effective people

SAP SuccessFactors

Platform

2H 2024 Release Briefing

Isabella Vanrell Piccioni

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Senior SuccessFactors Consultant

SuccessFactors Experience: Since 2019

Isabella has 5 years experience in HCM area as an Implementation Consultant. She holds an associate certification in Employee Central in SAP SuccessFactors.

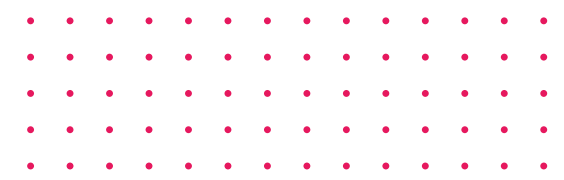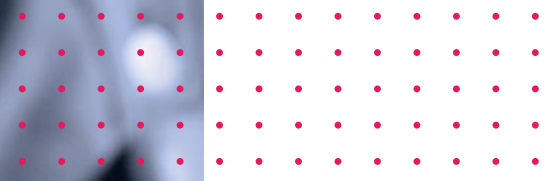Isabella has specialized knowledge within Employee Central and Time Off.

Agenda

SAP SuccessFactors Platform

- Most Important Topics: Business AI

- Other Release Features: Security, Work Tech, Mobile

- Deep Dive Topic: Full Profile

- Product Road Map (AI and Integration)
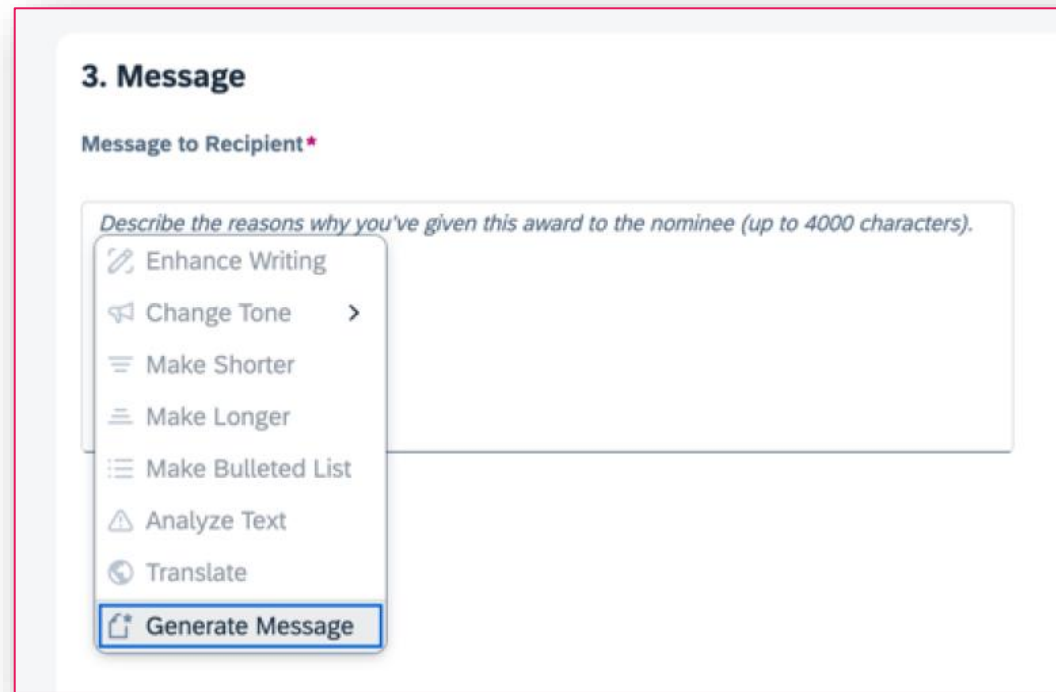
Most Important Topics

SAP Business AI – Assisted Writing

Available in Continuous Feedback, Performance Forms, Performance Goals, Development Goals, 360 Reviews, Opportunity Marketplace Assignments, Talent Intelligence Hub, People Profile (About Me), Employee Central Workflow Comments, Onboarding Messages, Compensation, Benefits, Rewards and Recognition

- **SAP AI Units are required for use of Premium AI Features**

The level of impact is Low.
Effective People recommends that you review this as part of your strategy for adoption of generative AI.

