



# Employee Central to Exchange

Integration Guide for Global Assignment

Version 5.6

## Document Control

Document ID	Implementation Guide EC-Exchange Global Assignment 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	Initial	June 2019
2.0	2 <sup>nd</sup> version	August 2019
3.0	3 <sup>rd</sup> version	January 2019
3.1	4 <sup>th</sup> version	March 2020
3.2	5 <sup>th</sup> version	July 2020
3.3	6 <sup>th</sup> version	November 2020
3.4	7 <sup>th</sup> version	December 2020
4.0	8 <sup>th</sup> version	February 2021
5.0	9 <sup>th</sup> version	April 2021
5.1	10 <sup>th</sup> version	June 2021
5.2	11 <sup>th</sup> version	September 2022
5.3	12 <sup>th</sup> version	July 2023
5.4	13 <sup>th</sup> version	September 2023
5.5	Rebrand to Strada	October 2024
5.6	Add item to Troubleshooting section	May 2025

## Summary of Changes

Item Number	Change Description	Chapter/Section
1.0	New document.	All document
2.0	Introduce upload of business rule and integration center definition	All document
3.0	Update branding and changes related to hrX Exchange release (13 and 14)	All document
3.1	Clarifications	All document
3.2	Update on business configuration and parameters	Section 3.1.2 Section 3.2.1
3.3	Update on business configuration and parameters	Section 3.1.2 Section 3.2.1
3.4	Add support for PSG only for host assignment field not part of the global assignment screen	Section 2.4, Section 2.2
4.0	Exchange release 18.0 updates	Section 2.1, 2.2, 2.4
5.0	Rebranding of SCPI to Cloud Integration	All sections
5.1	Rebrand to Alight	All sections
5.2	Top of stack	2.2
5.3	Lastmodifiedon GA Adhoc	3.2.2
5.4	Lastmodifiedon GA Adhoc	2.2
5.5	Rebrand to Strada	All Document
5.6	Add item to Troubleshooting section	Section 4.4

## Introduction

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

## Related documents

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

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# 1 Introduction

The **Global Assignment** feature of SuccessFactors Employee Central enables organizations to assign employees to expatriate assignments as they move to multiple geographical locations around the globe while staying with the same organization. It also allows organizations to permanently transfer employees to other countries while maintaining both home and host master data during the assignment periods.

Strada has developed a solution for the integration of global assignments from Employee Central to Exchange. By using the Employee Central functionality for event driven integrations, add and end global assignment events are replicated near-real time to Exchange. Another benefit is that the data mapping and conversion now happens on Strada side instead of the SAP middleware and this simplifies the integration and troubleshooting.

## 2 Integration Overview

### 2.1 Supported Scenarios in Employee Central

1. Start of global assignment
2. End of global assignment
3. Support automatically ending global assignment during creation when this is enabled in the Global Assignment Configuration
4. Changes to portlets of employees who are on global assignment.
5. Supported multiple assignments (more than 2 employment info records)
6. Rescind or delete of global assignment via Manage Global Assignment -> Delete when employee is still on global assignment.
7. Edit of global assignment via Manage Global Assignment either for global assignment start or end of global assignment.

### 2.2 Unsupported Scenarios

Following scenarios related to Global Assignments are not supported:

1. Edit of global assignment start date is not possible when payroll service is euHReka and when end of global assignment automatically during creation is enabled in Employee Central. euHReka does not allow updates to the hire record in IT0000 when there is a termination record.  
Workaround: Raise a ticket to Strada via Assist for this process
2. Edit of global assignment should not be performed at the same time to adjust start and end when end of global assignment has already been replicated to Exchange. Edit of GA start date should only be performed when an employee is active on global assignment and before end of global assignment. Similarly, Edit of GA actual end date should only be performed when the assignment has ended.  
Workaround: Raise a ticket to Strada via Assist for this process
3. Delete of global assignment results to deletion of the global assignment records in job information for the home and host employment in Employee Central. With this the integration expects that delete of GA is only performed when an employee is still on global assignment and not when the end of global assignment has already been replicated in Exchange.  
Workaround: Raise a ticket to Strada via Assist for this process

4. Updates to records of past global assignments

Workaround: Raise a ticket to Strada via Assist for this exceptional process

Point to Consider: Any changes to past global assignments (shared and dedicated portlets) are ignored by the integration.

