

SAP SuccessFactors with Degreed Integration

SAP Business Technology Platform

****WARNING: Please note that any modifications to or deployment of the iFlows without Degreed assistance will not be supported and the integration will not be considered under warranty or supportable. This integration is built, designed, and owned by Degreed. All technical issues, troubleshooting and support should be obtained from your Degreed team rather than SAP. SAP places no warranties on this integration and offers no support for it from SAP Product Support. Degreed customers that need assistance or support should contact their Degreed Customer Experience team. You can also reach out at support@degreed.com. This is not a direct line to Degreed Support, however automated responses with instructions about how to contact support are sent in reply.****



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Overview and Purpose

The purpose of this document is to provide an overview of the integration between Degreed and SAP SuccessFactors and SAP Employee Central for Degreed customers wanting to use the prebuilt iFlow package in the SAP Business Technology Platform (BTP) to integrate data between SAP SuccessFactors, Employee Central and Degreed.

When importing the iFlow package to a customer-specific BTP environment, there are a few setup items that need to be completed and are detailed below. The iFlow package has been created such that it is quick to import and set up the data flow to Degreed based on standard fields and configuration.

This integration should **ONLY** be used in conjunction with a Degreed environment, SAP SuccessFactors Learning Management System, and SAP Employee Central as primary HCM/HRIS.

System Requirements

SAP

- SAP SuccessFactors (SFSF) Test and Production with Employee Central (SFSF EC) and Learning Management System (SFSF LMS)
- SAP Business Technology Platform (SAP BTP) with Integration Suite

Degreed

- Degreed Beta and Production environment (either single tenant or GAT structure), where Degreed User Provisioning data is sourced **ONLY** by Employee Central and/or SAP SuccessFactors. This integration does not support HRIS data from other platforms.

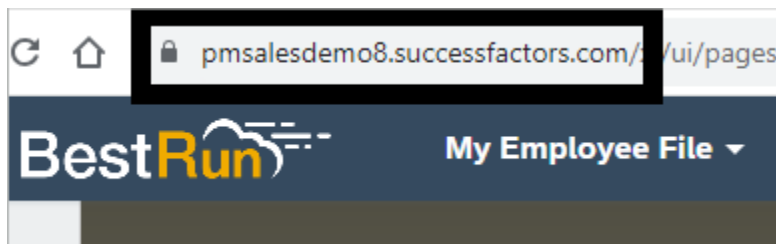


Initial Setup and Provisioning

1. Ensure that you have a SAP SuccessFactors Test and/or Production environment with Employee Central (EC) Learning Management (LMS) enabled. For some Externalized Parameters below, the SuccessFactors base url, SuccessFactors API url and Employee Central url will be needed.
 - a. To gather your SuccessFactors base url, log into SuccessFactors and navigate to Admin Center > Learning Administration, and copy the url value before any slashes:



- b. Your SuccessFactors API url is the API server endpoint of your SAP data center. A chart of mappings based on physical location can be found [here](#). If this link no longer works, consult your SAP or Degreed team for a physical copy of the chart.
- c. Your Employee Central url is the base portion of the url when logged into SuccessFactors in employee records (outside of the Learning Administration sections)



2. Ensure that you have a SAP Business Technology Platform environment enabled with Integration Suite & process integration runtime entitlements
3. Import the standard iFlow package to your BTP environment (Degreed SAP SuccessFactors iFlow Package)
 - a. Open BTP Cockpit
 - b. Ensure to select the required "Global Account"
 - c. Select the desired sub-account
 - d. Click on "Instances and Subscriptions" from the left navigation pane
 - e. Click on "Application" name from "Subscriptions" tab
 - f. From left navigation pane, go to "Design" -> Integrations

- g. If single Master iFlow package is provided: In the “Integrations” page, click on the “Import” button in top right corner
 - h. If individual iFlow zip files are provided: Create a new Integration package with the details desired, and click into the new integration package
 - i. From the file explorer, select the iFlow package (zip) file(s). Modify the name(s) / other details and click on “Create”
 - j. Alternatively, if the Degreed SAP BTP Integration has been published as an Open Connector in SAP’s Business Acceleration Hub, it can be searched for and “copied” within the BTP UI - which will create a carbon copy of it in your Integration Suite environment.
4. Modify the global variables in the iFlow (these can be modified after creation of Security Material below):
- a. **Degreed_OAuth_endpoint**: To pull degreed token
 - b. **Degreed_endpoint**: Degreed API base URL
 - c. **Degreed_client_id**: Organization level Client ID has been saved in Manage Security Material as a secure Parameter
 - d. **Degreed_client_secret**: Organization level Client Secret has been saved in Manage Security Material as a secure Parameter
 - e. **Degreed_provider_client_id**: Provider level Client ID has been saved in Manage Security Material as a secure Parameter
 - f. **Degreed_provider_client_secret**: Provider level Client Secret has been saved in Manage Security Material as a secure Parameter
 - g. **SFSF_API_Degreed**: ID has been saved in Manage Security Material as OAuth2 SAML Bearer Assertion (SuccessFactors)
 - h. **SFSF_endpoint**: Specify your specific SAP SFSF environment URL to connect to SFSF through SAP SuccessFactors connector (This is your SuccessFactors API url).
 - i. **SFSF_LMS_endpoint**: Specify your SAP SuccessFactors base url

If you are using GAT functionality (only custom engagements with Degreed support GAT), modify the below variables as well.

- j. **GAT_enabled**: Enables GAT Functionality on iFlow if set to “true”.
- k. **Tenant1_api_client_id**: Organization ID of tenant-1 has been saved in Manage Security Material as a secure Parameter.
- l. **Tenant1_api_client_secret**: Organization Secret of tenant-1 has been saved in Manager Security Material as a secure Parameter.
- m. **Tenant2_api_client_id**: Organization ID of tenant-2 has been saved in Manage Security Material as a secure Parameter.



- n. **Tenant2_api_client_secret**: Tenant-2 Organization Secret has been saved in Manage Security Material as a secure Parameter.
- o. **Tenant1_provider_api-client_id**: Tenant-1 Provider Secret has been saved in Manage Security Material as a secure Parameter.
- p. **Tenant1_provider_api_client_secret**: Tenant-1 Provider Secret has been saved in Manager Security Material as a secure Parameter.
- q. **Tenant2_provider_api_client_id**: Tenant-2 Provider ID has been saved in Manage Security Material as a secure Parameter.
- r. **Tenant2_provider_api_client_secret**: Tenant-2 Provider Secret has been saved in Manage Security Material as a secure Parameter.

Note: Organization level Degreed credentials are used with Users and Managers. Provider level credentials are used for Learning Content, Required Learning, Completions iFlows.

Steps to create security material (SFSF_API_Degreed - Credentials for Bizx):

- Follow this guide, published on SAP's blog: <https://blogs.sap.com/2022/01/17/authentication-between-sap-cloud-integration-and-sap-successfactors-using-oauth/>.
- For clarity, the Application URL value supplied in SAP SuccessFactors when generating an Oauth2 Client Application is your BTP "environment" name followed by your BTP host location path. This value is illustrated in step 7.b below.
- The SAML Bearer assertion is used in the "credential_name" fields in iFlows.
- If the above link does not load for any reason, please consult your Degreed team for a PDF version.

Steps to create LMS API key:

- Login to SFSF Web UI
- Go to "Learning Administration" section, by doing a search.
- On the left navigation pane, expand "System Administration" -> "Configuration".
- Click on "OAuth Token Server", in this page click on "Generate a New Client Secret".
- Copy the generated secret, this can't be revisited as only the hash of the secret is stored in SFSF.
- Create a base64 code by joining the OrganizationID and Generated Client Secret. This can be done with public tools such as <https://www.base64encode.org/>.

Format: base64 encoding of the combination, then append the word "basic" in front of the encoding.

- Base64 encode this: SF_OrganizationID:Oauth_server_ClientSecret



- Then add "basic " (with a space after the word basic) in front of the encoded string.
 - This will be used in iFlow global variables, specifically the "basic_credentials" field.
5. Add "Degreed Role" custom field to Job Info in SAP SuccessFactors
- a. This field will drive the permission role of the user in Degreed. If an active employee does not have a value in the "Degreed Role" field in SFSF, they will be created in Degreed with a role of "Member"
 - b. Supported Degreed Permission roles will be the ones in the list below:
 - i. Member
 - ii. Manager
 - iii. Admin
 - iv. Learning Professional
 - v. Technical Admin
 - vi. Career Professional
 - c. Custom Role example steps to add a custom field in SFSF can be found [here](#). Most steps apply, but some do not. The steps outlined in that article offer a visual representation of how the process appears. Please follow the exact steps below.
 - d. In SAP SuccessFactors global search, locate Picklist Center, and click the "+" to create a new Picklist item.
 - e. Title it "Degreed Role" and give it a code of "Degreed_Role." Make sure the Picklist item is "Active"
 - f. Create values for the Picklist where the External Codes are:
 - i. Admin
 - ii. LearningProfessional
 - iii. Member
 - iv. Manager
 - v. TechnicalAdmin
 - vi. CareerProfessional
 - g. Give each value a matching label, but change the external codes that joined two words into a single word back to two separate words

for matching with Degreed attribute names.