3. Message

Message to Recipient *

Describe the reasons why you've given this award to the nominee (up to 4000 characters).

- ✐ Enhance Writing
- 📢 Change Tone   >
- ≡ Make Shorter
- ≡ Make Longer
- ☰ Make Bulleted List
- ⚠ Analyze Text
- 🌐 Translate
- ⎙ Generate Message

- Text Analyzer scans user input across safety attributes of:
  - Inclusivity: age bias, gender bias, mental health bias
  - Harmful content: self-harm, violent speech, sexual content

- Translation
  - One-directional translation from English to all 46 languages supported in SAP SuccessFactors
  - Full bi-directional translation between the following languages: English, German, French, Spanish, Portuguese, Mandarin and Japanese

SAP Business AI - Insights

- **AI-assisted actionable Career Insights from latest Career Worksheet tied to target roles (requires TIH/Growth Portfolio and Opportunity Marketplace)**

- **AI-Assisted Insights into Detailed 360 Report**

- **SAP AI Units are required for use of Premium AI Features**

The level of impact is Low.
Effective People recommends that you review this as part of your strategy for adoption of generative AI.

Type: New

Lifecycle: General Availability

Enablement: Customer Engagement Executive or Account Manager

Growth Portfolio / **HR Professional**

HR Professional
Human Resources Family

💡 **Boost your career with AI-powered insights!**

ℹ Insights will not be saved on the Role Details page.

Summary

You are currently in the role of Administrative Support, where you have demonstrated proficiency in delivering high-quality work and managing time. However, there is room for improvement in prioritizing and organizing work. Your target role is HR Professional, which requires competencies and skills in areas such as assembling talent, communicating effectively, and interacting with people at different levels. To transition successfully, you will need to develop these competencies and skills to meet the expected ratings.

Suggestions for Improvement

To gain a clear picture of the areas needing improvement, we categorize the necessary skills and attributes for the target role based on your current ratings and the role's expectations. Here are the top three critical categories for your consideration:

Talent Acquisition

Assembling talent is a crucial competency for an HR Professional, as it involves recruiting, testing, and interviewing candidates. This competency is currently unrated, indicating a need for development. Improving this competency will help in establishing a strong recruiting program and counseling managers on candidate selection.

- Skills and attributes in this catego
- Keywords of learning courses: re
- Ideal mentor's position: Recruitm
- Suggested development goal: De

ℹ The content is generated using A
  consider these constraints when

Effective Communication

Communicating effectively is essential for an competency is currently unrated, and developing it will enhance your ability to conduct orientations, resolve conflicts, and counsel employees and supervisors.

- Skills and attributes in this category: Communicating Effectively, Interacting with People at Different Levels
- Keywords of learning courses: communication
- Ideal mentor's position: HR Manager
- Suggested development goal: Enhance communication skills to interact effectively at all organizational levels

  Create Goal

Conflict Resolution

Resolving conflict is a key competency for an HR Professional, as it involves hearing and resolving employee grievances. This competency is currently unrated, and developing it will support managers in coaching and disciplining employees, ensuring a harmonious work environment.

- Skills and attributes in this category: Resolving Conflict, Showing Caring and Understanding
- Keywords of learning courses: conflict resolution

Detailed 360 Report of 360 Reviews Form for Carla Grant

Graphical Summary   Gap Analysis   Hidden Strength and Blind Spot

Overview

Overall Insights for 360 Report

ℹ Insights will not be saved in Detailed 360 Report   ✕

Employee Summary

The employee has shown strengths in Decision Making/Judgment and Integrity/Ethics, with an overall rating of 3.4. Areas for improvement include Communication and Customer Focus.