5. Top-of-stack.

Due to limitations in the way EC returns the data, the following cases could lead to problems in the integration:

\* The Global Assignment event is created and part of an approval flow AND changes are made to the job info record on the same day

\* The Global Assignment event is created AND changes are made to the job info record on the same effective day within a minute

\* The Global Assignment event is created AND changes are made to the job info record on the same effective day AND payroll rejected the start due to data quality issues on the job information portlet

Recommendation: Ensure that succeeding changes after add/end global events are performed when the event has been interface to Exchange.

6. Payroll relevant fields under a portlet not part of the global assignment screen.  
When global assignment is performed shared portlets like personal info and national ID are not available for input. This is a limitation in SuccessFactors Employee Central. With this, when a field from another portlet not part of the global assignment screen needs to be interface such as national ID or a field from the personal information portlet it is recommended to perform first the update on the portlet and then perform the global assignment.

### **Example**

For Dutch payroll it is required to have the initials provided together with the hiring. This is typically not a requirement for other countries to have. This means that the initials must be filled out before transacting the global assignment start if the host country is the Netherlands. Similar requirements can exist for other countries, check this during the implementation.

7. Resending of failed GA after correction.

Workaround: EDIT the job information of the AGA event (Away Global Assignment) on the home employment/profile and update the relevant field/s and SAVE. This will retrigger the GA event in ISC and will resend the corrected record to Exchange.

## 2.3 Prerequisites and Considerations

### 2.3.1 EMPLOYEE CENTRAL

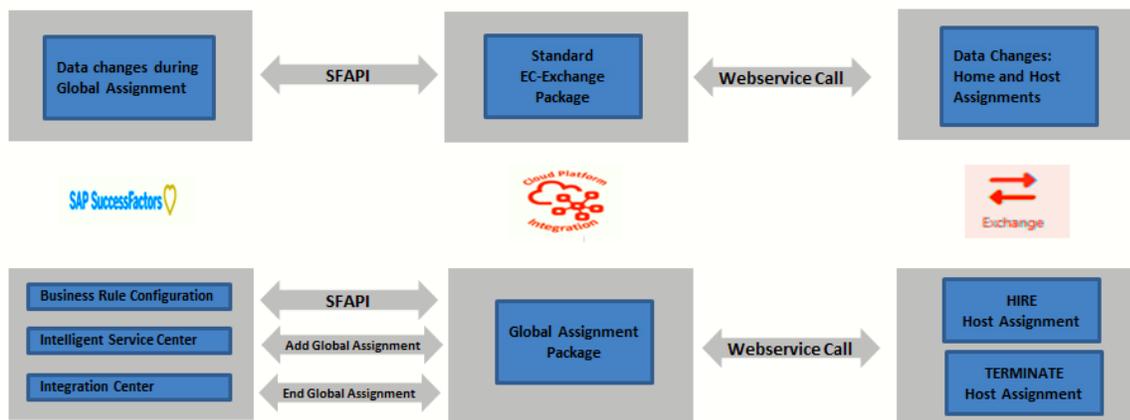
- Intelligent Service Center, Integration Center and Global Assignments should be activated and enabled.
- The consultant must be familiar with configurations related to Global Assignment, has experience in Intelligent Service Center, and Integration Center and troubleshooting integrations. Please check with your SuccessFactors Employee Central functional team for support.
- Dormant (external code D) is used as the recommended employee status for an employee that is away on global assignment.
- Event reasons for “add global assignment” (for standard event GA) and “end global assignment” (for standard event EGA) are maintained.
- Event reasons (for standard event AGA or Away Global Assignment and BGA or Back from Global Assignment) for updating the home job info record are maintained.
- An employee can only have one active global assignment at a time.
- A global assignment and concurrent employment cannot be applied to the same employee at the same 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
Global Assignment Start	<ul style="list-style-type: none"> <li>Employee hired in the host country with hire reason = event reason for standard GA event and Alternate Descriptions GA Status = Host</li> <li>Support PSG (payroll specific grouping) only for hiring in host</li> <li>Data change for home assignment (Alternate Descriptions GA Status = Home)</li> <li>Data change for home assignment (Alternate Descriptions Workconditionreason = event reason for standard AGA event)</li> </ul>
Global Assignment End	<ul style="list-style-type: none"> <li>Employee terminated in host country with termination reason = event reason for EGA event</li> <li>PSG (payroll specific grouping) for termination in host is not supported</li> <li>Data change for home assignment (Alternate Descriptions Workconditionreason = event reason for standard BGA event)</li> </ul>