Degreed_Role
Effective Nov 16, 2023

Name: Degreed Role
Code: Degreed_Role
Parent Picklist: --
Display Order: Alphabetical

Status: Active
Effective Start Date: Nov 16, 2023
Legacy Picklist ID: Degreed_Role

Picklist Values (4)

External Code	Label	Status	Parent Picklist Value
<input type="checkbox"/>	Admin	Active	>
<input type="checkbox"/>	Learning Professional	Active	>
<input type="checkbox"/>	Manager	Active	>
<input type="checkbox"/>	Member	Active	>

- h. In SAP SuccessFactors global search, locate Manage Business Configuration and select the “jobinfo” portlet.
- i. Select the Take Action > Make Correction button in the top right.
- j. At the bottom of the “HRIS Fields” section, choose an available “customfield” value in the first drop down. Click on Details.
- k. Assign “Yes” for “Enabled” and “Degreed Role” as the label.
- l. Assign “Picklist” as the Type of Reference Object, and in the Picklist field, choose the “Degreed Role” Picklist created earlier. No other values need to be adjusted.

Details

Identifier * custom-string

Label Degreed Role

Section Job Information (jobinfo_jobFI...

Enabled Yes

Mandatory No

Default Label Click or focus to edit

Data Type STRING

Type of Reference Object Picklist

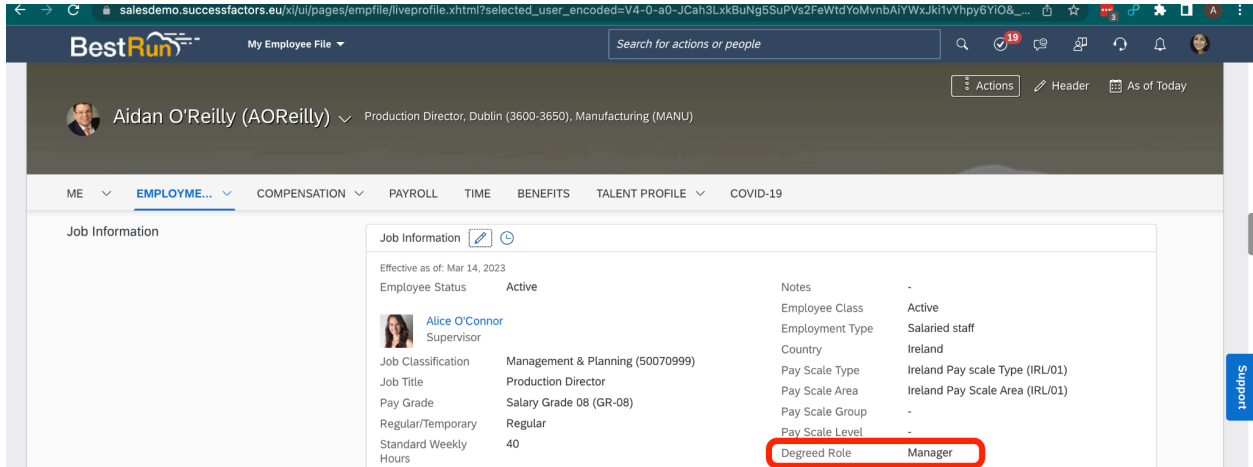
Reference Object Click or focus to edit

Picklist Degreed_Role

Parent Field for Picklist No Selection

- m. Add the new picklist to the Permission Role of whichever users will set the value in SAP SuccessFactors by searching for Manage Permission Roles in SAP SuccessFactors Global Search
- n. Select the Role(s) that will toggle Degreed Role values
- o. Select “Permission...”
- p. Search for and select “Effective Dated Entities” User Permission (depending on EC settings, it may be titled “Employee Central Effective Dated Entities”)
- q. Locate the “Degreed Role” row under the “Job Information” header within Effective Dated Entities User Permissions and check the box for “Correct” and “Edit.”
- r. Select “Done” and then select “Save Changes.”

- s. Now users with that Permission Role will be able to view user records, navigate to the “Job Information” section, select “show more” and see the “Degreed Role” value. By selecting the “edit” pencil for the Job Information section, the value can be changed.



6. Create an api user and Assignment Profile

- a. Create the Admin User

- i. In SuccessFactors LMS, go to:

Admin Center>Learning Administration>System Administration>Security>Administrators

- ii. Click on **Add New**. A pop-up window will appear.
 - iii. Enter the following Information:

Admin ID: Degreed_API

Last Name: API

First Name: Degreed

Security Domain: PUBLIC

New Password: set password*

Verify Password: Same password as above*

- iv. Click on **Add**

- b. Create a role for the Admin User

- i. In SuccessFactors LMS, go to:

Admin Center>Learning Administration>System Administration>Security>Role Management

- ii. Click on **Add New**. A pop-up window will appear.
 - iii. Enter the following information:

Role ID: Degreed_API_Role



Security Domain: Public

Role Type: Admin

- iv. Click on **Add**.
- v. Once the pop-up closes, click on the **Permissions** tab.
- vi. Click on **add one or more from list**.
- vii. Select the following permissions:

Learning Activities

View Library

Search

Search Active Locale

Search Active Locale Label

Search Library

Search Label

Search Locale

Search Curriculum

Search User

People Management

View Item Assigned To User

View User Learning History


System Administration

View Active Locale

View Active Locale Label

View Label

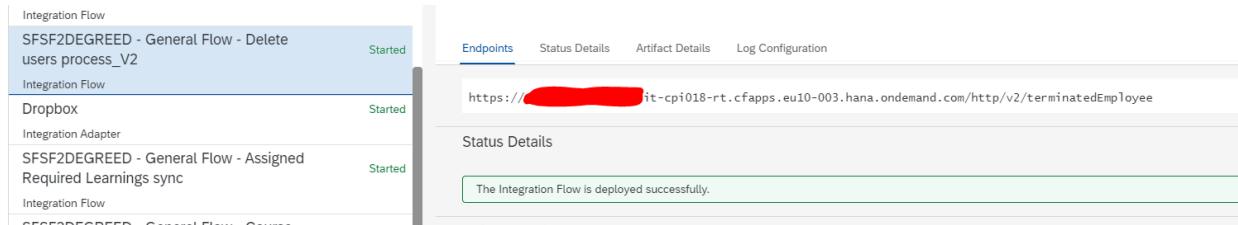
- viii. Click on **Add**

- c. Once the new role has been created, you can now go to the newly created Administrator user (Degreed_API) and assign the Role (Degreed_API_Role) by
 - i. In SuccessFactors LMS, go to:
Admin Center>Learning Administration>System Administration>Security>Administrators
 - ii. In the **Admin ID** search text box, enter the Administrator ID “Degreed_API” and click on **Search**.
 - iii. Click on the edit icon () next to the “Degreed_API” Admin ID.
 - iv. Click on the **Assigned Roles** and enter the Role ID “Degreed_API_Role” in the **Role ID** text box.
 - v. Click on the **Add** button.
- d. Degreed_API (or whatever the admin user created above was named) needs to have access to all assignment profiles for the catalog items that will need to be created in Degreed. Create one assignment profile for the admin and add that assignment profile to all libraries for which items need to be created in Degreed. More information on creating assignment profiles in SFSF can be found [here](#)

7. Create Webhook from SFSF for Terminations:



- a. Create an OAuth 2.0 Client in SAP BTP Runtime using this guide, published in SAP's knowledge center: https://help.sap.com/docs/SLH_advanced_compliance_reporting_service/7a60944343e543a1ab99e9b2904dab09/73612120d94e4383a6f2aa3611e25867.html
 - i. If the page does not load, consult your Degreed team for a PDF version of the guide.
- b. Copy the endpoint in SAP BTP Monitor -> Overview -> Manage Integration Content -> General Flow for Deletion Process of Terminated Users (must first deploy iFlow to see this)



- c. Create a new Event Connector in SFSF -> Intelligent Services Center
 - i. Search for "ISC" in SAP SuccessFactors Global Search, and select Intelligent Services Center
 - ii. Search for "Employment Termination" in the "Search Events" field and select it
 - iii. Select "Flow 1" in the left side-bar
 - iv. Select "Event Connector" in the right side-bar under Custom Activities
 - v. Select the "New Event Connector" tile
- d. Schema of the values:
 - i. Name is arbitrary, but would be prudent to match the name of the BTP Oauth 2.0 client or have terminology indicating such for identifiability
 - ii. EndPoint URL: URL copied in step "b"
 - iii. Authentication drop-down: Basic
 - iv. Username: ClientID from OAuth 2.0 client created in BTP
 - v. Password: ClientSecret from OAuth 2.0 client created in BTP
- e. **Note:** SAP SuccessFactors may throw a warning about the credentials, however the Webhook still functions:

 **Warning**

Your changes were successfully saved.
Please check the credentials provided because the endpoint couldn't be connected using the same.