Key Points

- **Strong Decision Making:** The employee excels in making timely and difficult decisions, seeking input from others, and addressing root causes of issues.
- **High Integrity/Ethics:** Consistently demonstrates honesty, accountability, and support for company values, maintaining confidentiality and conveying both good and bad news.
- **Positive Peer Feedback:** Peers have rated the employee positively across competencies, indicating good collaboration and respect within the team.
- **Manager's Approval:** The manager has rated the employee highly, showing recognition for their performance and potential within the company.
- **Consistent Self-Rating:** The employee's self-assessment aligns with the overall feedback, indicating self-awareness and understanding of their own competencies.

Suggestions for Improvement

- **Enhancing Communication Skills:** Consider improving verbal and written communication, active listening, and sharing information effectively to enhance collaboration and understanding.
- **Developing Customer Focus:** Work on building customer confidence, setting achievable expectations, and responding effectively to customer needs to enhance customer satisfaction and relationships.

SAP Business AI – Assisted Skills Features

- **Talent Intelligence Hub**
- **Skills Recommendation using Continuous Performance Data**
- **Skills Standardization (Restricted Availability)**
- **Learning**
- **Associate Skills With Open Content Network Items**
- **Associate Skills With Learning Items**
- **Recruiting**
- **Skills Matching for Candidate Resumes**
- **Skills Validation for Job Requisitions**
- **Assisted Job Skills on Career Sites**
- **Opportunity Marketplace**
- **Skill Recommendation for Opportunity Marketplace Assignments**

- **SAP AI Units are required for use of Premium AI Features**

The level of impact is Low.
Effective People recommends that you review this as part of your strategy for adoption of generative AI.

Talent Intelligence Hub can now use AI-assisted capabilities to **infer and recommend skills** to employees in their **Growth Portfolio** using **Continuous Performance Management data** like **achievements, activities or feedback**, this feature infers skills based on the employee's inputs.

- ○ If the inferred skill exists in the Attributes Library of Talent Intelligence Hub, it is displayed as a recommended skill in the employee's Growth Portfolio. Employees can either add the recommended skill to their Growth Portfolio or reject the recommendation.
- ○ If the inferred skill doesn't exist in the Attributes Library, the skill will be added to the Attributes Library and can be confirmed by Administrators for organizational use.

Type: New

Lifecycle: General Availability

Enablement: Customer Engagement Executive or Account Manager

SAP Business AI – Joule

- **Joule Functions**
- **More Joule languages**
- **More Joule Use cases**
- **AI Usage Dashboard**
- **AI Unit estimator**

The level of impact is Low.
Effective People recommends that you review this as part of your strategy for adoption of generative AI.

- Joule Functions to give users even more human-like conversational experiences.
    - Where user intents are properly recognized, and users flexibly switch between dialogs and/or topics.
    - Users get even more human-like conversational experiences.
    - Users flexibly switch between dialogs and/or topics.
    - Users receive precise answers based on chat history and user context.
- Additional four languages are being supported, e.g., German, Spanish, French and Portuguese.
    - *It may become available in early 2025.
- More Joule Use cases (going forward new use cases on a monthly basis).
    - View Goals.
    - Manager's Onboarding Tasks like Review New Hire data, recommended people, etc.
    - Navigation cases now include modules: Opportunity Market Place, Growth Portfolio, Job Requisition, Assist New Hire during Onboarding.
- The AI Usage Dashboard is now live in SAP for Me. The dashboard link can be accessed from the AI Services Administration. The Dashboard administrators can monitor Premium AI usage per feature (e.g. including AI Unit Consumption).
- AI Unit estimator available here: Discovery Center - https://discovery-center.cloud.sap/protected/index.html#/ai-estimator