<p>Global Assignment Edit either for the start date or actual end date</p>	<ul style="list-style-type: none"> <li>• If edit is performed during global assignment a change in start date generates a data change event for the host assignment hire record. A data change event for home assignment is also generated to update the start date of Alternate Descriptions Workconditionreason = event reason for standard AGA event</li> <li>• If edit is performed when global assignment has been ended a change in actual end date generates a data change event for the host assignment termination record. A data change event for home assignment is also generated to update the start date of Alternate Descriptions Workconditionreason = event reason for standard EGA event</li> </ul>
<p>Global Assignment Delete only when employee is on global assignment</p>	<ul style="list-style-type: none"> <li>• If delete is performed during global assignment hire rescind is generated for the host assignment. A data change (delete BOD) event for home assignment is also generated to flag for removal the Alternate Descriptions Workconditionreason = event reason for standard AGA event</li> </ul>

## 2.5 EC portlets Home and Host assignment

Subsequent changes to the home or host assignment 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: home  or host  and portlets linked to the person. Changes to portlets linked to the employment are routed to the corresponding home or host employment in Exchange. An example is a salary change in the compensation portlet. Changes to portlets linked to the person are routed to both home and host employments. Example is an update to the e-mail address or personal information portlet.

Portlet	Separate record	Example of content	Remarks
Address	Yes	Address, state, city, country	Global assignment has a dedicated address type, <b>host country</b> . This is important for countries where this is required due to tax or payroll reasons. Host country address can only be maintained once the employee is on global assignment.
National ID and Work Permit	No	SSN for US	National ID and Work Permit records are interface to Exchange to the country of either home or host.
Personal Information	No	Employee name, marital status	Changes either from home or host assignments from EC are interface to both the home and host records in Exchange.
Biographical information	No	Date of birth, Person ID	Changes either from home or host assignments from EC are interface to both the home and host records in Exchange.
Communication	No	E-mail address	Changes either from home or host assignments from EC are interface to both the home and host records in Exchange.
Dependents	No	Name of spouse	Not supported by the standard package integration.
Employment Information	Yes	User ID, is HostAssignment	Determine if the employment is home or host assignment.
Job Information	Yes	Cost center, company code, event, FTE, position	Child node of Employment Information. Changes either from home or host assignments from EC are interface to its

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

## 2.6 Employee identifiers in Employee Central vs. Exchange

In Employee Central, the process of adding global assignment means creating another employment record to an existing person. In Exchange, however, the host 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.

## 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

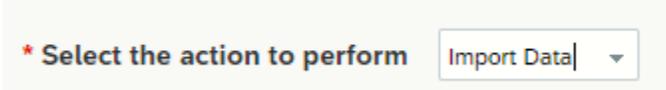
This section describes the configuration steps in Employee Central, Intelligent Service Center, and Integration Center to set-up the global assignment integration.