First iFlow execution and subsequent Delta runs

The iFlow package can be triggered manually or set to a recurring schedule (preferred approach). Please note that Degreed's API Rate Limit of 70 requests per minute per token will be in effect for this integration, so please schedule accordingly. The very first time the iFlow package is executed, it will do a full data load from SAP SuccessFactors to Degreed. Subsequent iFlow executions will load any deltas between SAP SuccessFactors and Degreed. It is not required to make any changes to the iFlow for the first full load vs. subsequent delta loads. We recommend that you ensure that the first execution is complete before scheduling the recurring iFlow executions.

To minimize api calls between SAP SuccessFactors and Degreed, delta loads will use the last run time of the integration against the timestamp of the last change in SAP SuccessFactors to assess what data has changed in the source system that needs to be created or updated in Degreed.

BTP Integration Suite Package for Degreed Details

The Degreed SAP SuccessFactors iFlow Package contains a number of standard "artifacts" which are responsible for driving various parts of the integration process. They are detailed below.

General Flow for User Synchronization Process

This iFlow is responsible for creating users in Degreed based on active employees in SAP SuccessFactors Employee Central. In order for a user to be created in Degreed, the following have to be true:

- The employee does not already exist in Degreed
- The employee status = "Active"
- The employee has a valid EmplId
- The employee has a unique email address



The above logic can be modified inside the iFlow to satisfy unique customer requirements. Unless a 'Degreed Role' has been specified in the custom field created in SFSF, the user will, by default, be created as a Member in Degreed.

SFSF Entity	SFSF Field ID	Degreed Entity	Degreed Field	Notes
EmploymentNav	userId	User	employee-id	
PerPersonal	firstName	User	first-name	
PerPersonal	lastName	User	last-name	
PerEmail	emailAddress	User	organization-email	
EmpJob	JobTitle	User	job-role	
EmpJob	department	User	Department	Custom Fields in Degreed that are not exposed in the Degreed UI by default
EmpJob	division	User	Division	
EmpJob	businessUnit	User	Business Unit	
EmpJob	EmplStatus	N/A	N/A	SFSF employees with status = 'Active' will be created in Degreed
PicklistOption	externalCode	User	permission-role	
FOCompany	territoryName	User	N/A	This parameter is used only when GAT is enabled, and is used to choose the tenant for User creation

Each time the iFlow executes, it will also update the indicative data above when it changes, including re-enabling Degreed login access when a previous employee is back in an 'Active' status.

With User Status updates in SAP SuccessFactors, the iFlow updates the "login-disabled" parameter of the User in Degreed. Below table shows the default

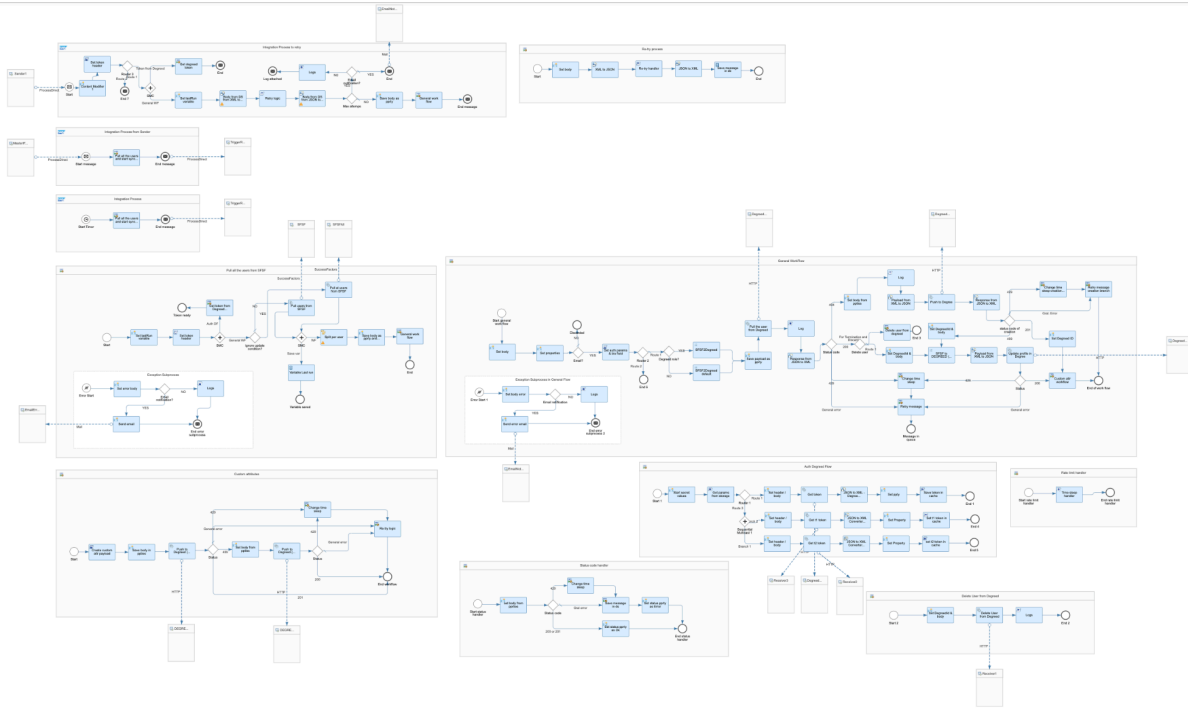


“login-disabled” value of the Degreed User, whenever there are status updates for the user in SAP SuccessFactors. This can be customized in the iFlows to accommodate unique customer requirements.

SFSF User Status Values	Expected value of “login-disabled” User parameter in Degreed
Active	false
Dormant	true
Furlough	false
Discarded	Delete user from Degreed
Paid Leave	false
Retired	true
Suspended	true
Terminated	Delete user in Degreed
Unpaid Leave	false
Reported No Show	true

If GAT is enabled (“GAT_enabled = “true”), the users are created in the Degreed tenants that are configured with the iFlow. All the users are spread across tenants based on the user’s work location as the baseline iFlow configuration (unique customer logic to drive user segregation into Degreed tenants is fully customizable by the customer).





SFSF url: <https://apisalesdemo2.successfactors.eu/odata/v2> (example)

SFSF Resource Path (Entity): PerPerson (GET)

Degreed API calls:

Base URL - <https://api.betatest.degreed.com>

URIs - /oauth/token

- /api/v2/users (POST)

- /api/v2/users/\${property.UserId} (GET, PATCH)

- /api/v2/user-custom-attributes (POST)

- /api/v2/user-custom-attributes/\${property.DegreedId} (PATCH)

Externalized parameters

- **Application-Interface-Key:** not used unless in custom engagement
- **credential_name:** Credentials to authenticate the integration flow through SAML Bearer Assertion



- **degreed_client_id**: Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material db in Integration Suite
- **degreed_client_secret**: Degreed Credential, it has to be saved as a secure Parameter in Manage Security Material db in Integration Suite
- **degreed_endpoint**: Domain of the Degreed account. The only legitimate values are:
 - <https://api.degreed.com>
 - <https://api.betatest.degreed.com>
 - <https://api.eu.degreed.com>
 - <https://api.eu.betatest.degreed.com>
 - <https://api.ca.degreed.com>
- **degreed_gat_client_id**: Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material DB in Integration Suite
- **degreed_gat_client_secret**: Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material DB in Integration Suite
- **Degreed_token_endpoint**: Complete url to request the tokens for authentication. The only legitimate values are:
 - <https://degreed.com/oauth/token>
 - <https://betatest.degreed.com/oauth/token>
 - <https://eu.degreed.com/oauth/token>
 - <https://eu.betatest.degreed.com/oauth/token>
 - <https://ca.degreed.com/oauth/token>
- **email_notification**: If the value is equal to 'true', the integration flow sends an email in case of an error. Guide for this feature. For use this feature the next parameters must to be complete
 - **email_address**: Address of smtp server (varies between email providers)
 - **email_credential**: The credentials of a real email account, saved as User Credentials in Manage Security Material DB in Integration Suite
 - **email_from_user**: From user to send emails
 - **email_to_user**: Recipient for notifications
- **GAT_enabled**: True or false, this triggers the iFlow to consider GAT-tenant relationship actions
- **GAT_X_Code**: Degreed *organization code* for the parent/GAT/Extended Enterprise org
- **Ignore_update_condition**: If the value is equal to 'true', the integration flow will sync all the users from SFSF, otherwise it only sync the users who had a change since the last run time, a value must be added as no defaults apply
- **set_bio_field**: When set to 'true,' creates a value for the Degreed user's "bio" field on their profiles. It consists of a combination of "Department,"



“Division,” and “Business Unit” values in SAP SuccessFactors. Only leveraged if user is being created, or if updating user and the value for Bio in Degreed has NOT been modified since last run, and is blank/NULL.