Type: New

Lifecycle: General Availability

Enablement: Customer Engagement Executive or Account Manager

Mapping of Job Code with Multiple Job Roles

- A single job code can now be mapped to multiple job roles by creating a unique combination of the job code and a custom field, which can then be linked to specific job roles.
- You can use only **one custom** field out of the 15 available to map a job code with a job role.
  - Impact on requisition creation for clients using JPB in Recruiting is to be assessed.
  - Impact on accessing job profile from Employee Profile is also to be assessed
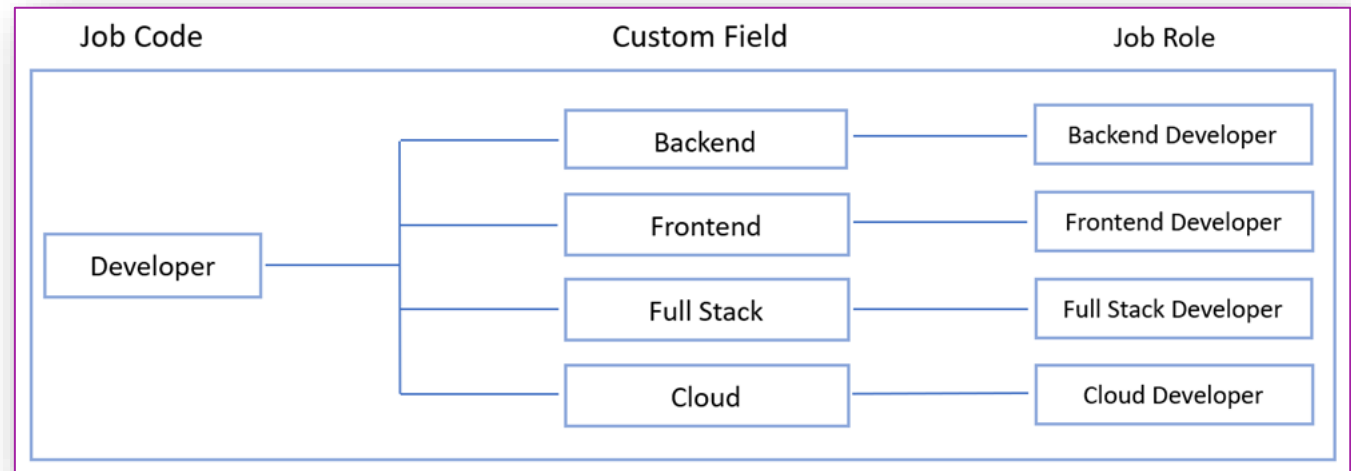
The level of impact is Low.

The feature provides more flexibility to maintain more detailed job roles and – profiles without having to create new job codes. But due to cross module dependencies it needs to be tested thoroughly.

Other Release Features
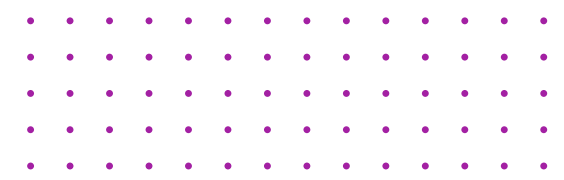
Latest Role-Based Permissions Supports Effective Duration

- As a Role-Based Permissions administrator, you can now configure the effective duration of a permission role. When you create a role assignment for a permission role, the role assignment creation wizard displays an **Enable Effective Duration** option.

- The start and end dates of the effective duration align with your company's preferred time zone.

The level of impact is Low.

Future-dated permissions can be setup in advance.

Temporary permission access could be given for audits, project-based roles, consultant access, covering for absences or training.

Admin Center / Manage Permission Roles / effective date test / **Add Role Assignment**

Add Role Assignment for effective date test
Assign role to user or group with conditions.

1 **Basic Information**   2 Grant Access To   3 Define a Target Population   4 Define Data Blocking   5 Preview

1. Basic Information

Name: *

Description:

Target Population User Type: Employee

Enable Effective Duration: ☑

Start and End Dates: MMM d, yyyy - MMM d, yyyy   (UTC+0900)

ep

Role-Based Permissions Troubleshooting Tool

This tool is designed to help administrators troubleshoot issues related to role-based permissions (RBP). It provides detailed insights and diagnostics to identify and resolve permission-related problems.

