	Determine if the employment is main or concurrent employment (SecondaryAssignmentPeriod child node exists).
Job Information	Yes	Cost center, company code, event, FTE, position	Child node of Employment Information. Changes either from main or secondary employment from EC are interface to its corresponding

			main or secondary employment in Exchange.
Compensation	Yes	Pay group, salary, recurring pay elements	Child node of Employment Information. Changes either from main or secondary employment from EC are interface to its corresponding main or secondary employment in Exchange.
Payment (bank) Information	Yes	Bank account	Child node of Employment Information. Changes either from main or secondary employment from EC are interface to its corresponding main or secondary employment in Exchange.
Alternate Cost Distribution	Yes	Cost Center, Percentage	Child node of Employment Information. Changes either from main or secondary employment from EC are interface to its corresponding main or secondary employment in Exchange.

2.6 Employee identifiers in Employee Central vs. Exchange

In Employee Central, the process of adding concurrent employment means creating another employment record to an existing person. In Exchange, however, the concurrent/secondary employment record needs to be created via a new hire action.

Employee Central	Exchange
External Person ID	Person ID
User ID	Employee ID

The User ID field in Employee Central allows us to identify the various employment and this value is uniquely generated by Employee Central for each employment. The combination of Person ID & Employee ID is unique.

The integration is able to identify if the employee has concurrent employment when Compound Employee response contains <SecondaryAssignments> section. The field

usersSysId under <SecondaryAssignments>-><SecondaryAssignmentsItem> equal to the user_id in the employment information corresponds to the concurrent employment record.

The integration also checks the employment information without the SecondaryAssignmentPeriod section to determine the primary employment.

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

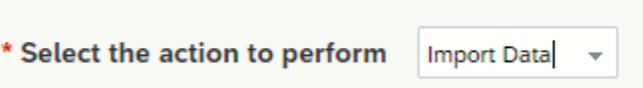
This section describes the configuration steps in Employee Central, Intelligent Service Center, and Integration Center to set-up the concurrent employment integration.

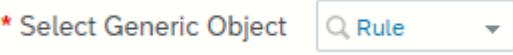
3.1.1 CONFIGURATION OF THE BUSINESS RULES

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:

1. Download [Exchange Business Rule for CE \(.csv\)](#)
2. Navigate to the Admin Center. In the Tools search field, type Import and Export Data.

3.  * Select the action to perform

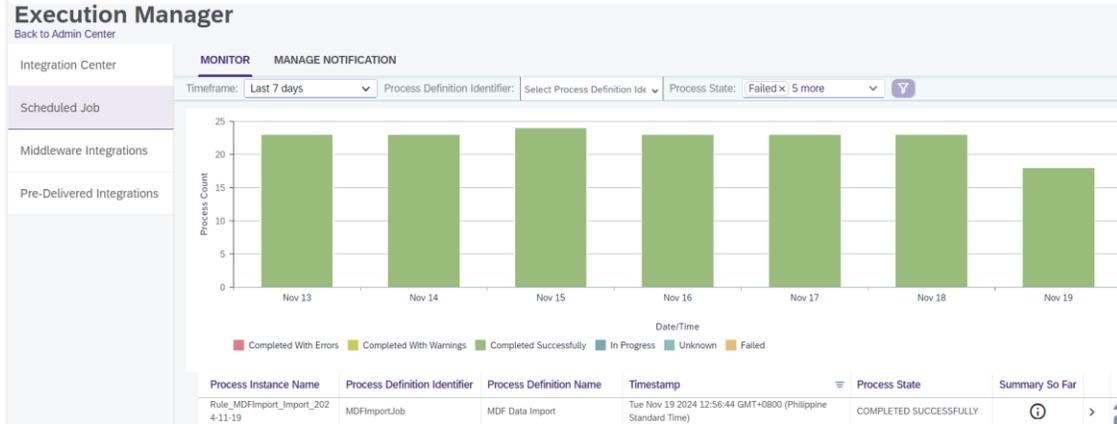
4. Choose CSV and set  * Select Generic Object

5. Upload the csv file from step 1  * File Exchange_B...ules_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 Global Assignment:

Admin Center / **Business Rules Admin**

As Of Date: * November 21, 2024 Scenario: Last Modified By: Rule Type:

exchange_isc_ce X Q

Business Rules (1)

<input type="checkbox"/>	Rule Name	Rule ID	Scenario	Rule Type	Base Object
<input type="checkbox"/>	Exchange_ISC_CE	Exchange_ISC_CE	Basic (_basic)		jobInfoModel

9. Open Exchange_ISC_CE. Ensure that event reason value corresponds to event reason for concurrent employment.

Job Information Model.Event Reason.Value is equal to Concurrent Employment (CS_ConcurrentEmployment)

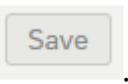
If not, then edit the IF expression and select the correct event reason as the code varies among EC instances. Once done .