- **Set_restricted_field:** When set to 'true,' users have some profile and accessibility functions controlled by Degreed administrators. Consult your Degreed team for more information about the implications and effects of users having “restricted=true” on their profiles.
- **SFSF_endpoint:** Address to connect the SAP SuccessFactors connector (SuccessFactors API url)
- **System_name:** Name of the integration flow as reference
- **Tenant1_api_client_id:** Degreed clientid value in first tenant in GAT structure
- **Tenant1_api_client_secret:** Degreed clientsecret value in first tenant in GAT structure
- **Tenant1_Country_list:** Comma separated values of all regions that come under Tenant1.
- **Tenant1_X_Code:** Degreed *organization code* for the first tenant org in the GAT structure
- **Tenant2_api_client_id:** Degreed clientid value in second tenant in GAT structure
- **Tenant2_api_client_secret:** Degreed clientsecret value in second tenant in GAT structure
- **Tenant2_Country_list:** Comma separated values of all regions that come under Tenant2
- **Tenant2_X_Code:** Degreed *organization code* for the first tenant org in the GAT structure

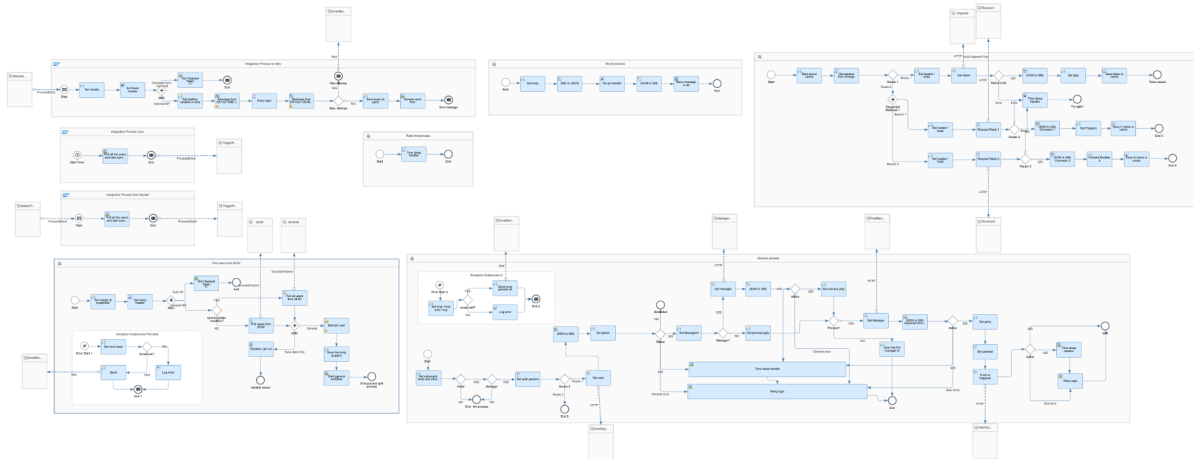
A GAT implementation based on employee segregation by indicative data other than work country will require a modification to the parameters above to include the indicative data fields that will drive employee allocation to the different Degreed GAT tenants.

General Flow for Manager Synchronization Process

This iFlow is responsible for creating and updating the manager/employee relationship in Degreed. After the User sync runs, this iFlow will add the managerId to the employee record in Degreed.



SFSF Entity	SFSF Field ID	Degreed Entity	Degreed Field	Notes
JobInfo	managerId	User	manager-id	



SFSF url: <https://apisalesdemo2.successfactors.eu/odata/v2> (example)

SFSF Resource Path (Entity): PerPerson (GET)

Degreed API calls:

Base URL - <https://api.betatest.degreed.com>

URIs - /oauth/token (POST)

- /api/v2/users/\${property.ManagerId} (GET, PATCH)

Externalized parameters

- **Application-Interface-Key:** not used unless in custom engagement
- **degreed_client_id:** Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material db in Integration Suite
- **degreed_client_secret:** Degreed Credential, it has to be saved as a secure Parameter in Manage Security Material db in Integration Suite
- **degreed_endpoint:** Domain of the Degreed account. The only legitimate values are:



- <https://api.degreed.com>
- <https://api.betatest.degreed.com>
- <https://api.eu.degreed.com>
- <https://api.eu.betatest.degreed.com>
- <https://api.ca.degreed.com>
- **degreed_gat_client_id**: Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material DB in Integration Suite
- **degreed_gat_client_secret**: Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material DB in Integration Suite
- **Degreed_oauth_endpoint**: Complete url to request the tokens for authentication. The only legitimate values are:
 - <https://degreed.com/oauth/token>
 - <https://betatest.degreed.com/oauth/token>
 - <https://eu.degreed.com/oauth/token>
 - <https://eu.betatest.degreed.com/oauth/token>
 - <https://ca.degreed.com/oauth/token>
- **email_notification**: If the value is equal to 'true', the integration flow sends an email in case of an error. Guide for this feature. For use this feature the next parameters must to be complete
 - **email_address**: Address of smtp server (varies between email providers)
 - **email_credential**: The credentials of a real email account, saved as User Credentials in Manage Security Material DB in Integration Suite
 - **email_from_user**: From user to send emails
 - **email_to_user**: Recipient for notifications
- **GAT_enabled**: True or false, this triggers the iFlow to consider GAT-tenant relationship actions
- **GAT_X_Code**: Degreed *organization code* for the parent/GAT/Extended Enterprise org
- **Ignore_update_condition**: If the value is equal to 'true', the integration flow will sync all the users from SFSF, otherwise it only sync the users who had a change since the last run time
- **Logs_activate**: enables BTP logging for this artifact (only available for some artifacts)
- **sfsf_credentials**: Credentials to authenticate the integration flow through SAML Bearer Assertion
- **SFSF_endpoint**: Address to connect the SAP SuccessFactors connector (SuccessFactors API url)
- **System_name**: Name of the integration flow as reference
- **Tenant1_api_client_id**: Degreed clientid value in first tenant in GAT structure



- **Tenant1_api_client_secret:** Degreed clientsecret value in first tenant in GAT structure
- **Tenant1_Country_list:** Comma separated values of all regions that come under Tenant1.
- **Tenant1_X_Code:** Degreed *organization code* for the first tenant org in the GAT structure
- **Tenant2_api_client_id:** Degreed clientid value in second tenant in GAT structure
- **Tenant2_api_client_secret:** Degreed clientsecret value in second tenant in GAT structure
- **Tenant2_Country_list:** Comma separated values of all regions that come under Tenant2
- **Tenant2_X_Code:** Degreed *organization code* for the first tenant org in the GAT structure

General Flow for Deletion Process of Terminated Users

This iFlow is responsible for deleting the user / org assignment for employees who are no longer in an 'Active' status in SFSF. To accomplish this, a real-time webhook is used from SFSF. This iFlow delete call does not purge the user record but rather dissociates the user record from the organization in Degreed. Then the retention period configured in Degreed will dictate if and when the user record is purged from Degreed.

Configure Webhook/ event trigger with termination of an employee.

- Login to SFSF and go to "Intelligent Services Center"
- Under "All Events" section click on "Employment Termination"
- Add an Event Connector and set the "Endpoint URL" to the iFlow end-point.
- Save the changes.

Ensure that the webhook/ real-time trigger is configured for all delete-reason-types. To do this,

- Go to "Manage Business Configuration" in the SFSF UI.
- From the left navigation pane select - jobinfo
- Scroll down to see the "Trigger Rules" and select the "Termination Event"
- In the "EVENT TERMINATION" page click on edit and add all possible values for termination reasons.
- Click save to persist changes.



With this an event will be triggered to the iFlow endpoint in real time, when a user is terminated with valid reason type.