- A new admin tool called "Role-Based Permissions Troubleshooting Tool" is now available.

- It will replace the "View User Permissions" admin tool that will reach End of Maintenance on November 15th, 2024 and will be deleted on May 16th, 2025.

The level of impact is Low.

Check two users at the same time and ablity to compare.
The search will be helpful.

Latest Role-Based Permissions Supports Role Assignment History

- The role history page includes a new tab called Role Assignment that provides access to view historical records of role assignments.

Type: Changed

Lifecycle: General Availability

Enablement: Automatically on

The level of impact is Low.

This feature allows you to better track changes to role assignments.

Latest Role-Based Permissions Supports Copying Role

- You can now copy permission roles in the latest Role-Based Permissions using the new Copy button added to the Actions column of the role list page.
- Only permissions are copied. Copying role assignments isn't supported.

The level of impact is Low.

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Work Tech

AI SKU license is needed to enable Assisted Microsoft Teams Chat capability.

- AI-Assisted Microsoft Teams App Chat allows users to interact with the SAP SuccessFactors app in Microsoft Teams to **initiate HR transactions or view personal data** using **natural language processing (NLP)**.
- Succession & Development Notification Cards
    - Approve Mentor, Mentoring Requests, Talent Pool Nominees directly in Teams
- More quick actions available:
    - Submit Time Off requests directly in Teams and get them approved
    - View upcoming absences and holidays, and sync them from SF to Teams calendar to book a time slot
    - Create workflow delegation request
    - Manage My Data and Manage My Team
- More approvals:
    - Approve Timesheets
    - Change Position approvals
- We're migrating configurations from Set up Interview Scheduling Outlook Integration to Work Tech Configuration. The Set up Interview Scheduling Outlook Integration will reach end of maintenance and will be deleted on May 16, 2025.

Type: New
Lifecycle: General Availability
Enablement: Customer configured
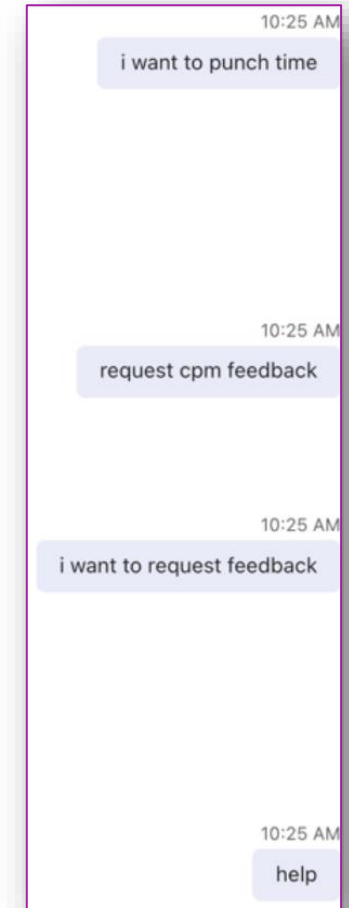
Mobile

Learning
Mobile Time Sheet
Pay Statement
Continuous Feedback

The level of impact is Low.

- Enhancements to the New Learning Experience in iOS and Android Mobile Apps with administrator recommendations and the Mobile Friendly filter
- Mobile Time Sheet
    - Conditional Custom Fields in Mobile Time Sheet
    - Custom Fields for Allowances in Mobile Time Sheet
    - Supporting Information and Warning Messages in Mobile Time Sheet
- Enhancements to Pay Statement Features in Mobile App
- Continuous Feedback Notification in Mobile Apps
    - Mobile users can now receive and respond to push notifications when they receive feedback on themselves, feedback requested for direct reports, or requests to provide feedback. For iOS users, they can use Notifications in the SAP SuccessFactors Mobile app to catch up on any missed messages.