#### 3.1.1 CONFIGURATION OF THE BUSINESS RULES

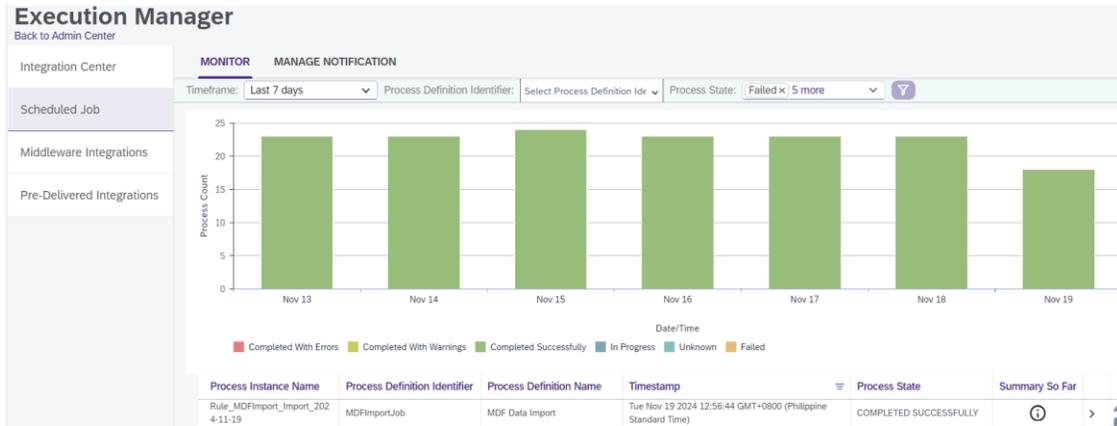
Required business rules for Strada's event driven integration have been exported and made available in this guide so that it can be conveniently imported to a target SuccessFactors instance of a customer. This would reduce the numerous manual actions which can lead to errors and at the same time ensures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

Procedure:

1. Download [Exchange Business Rule for GA \(.csv\)](#)
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\_GA.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: \* Scenario: Last Modified By: Rule Type: Base Object: Exchange X Q November 20, 2024 Go Adapt Filters (2)

Business Rules (5)	Rule Name	Rule ID	Scenario	Rule Type	Base Object	Last Modified By	Assigned
<input type="checkbox"/>	Exchange_Add_GA	Exchange_Add_GA	Basic (_basic)		jobinfo	Angelito Bestante (bestantea)	>
<input type="checkbox"/>	Exchange_End_GA	Exchange_End_GA	Basic (_basic)		jobinfo	Angelito Bestante (bestantea)	>

9. Open Exchange\_Add\_GA. Ensure that event value is set to Away on Global Assignment.

**Job Information.Event Reason.Event** is equal to **Away on Global Assignment (25712)**

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

10. Open Exchange\_End\_GA. Ensure that event value is set to Back from Global Assignment.

Job Information.Event Reason.Event is equal to Back from Global Assignment (25713)

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

*Note: if you modify the business rules, make sure there is no country restriction.*

### 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; Event Type = onPostSave and rule = newly created rules for GA.

Job Information	onPostSave	Exchange_Add_GA (Exchange_Add_...	Yes	Details	🗑️	⬇️	⬆️
Job Information	onPostSave	Exchange_End_GA (Exchange_End_...	Yes	Details	🗑️		⬆️

5. **Save**

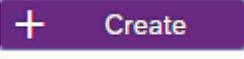
### 3.1.3 INTEGRATION CENTER

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 Strada Integration Center Definition for Add and End GA (.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 Add GA 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/GlobalAssignmentEx/\*?*

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)
  - **/GlobalAssignmentEx/** 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/personId/External] 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  to save the integration

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 [jobExe...	START	Wed Jul 17 2019 12:37:15 G...

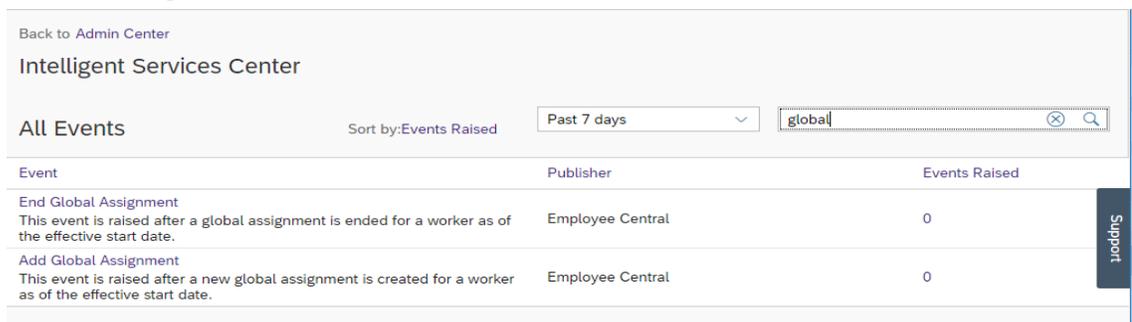
10. Repeat steps 1-9 for End Global Assignment Integration Center Definition.