Externalized parameters

- **Application-Interface-Key**: not used unless in custom engagement
- **credential_name**: Credentials to authenticate the integration flow through SAML Bearer Assertion
- **degreed_client_id_location**: Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material db in Integration Suite
- **degreed_client_secret_location**: Degreed Credential, it has to be saved as a secure Parameter in Manage Security Material db in Integration Suite
- **degreed_endpoint**: Domain of the Degreed account. The only legitimate values are:
 - <https://api.degreed.com>
 - <https://api.betatest.degreed.com>
 - <https://api.eu.degreed.com>
 - <https://api.eu.betatest.degreed.com>
 - <https://api.ca.degreed.com>
- **Degreed_token_endpoint**: Complete url to request the tokens for authentication. The only legitimate values are:
 - <https://degreed.com/oauth/token>
 - <https://betatest.degreed.com/oauth/token>
 - <https://eu.degreed.com/oauth/token>
 - <https://eu.betatest.degreed.com/oauth/token>
 - <https://ca.degreed.com/oauth/token>
- **GAT_enabled**: True or false, this triggers the iFlow to consider GAT-tenant relationship actions
- **GAT_X_Code**: Degreed *organization code* for the parent/GAT/Extended Enterprise org
- **Tenant1_api_client_id**: Degreed clientid value in first tenant in GAT structure
- **Tenant1_api_client_secret**: Degreed clientsecret value in first tenant in GAT structure
- **Tenant1_Country_list**: Comma separated values of all regions that come under Tenant1.
- **Tenant1_X_Code**: Degreed *organization code* for the first tenant org in the GAT structure
- **Tenant2_api_client_id**: Degreed clientid value in second tenant in GAT structure



- **Tenant2_api_client_secret:** Degreed clientsecret value in second tenant in GAT structure
- **Tenant2_Country_list:** Comma separated values of all regions that come under Tenant2
- **Tenant2_X_Code:** Degreed *organization code* for the first tenant org in the GAT structure

SFSF url: <https://apisalesdemo2.successfactors.eu/odata/v2> (example)

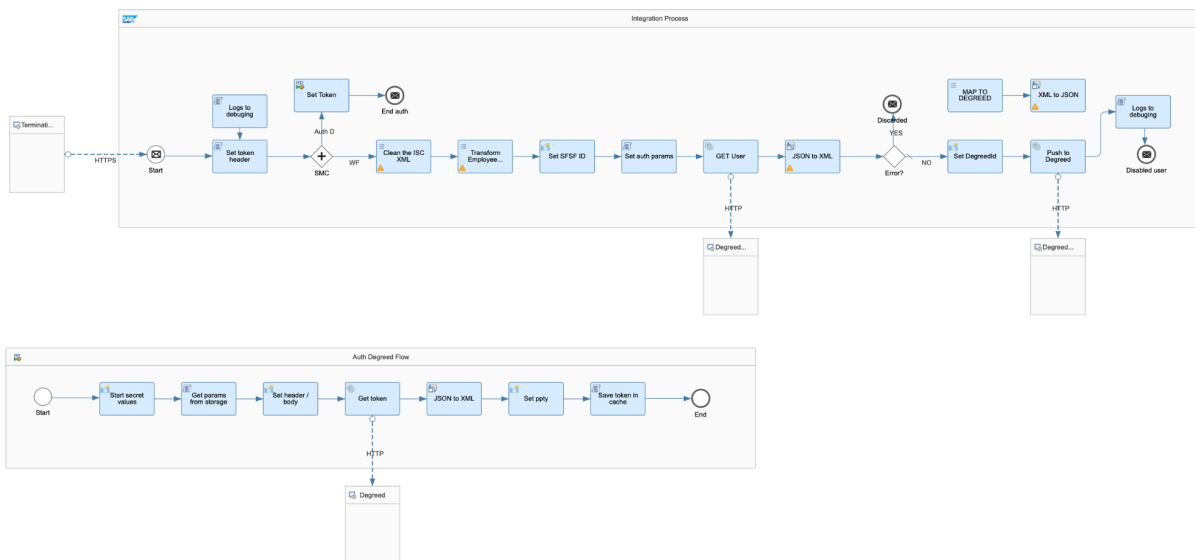
SFSF Resource Path (Entity): PerPerson

Degreed API calls:

Base URL - <https://api.betatest.degreed.com>

URIs - /oauth/token (POST)

- /api/v2/users/\${property.UserId} (GET, DELETE)



General Flow for Content Synchronization Process

This iFlow is responsible for creating and updating the Learning content catalog in Degreed. All learning items that are part of a Catalog (Library) in SuccessFactors LMS will be created in Degreed per the standard item type mapping below. Learning Items will be created for all configured languages, as per the priority set in the Language List parameter.

The External parameter "Language List" should be configured with a comma separated list of languages in the order of priority. Since the SFSF LMS APIs do not provide the original locale of an item, but returns items with multi-language localization for each unique language, the language list priority will dictate what language an item is created in the first time we see it. Any items with multi-language localization will only be created once in Degreed.

SFSF Entity	SFSF Field ID	Degreed Entity	Degreed Field	Notes
Items	Component ID:ComponentTypeID:RevisionDate	Content*	external-id	Item has to be active in SFSF LMS. Degreed content-id is created by joining Component ID, ComponentTypeID, RevisionDate fields with a colon
Items	itemTitle	Content*	title	Max 255 characters
Items	description	Content*	summary	
Items	N/A	Content*	url	Points to Item Details in SFSF LMS
		Content - Article	num-words	This is not available via SFSF Api and will be defaulted to 100
N/A	N/A	Content -	duration	This is not available via



		Video		SFSF Api and will be defaulted to 10 minutes for Video, Course, podcast
		Content - Assessments	num-questions	This is not available via SFSF Api and will be defaulted to 10

SFSF LMS Items are mapped to Degreed based on the Items Type mapping below. Note that this mapping can be modified within the iFlows if necessary.

SFSF LMS Component Type ID	SFSF LMS Description	Degreed Item Type
AUDIO SUMMARY	Audiobook Summary	Book
AUDIOBOOK	Audio Book	Book
BOOK	Book	Book
BOOK SUMMARY	Book Summary	Book
BRIEF	Briefing	Article
CERT	Certification	Assessment
CHANNEL	Channel	Course
CLASS	Add items which belongs to Class	Course
COURSE	Course	Course
DOC	Document	Article
EXAM	Exam	Assessment
INFORMAL	Informal/Collaborative/Social	Article
JPM	Job Performance Measure	Assessment
LINKED CONTENT	Linked Content	Article
MOOC	Massively Open Online Courses	Course
OJT	On The Job Training	Course
ONLINE	Online Course	Course
OTHER	External Event	Event
SELF	Self Study	Course
SOP	Standard Operation	Article



	Procedure	
TASK	Task Checklist	Article
VIDEO	Video	Video
VIRT	Virtual	Course
CURRICULA		Course
PROGRAM		Course

Curricula and Programs are created in Degreed as standalone objects - there is no parent/child relationship between the Curricula/Program and the items contained within them. When a user clicks on a Curricula or Program in Degreed, they will be taken to the details page in the SFSF LMS.

This IFlow imports all the inactive content from SFSF LMS and creates these records as the obsolete items in Degreed. External parameter - "look_back_period_start_time" decides on the content creation time filter. Obsolete content created only after the "look_back_period_start_time" will be imported to Degreed.

For each of the learning content in SFSF, the IFlow will also sync the skills of content-SubjectAreasFeed to Degreed. Any new skills added to content in SFSF will assign the skills to content accordingly in Degreed. Any skills deleted in the SFSFcontent will delete the skills from content accordingly in Degreed.

Externalized parameters

- **Application-Interface-Key:** not used unless in custom engagement
- **basic_credential:** SuccessFactors basic auth client secret, generated in the "Steps to Create LMS API key" above
- **Company_id:** SAP SuccessFactors company id
- **degreed_api_endpoint:** Domain of the Degreed account. The only legitimate values are:
 - <https://api.degreed.com>
 - <https://api.betatest.degreed.com>
 - <https://api.eu.degreed.com>
 - <https://api.eu.betatest.degreed.com>
 - <https://api.ca.degreed.com>
- **degreed_gat_client_id:** Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material DB in Integration Suite



- **degreed_gat_client_secret:** Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material DB in Integration Suite
- **Degreed_oauth_endpoint:** Complete url to request the tokens for authentication. The only legitimate values are:
 - <https://degreed.com/oauth/token>
 - <https://betatest.degreed.com/oauth/token>
 - <https://eu.degreed.com/oauth/token>
 - <https://eu.betatest.degreed.com/oauth/token>
 - <https://ca.degreed.com/oauth/token>
- **DEGREED_provider_client_id:** Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material db in Integration Suite
- **DEGREED_provider_client_secret:** Degreed Credential, it has to be saved as a secure Parameter in Manage Security Material db in Integration Suite
- **email_notification:** If the value is equal to 'true', the integration flow sends an email in case of an error. Guide for this feature. For use this feature the next parameters must to be complete
 - **email_address:** Public address of smtp server (varies between email providers)
 - **email_credential:** The credentials of a real email account, saved as User Credentials in Manage Security Material DB in Integration Suite
 - **email_from_user:** From user to send emails
 - **email_to_user:** Recipient for notifications
- **GAT_DEGREED_provider_api_client_id:** This should always be a Degreed clientid associated to a SuccessFactors provider record.
- **GAT_DEGREED_provider_api_client_secret:** This should always be a Degreed clientsecret associated to a SuccessFactors provider record
- **GAT_enabled:** True or false, this triggers the iFlow to consider GAT-tenant relationship actions
- **ignore_condition:** True or false, this allows for the content flow to process all applicable items for synchronization to Degreed regardless of an update since last run
- **Language List:** Languages supported by SAP SuccessFactors to be considered in sequential loops when reading SAP SuccessFactors content for synchronization, content will ONLY be created in a single language which is the language associated with the first locale the content (learning item) is found in
- **look_back_period_start_time:** This considers how far back to check for *obsolete content,* based on last modified date
- **payload_company:** SAP SuccessFactors company id