Type: New

Lifecycle: General Availability

Enablement: Customer configured

Data Privacy

- You can only create audit reports for change audit, read audit, and general audit data within the **last 3 years**.
- The maximum time range of change audit and read audit reports is **extended to 31 days**. Information of users via proxy access or support access with secondary login is available in change audit reports.
- Enhancements to Manage Role-Based Permissions Access
  - Role-Based Permission Admin (View) is splitted into View Group and View Role, while Role-Based Permission Admin (Edit) is splitted into Edit Group and Edit Role.
- Log in to the system using password-based authentication on a web browser or using the mobile apps, these unsuccessful attempts are now included in user login audit of general audit.
- API for better support of permission groups: Now both standard elements and **HRIS elements** are supported in below function imports of the DynamicGroup entity: getExpandedDynamicGroupById, getExpandedDynamicGroupByName, getExpandedDynamicGroupByNameAndSubType and upsert. Previously, only standard elements were supported.

The level of impact is Low.

Features Automatically on

General Display Name is now automatically enabled for all customers.

For instances that don't have duplicate usernames in case-insensitive mode, the system automatically enables the option.

MDF object level restrictions.

The feature is automatically enabled to encourage all customers to experience the consistency and flexibility General Display Name provides to employee names.

Use check tool to verify any duplicate usernames in case-insensitive mode.

Only if you plan to have a very complex MDF data structure for an extension then you might be limited by this.

- For non-Employee Central customers and Employee Central customers who haven't configured any name format either for general display in a legal entity or for People Profile, the system populates the field value with full name in the default language. If one has no full name, the value Unknown is populated.

- As part of the migration plan, SAP will run the **Migrate General Display Name** job to enable General Display Name in both preview and production systems. After the job completes, the feature is enabled, and an employee's general display name is generated according to the name format configuration.

- For instances that don't have duplicate usernames in case-insensitive mode, the system automatically enables the option.

- We've now implemented restrictions on the level of composites that are applicable for both pre-delivered and custom MDF objects. You cannot add composites beyond level 2 for custom MDF objects and level 3 for pre-delivered MDF objects.

- We're still supporting the existing pre-delivered and custom MDF objects. We also allow creation of a new child that doesn't exceed the existing level for a given root object.

Deep Dive Topic
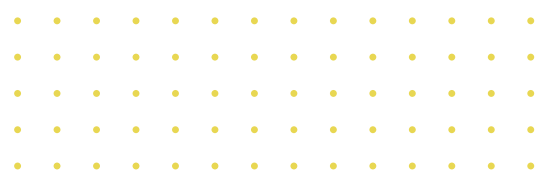
Profile Preview Replaces Employee Quickcard

Profile Preview now replaces the employee quickcard throughout the SAP SuccessFactors HCM suite in all systems when the latest People Profile is enabled
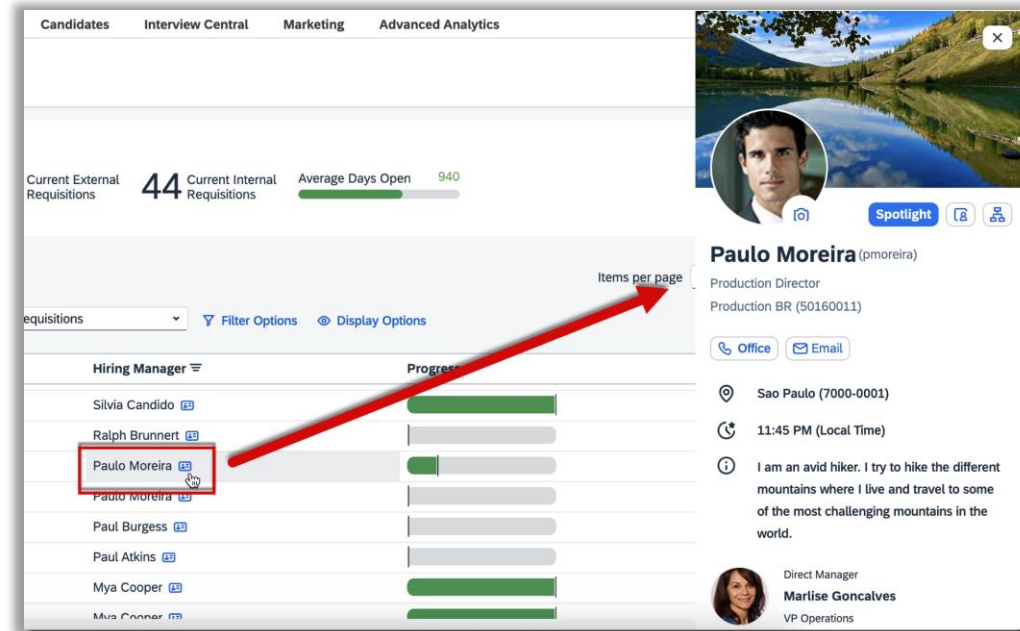
The level of impact is Low. This change provides greater consistency and a better user experience.