### 3.1.4 INTELLIGENT SERVICE CENTER

This section describes how to configure events for Add Global Assignment and End Global Assignment in Intelligent Service Center (ISC).

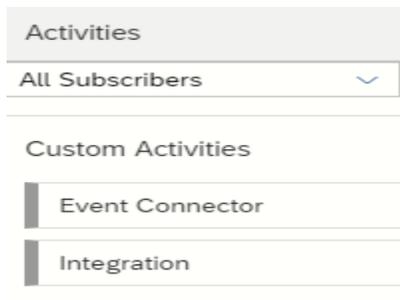
Procedure:

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



Event	Publisher	Events Raised
<b>End Global Assignment</b> This event is raised after a global assignment is ended for a worker as of the effective start date.	Employee Central	0
<b>Add Global Assignment</b> This event is raised after a new global assignment is created for a worker as of the effective start date.	Employee Central	0

4. Click Add Global Assignment.
5. Remove existing publishing rule linked to standard rule for Add GA.
6. In the left menu click **Flow 1** and . Rename the flow e.g. IC\_Add\_GA.
7. In the right menu under Activities -> Custom Activities click Integration.



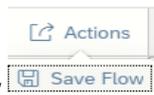
8. Select the integration for Add GA created in Integration Center under 

and click 

9. Set timing to

TIMING  
When event is published ▾

10. Save the flow



11. Repeat steps 1-10 for End Global Assignment event in ISC.

## 3.2 Configuration of the Global Assignment in Cloud Integration

There are artifacts for global assignment integration introduced together with the standard package.

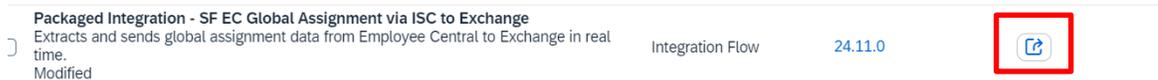
<input type="checkbox"/>	<b>Packaged Integration - SF EC Global Assignment to Exchange</b> Extracts and sends global assignment data from Employee Central to Exchange on demand. Modified	Integration Flow	24.11.0	
<input type="checkbox"/>	<b>Packaged Integration - SF EC Global Assignment via ISC to Exchange</b> Extracts and sends global assignment data from Employee Central to Exchange in real time. Modified	Integration Flow	24.11.0	

- Integration Flow **Packaged Integration – SF EC Global Assignment via ISC to Exchange** is triggered via Intelligent Service Center to send global assignment 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.
- Integration Flow **Packaged Integration – SF EC Global Assignment to Exchange** is used for Adhoc run. This package is to be utilized only in cases when Intelligent Service Center or Integration Center fails to trigger the iflow automatically or whenever there is an issue with the GA iflow itself.
- The standard package, **Package Integration - SF EC Payroll Integration to Exchange**, was also adjusted to ensure that corresponding changes during global assignment correctly flows to Exchange for either the home or host record for dedicated portlets and for both records for shared portlets.

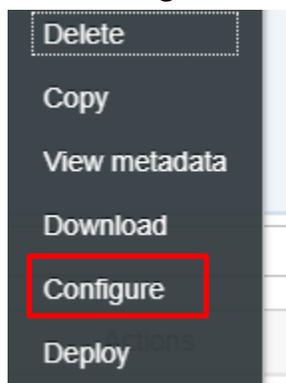
### 3.2.1 PACKAGED INTEGRATION - SF EC GLOBAL ASSIGNMENT VIA ISC TO EXCHANGE

Procedure:

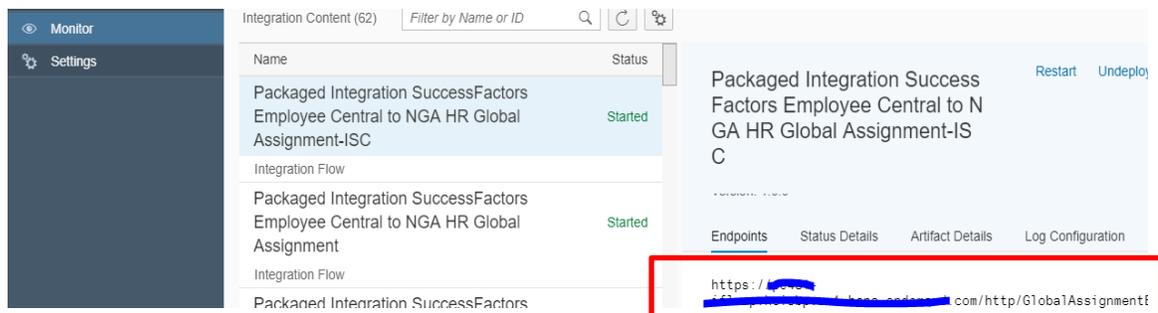
1. Go to the iflow and click Action.



2. Click Configure.



3. 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 GA 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 /GlobalAssignmentEx/\*.

Sender	Receiver	More
<b>Connection</b>		
Sender:	<input type="text" value="Sender"/>	
Adapter Type:	<input type="text" value="HTTPS"/>	
Address:	<input type="text" value="/GlobalAssignment/*"/>	

- 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.

Configure "Packaged Integration - SF EC Global Assignment via ISC to Exchange"

Sender	Receiver	More
Type:	<input type="text" value="All Parameters"/>	
BusinessUnit:	<input type="text"/>	
Company:	<input type="text"/>	
ComponentID:	<input type="text" value="&lt;Company ID of the Employee Central Instance&gt;"/>	
EmployeeClass:	<input type="text"/>	
Enable AS2:	<input type="text" value="&lt;Enter 1 to Enable AS2 else 0 for Webservice Call&gt;"/>	
GCC:	<input type="text" value="&lt;Global Customer Code&gt;"/>	
IsEmailEnabled:	<input type="text" value="&lt;Enter 1 to enable mail else 0&gt;"/>	
Location:	<input type="text"/>	
Package Version:	<input type="text" value="&lt;Enter 1 for Old Package and 2 for New Package the GA belong&gt;"/>	
PayGroup:	<input type="text"/>	

- Package version parameter is introduced for Exchange transformation to distinguish if the customer is using the old or new package. This is relevant so that transformation can determine if the LCC configuration resides in Cloud Integration or in Exchange.
- ComponentId is a new parameter required for GA transformation to support field override and PSG.

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

## 3.2.2 PACKAGE INTEGRATION - SF EC GLOBAL ASSIGNMENT TO EXCHANGE

### Procedure:

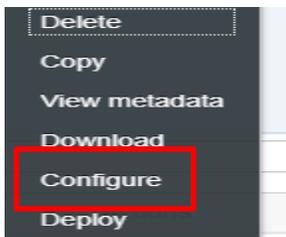
1. Go to the iflow and click Action.

Packaged Integration - SF EC Global Assignment to Exchange  
Extracts and sends global assignment data from Employee Central to Exchange on demand.  
Modified

Integration Flow 24.11.0



2. Click on Configure.



3. 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.

Receiver More

Processing

Receiver:

Adapter Type:

Address:

Credential Name:

4. Go to **More** tab. Supply the value for the following parameters. These parameters are similar to the existing parameters of the standard package except for the following:

## Configure "Packaged Integration - SF EC Global Assignment to Exchange"

Receiver **More**

Type:	All Parameters
BusinessUnit:	
Company:	
ComponentID:	<Company ID of the Employee Central Instance>
EmployeeClass:	
Enable AS2:	<Enter 1 to Enable AS2 else 0 for Webservice Call>
GCC:	<Global Customer Code>
IsEmailEnabled:	<Enter 1 to enable mail else 0>
LastModifiedOn:	<YYYY-MM-DDTHH:MM:SS.sssZ for_example 2014-11-04T05:01:29.000Z>
Location:	
Package Version:	<Enter 1 for Old Package and 2 for New Package the GA belong>
PayGroup:	
PersonIdExternal:	
Snapshot Date:	<YYYY-MM-DD for_example 2014-11-04>