- **payload_dest_url:** SuccessFactors base url, as described in the “Initial Setup and Provisioning” section of this guide
- **payload_url:** This is the same as the base url from SAP SuccessFactors (also titled as SFSF_LMS_endpoint in some externalized parameters), but with the company id portion removed from the url
- **resource_type:** should always default to: learning_public_api
- **SFSF_endpoint:** SuccessFactors base url, as described in the “Initial Setup and Provisioning” section of this guide
- **SFSF_token_endpoint:** SuccessFactors base url, as described in the “Initial Setup and Provisioning” section of this guide, with an additional path of: /learning/oauth-api/rest/v1/token
- **SSFF_endpoint:** SuccessFactors base url, as described in the “Initial Setup and Provisioning” section of this guide
- **sync_obsolete_content:** Include obsolete/inactive content in sync; can be true or false
- **System_name:** Name of the integration flow as reference
- **user_id:** SAP SuccessFactors userid leveraged to query appropriate learning item libraries
- **user_type:** This should always be “admin”

SFSF LMS API: <https://sfcpart001252.scdemo.successfactors.eu>

(example)

URIs: -

/learning/odatav4/public/admin/catalog-service/v1/CatalogsFeed('\${property.catalog}')/CoursesFeed

/learning/odatav4/public/admin/catalog-service/v1/CatalogsFeed('\${property.catalog}')/CurriculaFeed

/learning/odatav4/public/admin/catalog-service/v1/CatalogsFeed('\${property.catalog}')/ProgramsFeed

Filter - \$filter=criteria/localeID eq '\${property.language}'

URI :/learning/odatav4/public/admin/searchItem/v1/Items

Filter -

\$top=1000&\$filter=criteria/active%20eq%20false%20and%20criteria/revisio
nDate%20gt%20'\${property.lookBackTime}'&\$expand=*

Degreed API calls:

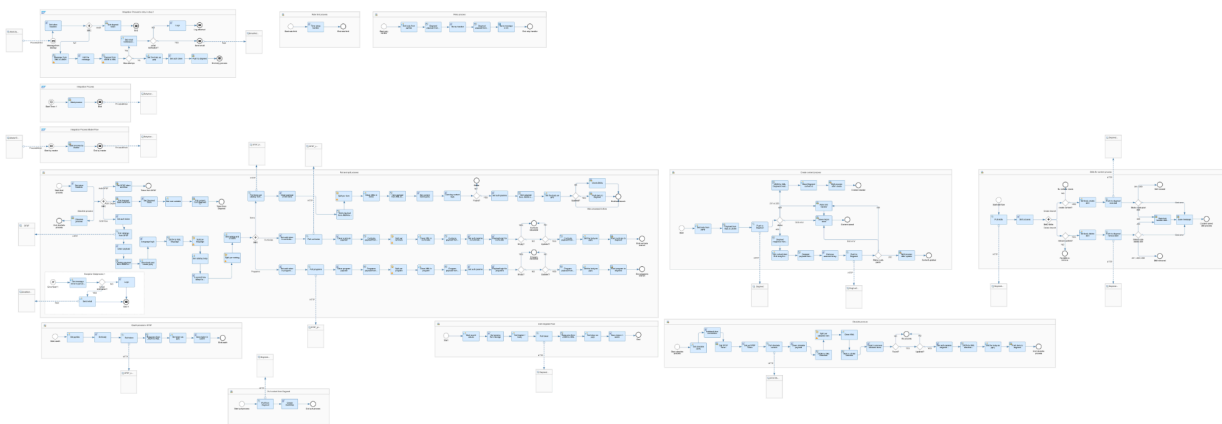
Base URL - <https://api.betatest.degreed.com>

URIs - /oauth/token (POST) /api/v2/content/courses (POST)

- /api/v2/content/events (POST)
- /api/v2/content/books (POST)
- /api/v2/content/videos (POST)
- /api/v2/content/articles (POST)
- /api/v2/content/assessments (POST)



- /api/v2/content/courses/\${property.degreedContentId} (PATCH)
- /api/v2/content/events/\${property.degreedContentId} (PATCH)
- /api/v2/content/books/\${property.degreedContentId} (PATCH)
- /api/v2/content/videos/\${property.degreedContentId} (PATCH)
- /api/v2/content/articles/\${property.degreedContentId} (PATCH)
- /api/v2/content/assessments/\${property.degreedContentId} (PATCH)
- /api/v2/content/\${property.degreedContentId}/relationships/skills
- /api/v2/content/\${property.degreedContentId}/skills (GET)



General Flow for Required Learning Synchronization Process

This iFlow is responsible for synchronizing all assigned and required learning from SFSF to Degreed. All the User todo LearningItems in SFSF will be created as Required Learning in Degreed. If a User todo learningItem is deleted or updated in SFSF the corresponding Required Learning in Degreed will be deleted or updated accordingly. If the due date of a LearningItem in SFSF is set to null/empty, the same will flow back to Degreed.

iFlow has a filter to sync only those learningItems of SFSF, that have the RequirementTypeID as any of "REQ, CAREER, OPT, NULL". This filter can be modified by updating the external parameter - requirement_type_id in the integration flow.



Among eligible content items, assignments, and users, if the assignment type in SuccessFactors is "Required" ("REQ" in the iFlow's Externalized Parameters), then a Required Learning record should be created in Degreed. If the assignment is one of the other supported values (CAREER, OPT, NULL), AND also has a valid "assigner" (not System, for example), then an Assignment should be created in Degreed, as opposed to a Required Learning record.

The User todo LearningItems sync will work only on the Active users of SFSF. iFlow needs to be updated if such a sync is needed for all the Users irrespective of UserStatus.

If GAT is enabled (GAT_enable=true) all the required learning are created under respective tenants for the user. Ensure to set the below parameters when GAT is enabled.

- **Tenant1_Country_list:** Comma separated values of all regions that come under Tenant1.
- **Tenant2_Country_list:** Comma separated values of all regions that come under Tenant2.

SFSF Entity	SFSF Field ID	Degreed Entity	Degreed Field	Notes
UserTodoLearningItems	Component ID:ComponentTypeID:RevisionDate	required_learning	content-id	Degreed content-id is created by joining Component ID, ComponentTypeID, RevisionDate fields with a colon
UserTodoLearningItems	componentTypeID	required_learning	content-type	Evaluated based on componentTypeID
UserTodoLearningItems	requiredDate	required_learning	due-at	
UserTodoLearningItems	isRequired	required_learning	Assignment-type	If isRequired is true, value is set to "Required" for all items coming from SFSF
N/A	N/A	required_learning	assigner-id, assigner-identifier-type	By default, this is the employee themselves



Externalized parameters

- **Application-Interface-Key:** not used unless in custom engagement
- **basic_credential:** SuccessFactors basic auth client secret, generated in the “Steps to Create LMS API key” above
- **degreed_endpoint:** Domain of the Degreed account. The only legitimate values are:
 - <https://api.degreed.com>
 - <https://api.betatest.degreed.com>
 - <https://api.eu.degreed.com>
 - <https://api.eu.betatest.degreed.com>
 - <https://api.ca.degreed.com>
- **degreed_gat_client_id:** Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material DB in Integration Suite
- **degreed_gat_client_secret:** Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material DB in Integration Suite
- **Degreed_oauth_endpoint:** Complete url to request the tokens for authentication. The only legitimate values are:
 - <https://degreed.com/oauth/token>
 - <https://betatest.degreed.com/oauth/token>
 - <https://eu.degreed.com/oauth/token>
 - <https://eu.betatest.degreed.com/oauth/token>
 - <https://ca.degreed.com/oauth/token>
- **DEGREED_provider_client_id:** Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material db in Integration Suite
- **DEGREED_provider_client_secret:** Degreed Credential, it has to be saved as a secure Parameter in Manage Security Material db in Integration Suite
- **GAT_enabled:** True or false, this triggers the iFlow to consider GAT-tenant relationship actions
- **GAT_X_Code:** Degreed *organization code* for the parent/GAT/Extended Enterprise org
- **requirement_type_id:** Supported assignment types in SAP SuccessFactors to be considered for synchronization with Degreed Required Learning.
- **sfsf_admin:** The SAP SuccessFactors user leveraged to manage user learning
- **SFSF_endpoint:** SuccessFactors API url as described in the “Initial Setup and Provisioning” section of this guide
- **SFSF_LMS_endpoint:** SuccessFactors base url as described in the “Initial Setup and Provisioning” section of this guide
- **Tenant1_api_client_id:** Degreed clientid value in first tenant in GAT structure