Profile Preview can be accessed:

- Using the ⊞ (employee information) icon on any page.
- By searching for someone in the global page header and choosing the ⊞ (employee information) icon on the search result.
- By choosing Public Profile in the user account menu.

Enhancements to Employee Central on the Latest People Profile

Empty fields are hidden by default, and you can choose to show or hide empty fields.

Compensation Information - the currency is now included with the **Amount** value.

The level of impact is Low.

If Localized Biographical Information is available, the card displays first 4 non-empty fields of Biographical Information and up to 3 country/region entries from Localized Biographical Information.

External codes of options are not displayed in View mode.

Department:
Asset Management DE

If there's more than 1 record, up to the first 4 records are shown in a list.

Fields that refer to employees shows profile picture and job information.

Matrix Manager:
David Mould
QA Engineer, BestRun Australia (8500)

Access Pending Approvals and Future Changes in Latest People Profile

The latest People Profile introduces an improved way to access pending approvals and future changes.

The level of impact is Low. This redesign simplifies the process, elevating productivity and the overall user experience.

**In the latest People Profile, users with required permissions can view pending approvals and future changes from both the card and the details UI of an entity.**

- **Permission required:**

    User Permissions -> Employee Data -> Transactions Pending Approval.

New Admin Tool for the Latest People Profile

- As an administrator, you can now use the new **Configure People Profile** admin tool to configure the latest People Profile, including general settings, content of both the Spotlight and Full Profile.
- With this admin tool, you can:
  - Configure whether employees can add name pronunciation or self-introductory video
  - Define the name format and employment differentiator displayed on employees' profile
  - Manage the background image library
  - Show or hide cards on the Spotlight and Full Profile
  - Add help content for Full Profile cards
  - Create and reorder custom categories and custom cards
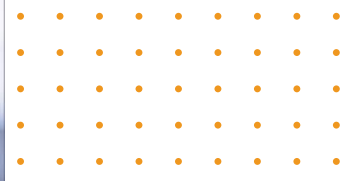 - Configure the data displayed on specific predefined cards