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 the 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_CE (Exchange_ISC_... ▼ [icon] Yes ▼ Details [trash] [up]

5. Click .

3.1.3 INTEGRATION CENTER

Required integrations for Strada’s global assignment 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 in the past especially the demanding steps on calculated URI which can lead to errors. This ensures ease, fast, and reliable implementation.

Procedure:

1. Download Exchange Integration Center Definition for New Concurrent Employment (.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.

Import an Integration Definition

Browse for a previously exported file.

Exchange_ISC-CE_New_definition.icd [Browse]

[Upload] [Cancel]

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 GA 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



- Check



Calculation Trace

. Navigate using



Check

parameter values are calculated correctly. Screenshot of correct result of calculated URI:

Calculation Trace

Record 3 (seqNumber:1,startDate:2010-01-01T00:00:00.000Z,userId:9039)
Field Value = [value:PersonID=] Concatenate/Append [Text to Append value:9039 path:employmentNav/personIdExternal] Concatenate/Append [Text to Append value:&SnapshotDate=] Concatenate/Append [Text to Append value:30T07:25:50.000Z path:lastModifiedDateTime] ==> PersonID=9039&SnapshotDate=2010-01-01&ModDate=2016-05-30T07:25:50.000Z

8. Click [Save] to save the integration

9. Go to [Review and Run]. Click [Run Now] to test the integration.
a. Check Last Run Time

Last Run Time: Wed Jul 17 2019 12:37:15 GMT+0800 (Singapore Standard Time) [refresh] 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) [check] [refresh]

Execution Manager
Back to Admin Center
Integration Center
Scheduled Job
Middleware Integrations
Event Details
Process Instance Name: NGA GA Start - Version 15
Process Instance ID: 158190
Table with 4 columns: Event Name, Event Description, Event Type, Created Date

3.1.4 INTELLIGENT SERVICE CENTER

This section describes how to configure events for New Concurrent Employment in Intelligent Service Center (ISC).

Procedure:

- 1. Navigate to the Admin Center.

- In the Tools search field, type *Intelligent Service Center*.
- Search for 'concurrent'.

[Back to Admin Center](#)

Intelligent Services Center

All Events Sort by: Events Raised

Event	Publisher	Events Raised
New Concurrent Employment This event is raised after a new concurrent employment assignment is created for a worker as of the effective start date.	Employee Central	6

- Click New Concurrent Employment.
- In the left menu click  and . Rename the flow e.g. IC_NEW_CE.
- In the right menu under Activities -> Custom Activities click Integration.

Activities

All Subscribers

Custom Activities

- Event Connector
- Integration

- Select the integration for New CE created in Integration Center under  and click 

- Set timing to

TIMING
When event is published

- Save the flow

 Actions

 Save Flow

3.2 Configuration of the Global Assignment in Cloud Integration

There is a new Artifact for event driven integration which includes new concurrent employment introduced together with the standard package. The artifact (integration flow) is included once customer upgrades to the latest version of the 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	
<input type="checkbox"/>	Packaged ValueMapping - SF EC to Exchange Concurrent Employment Mode Value mapping indicates if a customer is using full or light mode solution for concurrent employment. Modified	Value Mapping	2.19.2	

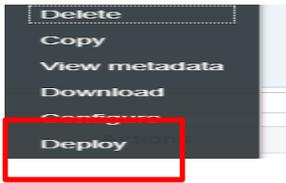
- Integration Flow **Packaged Integration - SF EC Event Driven via ISC to Exchange** is triggered via Intelligent Service Center to send hire, termination, rehire and concurrent employment records to Exchange in real time. This is the iflow called by the configurations in Intelligent Service Center and Integration Center mentioned in previous section.
- Value Mapping **Packaged ValueMapping - SF EC to Exchange Concurrent Employment Mode** is a configuration artifact to set the concurrent variant to either Full or Light.
- The standard package, **Package Integration - SF EC Payroll Integration to Exchange**, was also adjusted to ensure that corresponding changes for either main or concurrent employment correctly flows to Exchange for their corresponding records in Exchange. In addition, a new parameter is introduced to determine if the integration will suppress creation of event driven scenarios.