- **Tenant1_api_client_secret:** Degreed clientsecret value in first tenant in GAT structure
- **Tenant1_Country_list:** Comma separated values of all regions that come under Tenant1
- **Tenant1_provider_api_client_id:** Degreed clientid value in first tenant in GAT structure, associated to a SuccessFactors provider record
- **Tenant1_provider_api_client_secret:** Degreed clientsecret value in first tenant in GAT structure, associated to a SuccessFactors provider record
- **Tenant1_X_Code:** Degreed *organization code* for the first tenant org in the GAT structure
- **Tenant2_api_client_id:** Degreed clientid value in second tenant in GAT structure
- **Tenant2_api_client_secret:** Degreed clientsecret value in second tenant in GAT structure
- **Tenant2_Country_list:** Comma separated values of all regions that come under Tenant2
- **Tenant2_provider_api_client_id:** Degreed clientid value in second tenant in GAT structure, associated to a SuccessFactors provider record
- **Tenant2_api_client_secret:** Degreed clientsecret value in second tenant in GAT structure, associated to a SuccessFactors provider record
- **Tenant2_X_Code:** Degreed *organization code* for the first tenant org in the GAT structure

SFSF url: <https://apisalesdemo2.successfactors.eu/odata/v2> (example)

SFSF Resource Path (Entity): PerPerson (GET)

SFSF LMS API: <https://sfcpart001252.scdemo.successfactors.eu>
(example)

SFSF Auth URI - /learning/oauth-api/rest/v1/token

URIs: -

/learning/odatav4/public/user/learningplan-service/v1/UserTodoLearningItems

Filter - \$filter=criteria/maxRowNum eq 100 and criteria/targetUserID eq
'\${property.UserID}'

Degreed API calls:

Base URL - <https://api.betatest.degreed.com>

URIs -

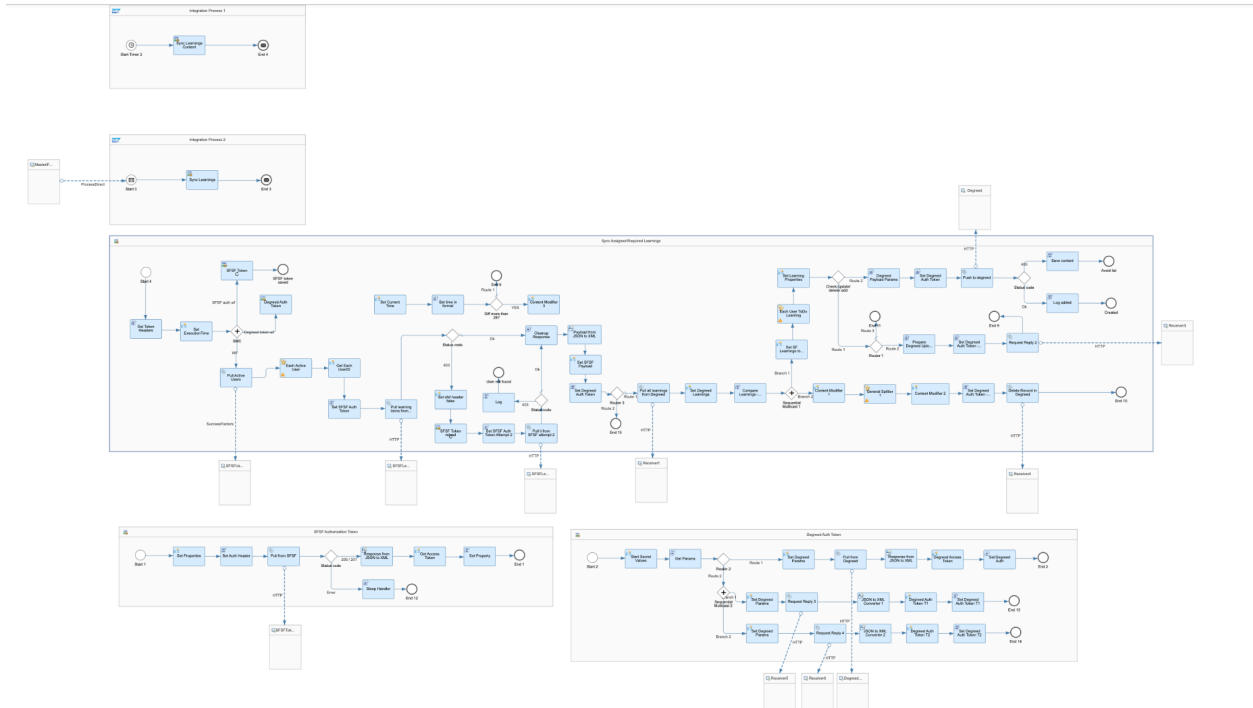
/api/v2/users/\${property.UserID}/required-learning?limit=100&identifier=employee-id (GET)

- /oauth/token (POST)

- /api/v2/required-learning (POST)

- /api/v2/required-learning/\${property.degreedDeleteId} (DELETE)





General Flow for Completions Synchronization Process

This iFlow is responsible for creating course completion data from SFSF LMS in Degreed. Any updates in Course Completions in SFSF will flow to Degreed via iFlow. If GAT is enabled (GAT_enable=true) all the completions are created under respective tenants. Ensure to set the below parameters when GAT is enabled.

- **Tenant1_Country_list:** Comma separated values of all regions that come under Tenant1.
- **Tenant2_Country_list:** Comma separated values of all regions that come under Tenant2.

The Course Completions sync will work only on the Active users of SFSF. iFlow needs to be updated if such a sync is needed for all the Users irrespective of UserStatus.

External parameter - *is_first_run*, will decide on completions that are to be synced from SFSF to Degreed. If *is_first_run* is set to “true”, all the completions irrespective



of the completion date will be synced to Degreed. If *is_first_run* is set to “false” all the completions that are created/updated only after the iFlows previous run time, will be synced to Degreed.

Externalized parameters

- **Application-Interface-Key:** not used unless in custom engagement
- **basic_credential:** SuccessFactors basic auth client secret, generated in the “Steps to Create LMS API key” above
- **degreed_client_id:** Organization level Client ID has been saved in Manage Security Material as a secure Parameter
- **degreed_client_secret:** Organization level Client Secret has been saved in Manage Security Material as a secure Parameter
- **degreed_endpoint:** Domain of the Degreed account. The only legitimate values are:
 - <https://api.degreed.com>
 - <https://api.betatest.degreed.com>
 - <https://api.eu.degreed.com>
 - <https://api.eu.betatest.degreed.com>
 - <https://api.ca.degreed.com>
- **degreed_gat_client_id:** Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material DB in Integration Suite
- **degreed_gat_client_secret:** Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material DB in Integration Suite
- **Degreed_oauth_endpoint:** Complete url to request the tokens for authentication. The only legitimate values are:
 - <https://degreed.com/oauth/token>
 - <https://betatest.degreed.com/oauth/token>
 - <https://eu.degreed.com/oauth/token>
 - <https://eu.betatest.degreed.com/oauth/token>
 - <https://ca.degreed.com/oauth/token>
- **DEGREED_provider_client_id:** Degreed Credential, it has to be saved as a Secure Parameter in Manage Security Material db in Integration Suite
- **DEGREED_provider_client_secret:** Degreed Credential, it has to be saved as a secure Parameter in Manage Security Material db in Integration Suite
- **GAT_enabled:** True or false, this triggers the iFlow to consider GAT-tenant relationship actions
- **GAT_X_Code:** Degreed *organization code* for the parent/GAT/Extended Enterprise org



