

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

# Process Automation for Duplicate resume identification

## Table of Contents

1.	OVERVIEW .....	3
2.	BUSINESS SCENARIOS AND CHALLENGES .....	3
3.	BUSINESS NEED.....	3
4.	SOLUTION ARCHITECTURE AND COMPONENTS .....	3
5.	VALUE PROPOSITION .....	5
6.	ARTIFACTS .....	5
7.	REFERENCES.....	5

## 1. Overview

Process automation package for duplicate profile identification in SAP SuccessFactors solution is a pre-built SAP Workflow Management package by SAP Services and support to bring process transparency, visibility, efficiency in identifying duplicate candidate resumes in the SF RCM business process. Some of the salient features of the solution are

- Automation of duplicate profile identification process
- Record every step of the process
- Captures the process details in the SAP HANA Cloud for reporting
- Automatically mark the duplicate profiles in SF for deletion

## 2. Business scenarios and Challenges

- Lack of end-to-end view of duplicate profile identification process.
- Marking the duplicate Profile as quickly as possible is the most important activity but currently it's a manual validation process which is bit time consuming.

## 3. Business Need

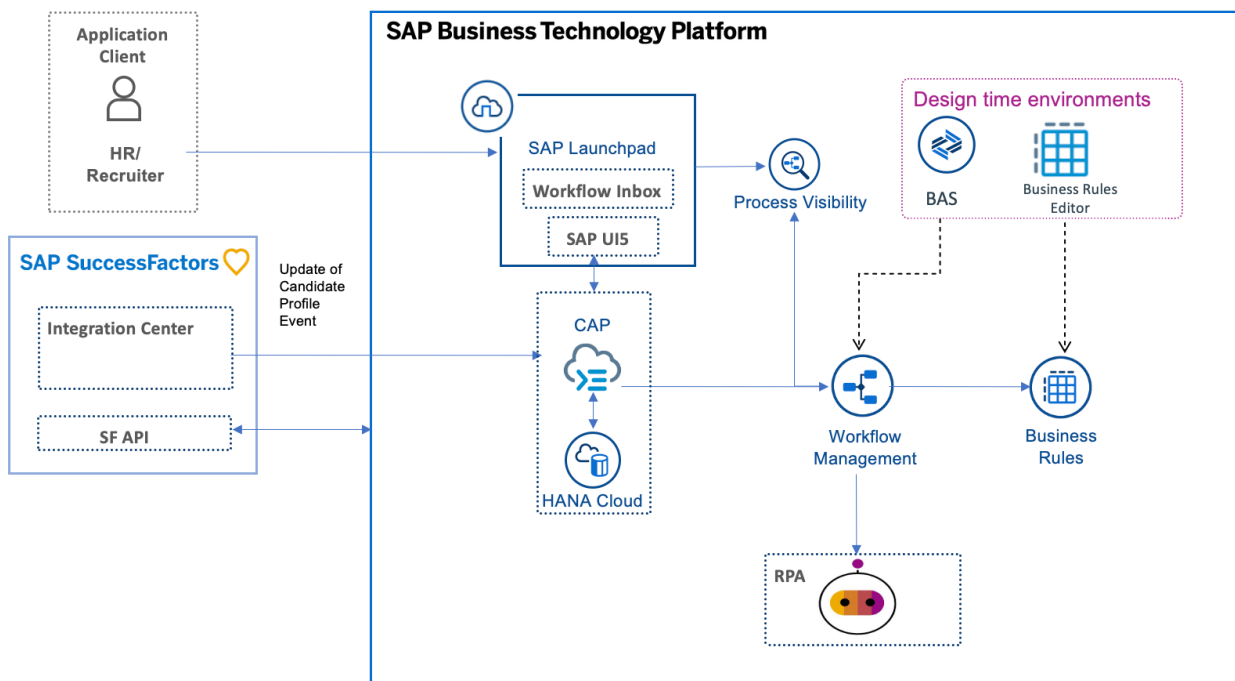
- Content package for the customers who want to automate the duplicate candidate profile identification in SF using workflow management and iRPA solution.
- Identify duplicate candidates in quick span of time
- Provide visibility to the Business Outcomes through live Key Performance metrics of the end-to-end processes.

## 4. Solution Architecture and Components

- Candidate creates a profile and upload the resume in career portal
- On every update/change of Candidate profile business event, the Integration center initiates the CAP OData service endpoint.
- CAP validates if there is an existing active workflow for the candidate. If not, the workflow will be initiated with the candidate information provided by SF.
- Workflow makes a service call (iRPA) to find whether it's a definite duplicate, potential duplicate or not a duplicate.
- Bot reads relevant data from the CV & Search in SF for the matches. Flag all matches and rate them and returns the response to workflow.
- Based on the response, workflow will update definite duplicates in SF and notify the Candidate /HR.

- In case of Potential Duplicate, a workflow user-task gets triggered for manual validation and respective profile will be marked for duplicate based on Processor's feedback.

- SAP BTP Cloud Foundry runtime
- SAP Workflow Management to orchestrate the process
- SAP Launchpad service
- SAP Cloud Identity Services - Identity Authentication (optional)
- SAP Business Application Studio (To develop SAPUI5 Apps and Workflow)
- SAP iRPA
- SAP HANA Cloud/ CAP
- SAP SuccessFactors



## 5. Value Proposition

- Record every step of the process
- Quick identification of the Duplicate candidate profiles
- Automation of end-to-end process
- Improved decision making and real-time visibility.
- Dashboard for KPIs

## 6. Artifacts

**Workflow Process:** It covers end to end process of Duplicate profile identification, executing the Bot to Flag all matches, rate them and determine the profile category. Also, the confirmation of Potential duplicate from designated processor by leveraging the Workflow and Business Rules of SAP Workflow Management.

**iRPA Bot:** Bot receives the candidate information from workflow and fetches resume from SuccessFactors. Based on the algorithm it determines whether the profile is Duplicate, Potential duplicate or not a duplicate and returns the result back to workflow.

**CAP:** Act as an endpoint for the SF integration center to initiate the Candidate profile check process, CAP service will check whether there is an on-going workflow for the candidate sent by the SF. If not, a new duplicate check workflow will be initiated. End-to-end process status will also be tracked using CAP service (In BTP HANA Cloud).

**SAP UI5/Fiori:** SAP UI5/Fiori Application hosted on SAP Business Technology Platform have been developed to use in the workflow task approvals (Potential Duplicate confirmation).

**Business KPIs Dashboard (Process Visibility):** This Process Visibility Dashboard enables process excellence, process transparency, process transformation by providing KPIs like number of Processes initiated, duplicates, Pending for processing etc.

## 7. References

If you are interested to use this process automation package for Duplicate Profile identification in SAP SuccessFactors solution, please contact:

Shantanu Garg (shantanu.garg@sap.com) - your services and support contact.