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

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	
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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.

Type:	<input type="text" value="All Parameters"/>
BusinessUnit:	<input type="text"/>
Company:	<input type="text"/>
ComponentID:	<input type="text" value="<Company ID of the Employee Central Instance>"/>
EmployeeClass:	<input type="text"/>
GCC:	<input type="text" value="<Global Customer Code>"/>
IsEmailEnabled:	<input type="text" value="<Enter 1 to enable mail else 0>"/>
Location:	<input type="text"/>
PayGroup:	<input type="text"/>

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

For supplementary info on EDI Cloud Integration iflow configuration refer to the main EDI implementation guide in [SAP API Hub](#).

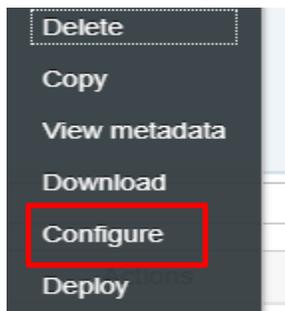
3.2.2 PACKAGE VALUE MAPPING – SF EC TO EXCHANGE CONCURRENT EMPLOYMENT MODE

Procedure:

1. Go to the value mapping and click Action.



2. Click on Configure.



3. Specify the Concurrent Employment mode/variant (Light or Full) for the company in SuccessFactors Employee Central. See sample value mapping entry below:

Bi-Directional Mapping

Agency	Identifier	↔	Agency	Identifier
EC	CO	↔	PR	MO

Value Mappings Default Values

Value Mappings for

EC, CO	↔	PR, MO	
<input type="text"/>	↔	Full	<input type="text"/>
<input type="text"/>	↔	Light	<input type="text"/>

Usage:
ValueMap (Source)
Target identifier

Example:
ValueMap (EC, ...)

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

3.2.3 PACKAGE INTEGRATION SF EC PAYROLL INTEGRATION TO EXCHANGE

Procedure:

- Go to the value mapping and click Action.

<input type="checkbox"/>	Package Integration - SF EC Payroll Integration to Exchange Extracts and sends employee records from Employee Central to Exchange using compound employee service in delta mode. Modified	Integration Flow	24.11.0		>
--------------------------	--	------------------	---------	---	---

- Click on Configure.

- Delete
- Copy
- View metadata
- Download
- Configure**
- Deploy

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

Event Driven:

<Enter 1 if the Event Driven is On else 0>

- 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.
- Note that the integration will only create hire record for concurrent employment in Exchange either through ISC or standard package if the concurrent employment variant is set to FULL.

3.3 Exchange Configuration

Configuration will also be required on the Exchange system for EC-Exchange global assignment 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.

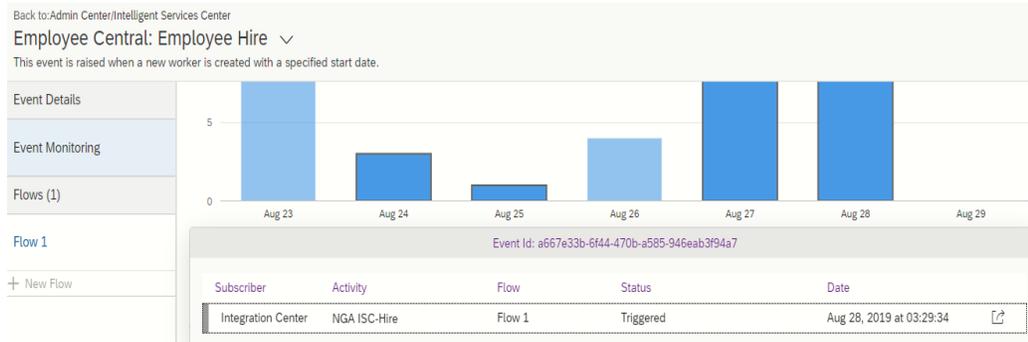
4 Troubleshooting

4.1 PROBLEM 1: NEW CONCURRENT EMPLOYMENT DID NOT TRIGGER NOTIFICATION TO STRADA

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 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

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

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 GA.
 - 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

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 NEW CONCURRENT EMPLOYMENT

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.

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](#)