- a. PersonIDExternal: PersonID in SF EC of the employee for global assignment start and end
- b. Snapshot Date:
  - i. Start Date of start of Global Assignment to hire the person in Exchange
  - ii. Start Date of the end of Global Assignment to terminate the host record in Exchange
- c. LastModifiedOn: Provide a time stamp value in the format: yyyy-mm-ddThh:mm:ss.sssZ (for example, 2015-01-01T00:00:00.000Z) capturing the transaction date and time when for start or end of global assignment. The snapshot date and the lastmodifiedon points to validity date until, compared to the lastmodifiedon of the standard delta integration which is picking records valid from. When running adhoc to interface global assignment on-demand, the date when data changes to portlets were transacted is key so the recommendation is to set this to 1 day after the transaction date to any portlet since the extraction is using snapshot mode.
- d. Package version parameter is introduced for Exchange transformation to distinguish if the customer is using the old or new package. This is relevant

so that transformation is able to determine if the LCC configuration resides in Cloud Integration or in Exchange.

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

### 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: Start or End of Global Assignment 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 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 (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 **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 Start or End of Global Assignment

### 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: Event in Exchange did not create and hire and termination events

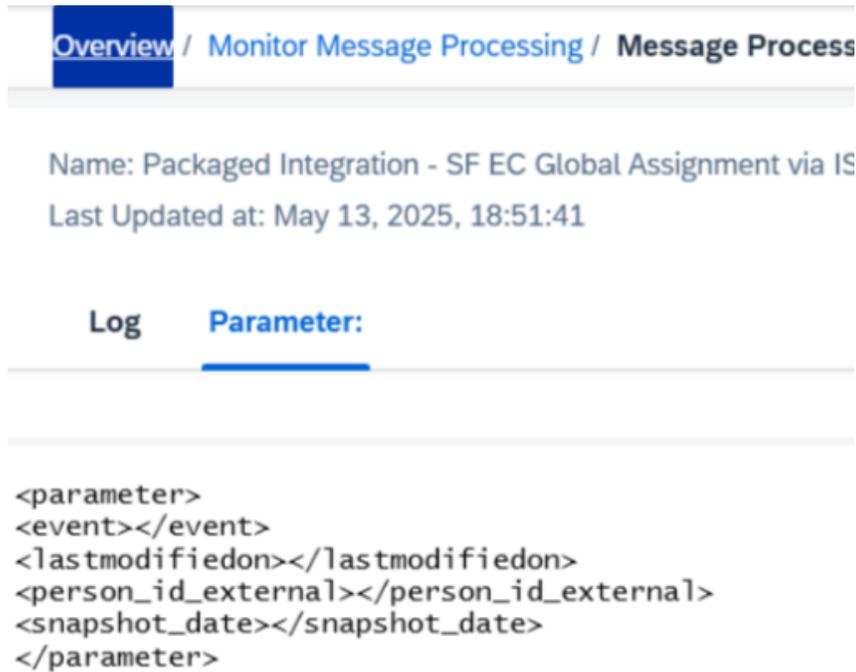
### Procedure:

1. For Strada: Ensure that the file has been received in Exchange.
2. For client: Ensure that manual run via Ad-hoc leads to right results.

## 4.4 Problem 4: 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:



The screenshot shows a web interface with a navigation bar at the top containing the following tabs: **Overview**, **Monitor Message Processing**, and **Message Process**. Below the navigation bar, the page content includes the text: **Name: Packaged Integration - SF EC Global Assignment via IS** and **Last Updated at: May 13, 2025, 18:51:41**. Underneath, there are two tabs: **Log** and **Parameter:**, with the **Parameter:** tab selected. The main content area displays an XML snippet:

```
<parameter>
<event></event>
<lastmodifiedon></lastmodifiedon>
<person_id_external></person_id_external>
<snapshot_date></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](#)