Requires you to enable the Full Profile on the latest experience.
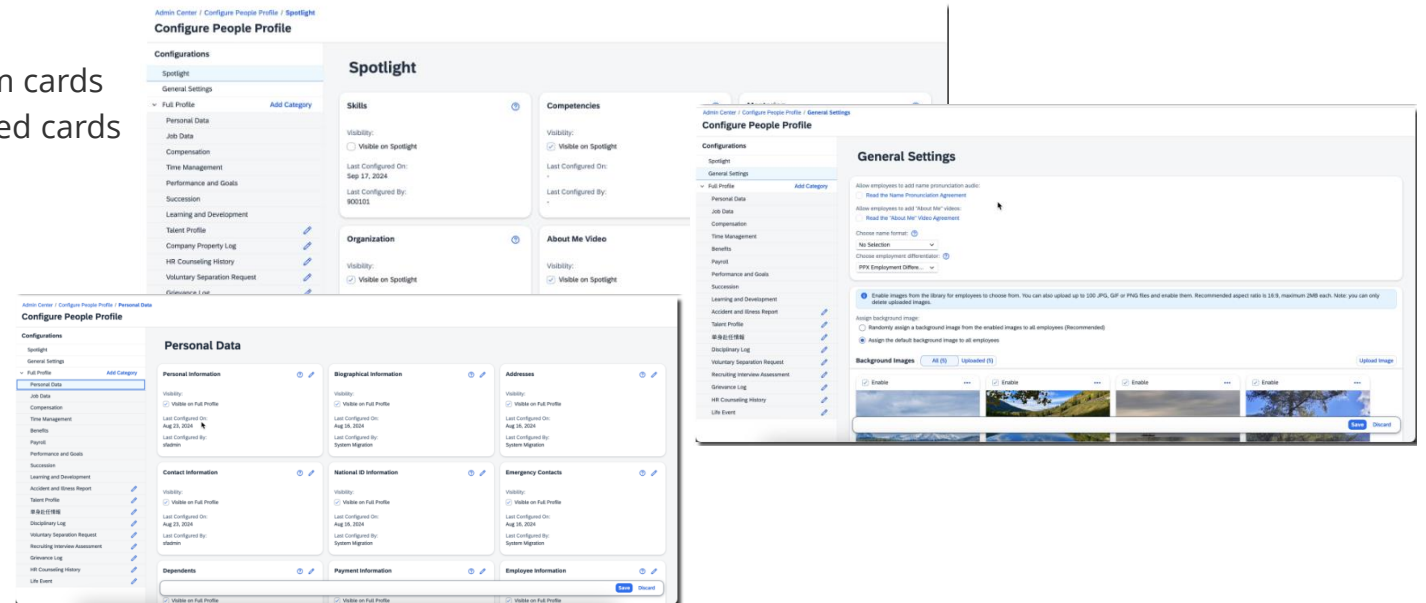
The level of impact is Low. This tool puts you in control of the latest People Profile, enabling you to tailor it to your organization's needs.
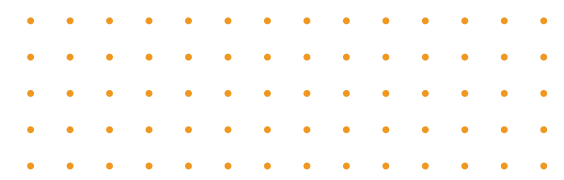
Product Road Map

Product Road Map

Conversational- and Generative AI

Q2 2025 13   Collapse All ⌃

⌄ Career Development

| FUTURE RELEASE |
| Adopting TIH for AI Recommendation Logic |

| FUTURE RELEASE |
| Career explorer: show recommendation reasons for... |

⌄ Employee Goal Management

| FUTURE RELEASE |
| AI-assisted goal creation with Joule |

| FUTURE RELEASE |
| AI-assisted team goals |

⌄ Employee Performance Management

| FUTURE RELEASE |
| AI-assisted feedback in performance forms |

| FUTURE RELEASE |
| AI-assisted succession-planning health check |

| FUTURE RELEASE |
| AI-assisted successor insights |

| FUTURE RELEASE |
| Assisted insights into performance management |

⌄ Offboarding Management

| FUTURE RELEASE |
| Adoption of the Joule copilot |

⌄ Payroll Management

| FUTURE RELEASE |
| Explanation of pay statement using Joule |

⌄ Talent Marketplace Management

| FUTURE RELEASE |
| Third-party opportunity recommendations |

⌄ Training Management

| FUTURE RELEASE |
| AI-assisted image generation for learning |

⌄ Workforce Onboarding

| FUTURE RELEASE |
| Adoption of the Joule copilot |

Q4 2025 3   Collapse All ⌃

⌄ Employee Goal Management

| FUTURE RELEASE |
| AI-assisted cascaded goals |

⌄ Employee Performance Management

| FUTURE RELEASE |
| AI insights for one-on-one meetings |

| FUTURE RELEASE |
| AI-assisted successor recommendations |

Product Road Map

Integration

Thank You.

Visit our website: effectivepeople.com

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