- **is_first_run:** Should only be set to true on the first execution/deployment of the iFlow, and false for all subsequent runs.
- **SFSF_endpoint:** SuccessFactors API url as described in the “Initial Setup and Provisioning” section of this guide
- **SFSF_LMS_endpoint:** SuccessFactors base url as described in the “Initial Setup and Provisioning” section of this guide
- **Tenant1_api_client_id:** Degreed clientid value in first tenant in GAT structure
- **Tenant1_api_client_secret:** Degreed clientsecret value in first tenant in GAT structure
- **Tenant1_Country_list:** Comma separated values of all regions that come under Tenant1
- **Tenant1_provider_api_client_id:** Degreed clientid value in first tenant in GAT structure, associated to a SuccessFactors provider record
- **Tenant1_provider_api_client_secret:** Degreed clientsecret value in first tenant in GAT structure, associated to a SuccessFactors provider record
- **Tenant1_X_Code:** Degreed *organization code* for the first tenant org in the GAT structure
- **Tenant2_api_client_id:** Degreed clientid value in second tenant in GAT structure
- **Tenant2_api_client_secret:** Degreed clientsecret value in second tenant in GAT structure
- **Tenant2_Country_list:** Comma separated values of all regions that come under Tenant2
- **Tenant2_provider_api_client_id:** Degreed clientid value in second tenant in GAT structure, associated to a SuccessFactors provider record
- **Tenant2_api_client_secret:** Degreed clientsecret value in second tenant in GAT structure, associated to a SuccessFactors provider record
- **Tenant2_X_Code:** Degreed *organization code* for the first tenant org in the GAT structure

SFSF url: <https://apisalesdemo2.successfactors.eu/odata/v2> (example)

SFSF Resource Path (Entity): PerPerson (GET)

SFSF LMS API: <https://sfcpart001252.scdemo.successfactors.eu>
(example)

SFSF Auth URI - /learning/oauth-api/rest/v1/token

URIs: -

/learning/odatav4/public/user/userlearning-service/v1/learninghistorys

Filter - \$filter=criteria/targetUserID eq '\${property.UserID}'

Degreed API calls:

Base URL - <https://api.betatest.degreed.com>

URIs -

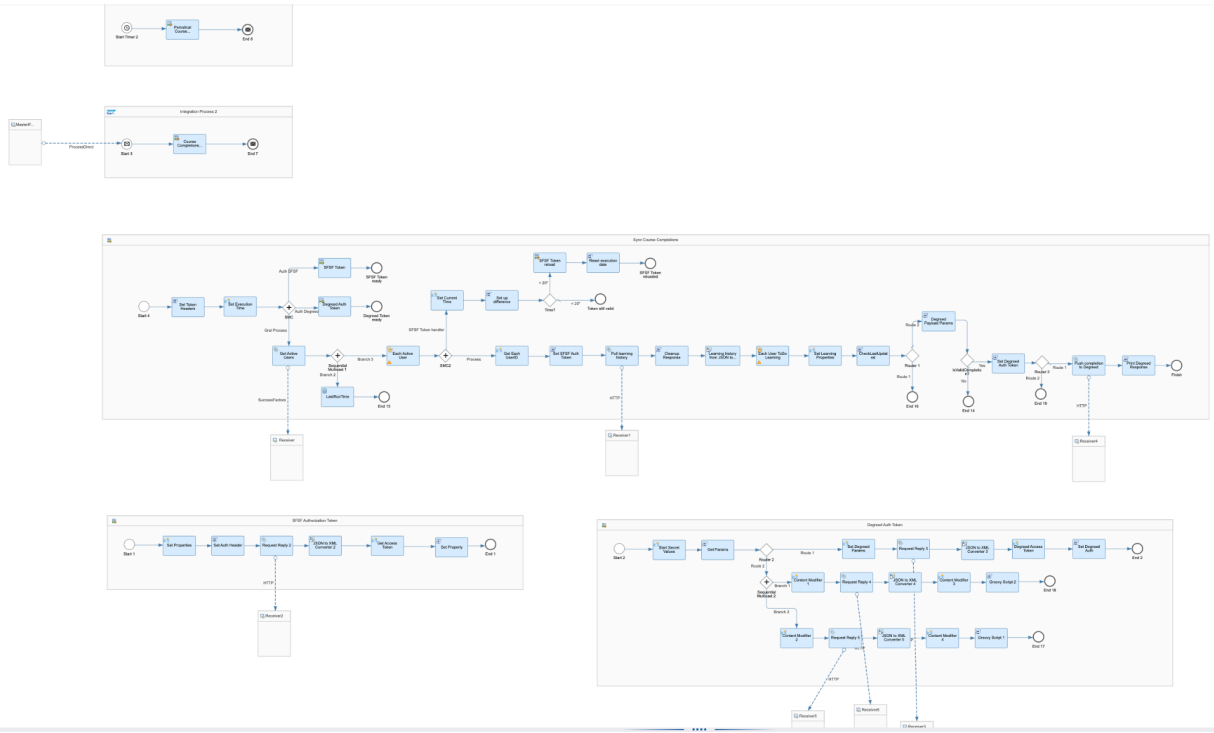
/api/v2/users/\${property.UserID}/required-learning?limit=100&identifier=employee-id (GET)

- /oauth/token (POST)

- /api/v2/completions (POST)

SFSF Entity	SFSF Field ID	Degreed Entity	Degreed Field	Notes
PerPerson	personIdExternal	Completions	user-id	
learninghistorys	Component ID:ComponentTypeID:RevisionDate	Completions	content-id	Degreed content-id is created by joining Component ID, ComponentTypeID, RevisionDate fields with a colon
learninghistorys	completionDate	Completions	completed-at	





GAT Configuration Checklist

The following is also interspersed throughout the rest of the document. This is added to create a compact list for GAT implementations.

- Modify the global variables in the iFlow
 - GAT_enabled: Enables GAT Functionality on iFlow if set to “true”.
 - Tenant1_api_client_id: ID has been saved in Manage Security Material as a secure Parameter.
 - Tenant1_api_client_secret: ID has been saved in Manager Security Material as a secure Parameter.
 - Tenant2_api_client_id: ID has been saved in Manage Security Material as a secure Parameter.
 - Tenant2_api_client_secret: ID has been saved in Manage Security Material as a secure Parameter.
- General Flow for User Synchronization Process

FOCompany	territoryName	User	N/A	This parameter is used only when GAT is enabled, and is used to choose the tenant for
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- o If GAT is enabled ("GAT_enabled = "true"), the users are created in the Degreed tenants that are configured with the iFlow. All the users are spread across tenants based on the user's work location as the baseline iFlow configuration (unique
- o If GAT is enabled, set the below parameters too.
 - **Tenant1_Country_list:** Comma separated values of all regions that come under Tenant1.
 - **Tenant2_Country_list:** Comma separated values of all regions that come under Tenant2.
- o A GAT implementation based on employee segregation by indicative data other than work country will require a modification to the parameters above to include the indicative data fields that will drive employee allocation to the different Degreed GAT tenants.
- General Flow for Deletion Process of Terminated Users
 - o If GAT is enabled (GAT_enabled = "true"), IFlow does a user search in a specific tenant based on User's work location, and accordingly deletes the user in Degreed tenant. Ensure to set the below parameters when GAT is enabled.
 - **Tenant1_Country_list:** Comma separated values of all regions that come under Tenant1.
 - **Tenant2_Country_list:** Comma separated values of all regions that come under Tenant2.
- General Flow for Content Synchronization Process
 - o If GAT is enabled (GAT_enabled="true") ensure to set the below variables.
 - **degreed_gat_client_id:** This is set to "GAT_DEGREED_api_client_id" - Global Variable with ID has been saved in Manage Security Material as a secure Parameter
 - **degreed_gat_client_secret:** This is set to "GAT_DEGREED_api_client_secret" - Global Variable with ID has been saved in Manage Security Material as a secure Parameter
- SuccessFactors to Degreed - General Flow - Required Learning Synchronization Process
 - o If GAT is enabled (GAT_enable=true) all the required learning are created under respective tenants for the user. Ensure to set the below parameters when GAT is enabled.
 - **Tenant1_Country_list:** Comma separated values of all regions that come under Tenant1.
 - **Tenant2_Country_list:** Comma separated values of all regions that come under Tenant2.
- SFSF2DEGREED Content Completions

- This iFlow is responsible for creating course completion data from SFSF LMS in Degreed. Any updates in Course Completions in SFSF will flow to Degreed via iFlow.
- If GAT is enabled (GAT_enable=true) all the completions are created under respective tenants. Ensure to set the below parameters when GAT is enabled.
 - **Tenant1_Country_list:** Comma separated values of all regions that come under Tenant1.
 - **Tenant2_Country_list:** Comma separated values of all regions that come under Tenant2.

Known Limitations

- All learning (assigned/ required) from SAP SuccessFactors will be presented as Required learning in Degreed as opposed to Degreed's "recommendations" or "assignments"
- Only Learning Items associated with a Library (Catalog) in SFSF will be created in Degreed. This is due to a limitation of the SFSF API
- When a program is assigned to a user in SFSF LMS, only the program will appear as required and subsequent learning completions will be tracked at the Program level in Degreed
- The following fields are not available in SFSF LMS API and are being populated with default values
 - Number of Words (Articles) - 100
 - Duration (Videos) - 10 minutes
 - Number of Questions (Assessment) - 10 questions