



SAP Sales Cloud and SAP Service Cloud Version 2 Integration with SAP SuccessFactors Employee Central

1. Integration with SAP SuccessFactors Employee Central

This document describes how to integrate SAP Sales Cloud and SAP Service Cloud Version 2 with

SAP SuccessFactors Employee Central for employee replication.

As these configuration steps are customer-specific, they can't be delivered by SAP, and must be completed by the customer. This document describes the general configuration steps to manually set up the configuration within the existing system landscape. If you have any queries or feedback about this document, please create a ticket using the component CEC-CRM-INT.

2 Prerequisites

□ Recommendation

We recommended that you implement the solutions in the following sequence to ensure that the employee data from Employee Central Service Center can be used in SAP Sales Cloud and SAP Service Cloud Version 2

1. Employee Central Service Center
2. SAP Cloud for Customer
3. SAP Cloud Integration

Prerequisites for integrating SAP SuccessFactors Employee Central with SAP Sales Cloud and SAP Service Cloud Version 2.

The following are the prerequisites:

- 1. You have purchased licenses for all required solutions.**
- 2. You have followed all the onboarding steps for the relevant solutions. For more information, refer to the help and learning documentation of each solution.**

3 Configuration Phase: Configure Integration in Cloud Solution

Configurations required for integrating SuccessFactors with SAP Sales Cloud and SAP Service Cloud Version 2.

3.1 Configure SAP Sales Cloud and SAP Service Cloud Version 2

Procedure

1. Create communication system.
2. Create communication configuration by copying the *Integrate SAP Success Factor Employee Central* template.
3. Create value mapping group and maintain value mappings for following code lists.
 - Country
 - Gender
 - Marital Status
 - Form of Address
 - Academic Title
4. Assign the value mapping group to communication configuration.

3.2 Configure SAP Cloud Integration

SAP provides integration content for the integration of SAP Sales Cloud and SAP Service Cloud Version 2 with SAP SuccessFactors Employee Central systems using SAP Cloud Integration.

3.2.1 Copy Integration Package

Procedure

1. Log in to the SAP Cloud Integration tenant.
2. From the menu select *Discover*.
3. In *All*, search for the *SAP Sales Cloud and SAP Service Cloud Version 2 Integration for Master Data with SAP SuccessFactors Employee Central* package.
4. Select the *SAP Sales Cloud and SAP Service Cloud Version 2 Integration for Master Data with SAP SuccessFactors Employee Central* package.
5. Click *Copy*.


3.2.2 Deploy Security Credentials

Context

As of now, communication between SAP Cloud Integration and SAP Sales Cloud and SAP Service Cloud Version 2 is established via basic authentication over HTTPS. For this, user credential needs to be deployed in Cloud Integration tenant, which will be used for sending message to SAP Sales Cloud and SAP Service Cloud Version 2.

Communication between SAP Cloud Integration and SAP SuccessFactors Employee Central is supported with either Basic or OAUTH authentication.

Procedure

1. Log in to the SAP Cloud Integration tenant.
2. From the menu , select *Monitor*.
3. In *Manage Security*, select *Security Material*.
4. From the *Create* dropdown, select *User Credentials*.
5. In *Create User Credentials*, enter the required details.

The user credential artifact must use the credential maintained in

SAP Sales Cloud and SAP Service Cloud Version 2 -> Settings -> Integration -> Communication Systems -> Inbound.

6. Click *Deploy* to deploy the user credential artifact.
7. Deploy either user credential or OAuth2 SAML Bearer Assertion for authentication with SAP SuccessFactors Employee Central depending on type of authentication to be used in SuccessFactors receiver adapter

4. Configure and Deploy Integration Flows

Prerequisites

1. You have deployed required user credentials for SAP SuccessFactors Employee Central system.

In the Design tab of your SAP Cloud Integration system tenant, open the package SAP Cloud for Customer Integration with SAP SuccessFactors Employee Central. The following integration flows are available in this package:

- Replicate Employee from SAP SuccessFactors Employee Central
- Manual Employee Replication from SAP SuccessFactors Employee Central

4.1 Replicate Employee from SAP SuccessFactors Employee Central

4.1.1 Configure the Timer Event

Open the Integration Flow configuration using the configure action button using the web interface:

Configure the timer event. This decides how often the Integration Flow runs to fetch the data from the Employee Central system.

Configure "Replicate Employee from SAP SuccessFactors Employee Central"

Timer Receiver Parameters

Timer: StartEvent_2

Run Once

Schedule on Day

Schedule to Recur

Schedule to Recur

Daily

On Time 09:54 am

Every 15 min Between 00:00 and 24:00

Time Zone (UTC 0:00) Greenwich Mean Time(Africa/Abidjan)

4.1.2 Configure Receiver Systems

1. Maintain SAP Sales Cloud and SAP Service Cloud Version 2 Host and User Credential details for Receiver CNS

Configure "Replicate Employee from SAP SuccessFactors Employee Central"

Timer Receiver More

Connection

Receiver: CNS

Adapter Type: HTTP

Address: https://{{CNS_Host}}/sap/c4c/api/v1/inbound-data-connector-service/messages/sap.crm.md.integrationmet...

CNS_Host: *.csm-salescloud.com

Authentication: Basic

Credential Name: cns_user

Timeout (in ms): 60000

2. Using the selection help for the *Receiver* field, select the receiver channel (EC_CE_API_QUERY) for SAP SuccessFactors Employee Central and maintain the Address and Credential Information (Authentication and Credential Name).

Configure "Replicate Employee from SAP SuccessFactors Employee Central"

Timer **Receiver** More

Connection

Receiver: EC_CE_API_QUERY

Adapter Type: SuccessFactors

Address: https://apisalesdemo2.successfactors.eu Select

Authentication: OAuth2 SAML Bearer Assertion

Credential Name: salesdemo_SFSALES005530

Processing

Page Size: 800

Timeout (in min): 90

4.1.3 Configure External Parameters

- Receiver System ID: Default Communication system of SAP Sales Cloud and SAP Service Cloud Version 2 tenant
- Sender System ID: Communication system name maintained in SAP Sales Cloud and SAP Service Cloud Version 2
- maxRows: Max number of employees to be fetched from EC in each query.

Configure "Replicate Employee from SAP SuccessFactors Employee Central"

Timer Receiver **More**

Type: All Parameters

maxRows: 400

Receiver System ID: sap_cloud_crm_ns

Sender System ID: EC

□ Recommendation

It's recommended that for large employee load, you set the maxRows to 400 or higher and Page Size to 800 (maxRows should be less than Page Size).

4.2 Manual Employee Replication from SAP SuccessFactors Employee Central

This iFlow is optional to use and only required in case you need to pull employee data for individual employees. The configuration is identical to the integration Flow **Replicate Employee from SAP SuccessFactors Employee Central**, except in the configuration you need to provide a comma-separated list of Person Ids (person_id_external) as shown below in the screenshot below. Please note you need to surround each id with single quotes. **Example:** '47798','47799','5000' and for a single employee '47798'

Configure "Manual Employee Replication from SAP SuccessFactors Employee Central"

Timer	Receiver	More
	Type:	All Parameters ▼
PERSON_ID_EXTERNAL:		'ECEMP8','mohanm'
Receiver System ID:		sap_cloud_crm_ns
Sender System ID:		EC