Qualtrics/SuccessFactors Integration
Product road map overview – Key innovations

Recent innovations	Planned Q4/2019[1]	Planned H1/2020[1]	

Employee Master Data Management

- SF FTP File load to Qualtrics Employee Directory via SF Integration Center

Employee Central

- SF Employee Central moments that matter initiate Surveys in Qualtrics LifeCycle via Employee Data feed

Recruiting

- SF Career Site Builder landing page Digital Intercept

Learning

- Digital Intercept from SF Learning Home Page

Recruiting

- Qualtrics Digital Intercept for SF Candidate Experience
- SF Candidate Experience Intelligent Service events for interview process to Qualtrics LifeCycle

Talent

- SF Mentoring Program completion Intelligent Service Events to Qualtrics LifeCycle
- Qualtrics Digital Intercept on SF Performance Process

Employee Central

- SF Intelligent Service Events to Qualtrics LifeCycle

Employee Master Data Management

- SF Intelligent Service event driven employee create/update data sent to Qualtrics Employee Directory

Talent

- Qualtrics Digital Intercept on additional SF Talent Process experience

1. This is the current state of planning and may be changed by SAP at any time without notice.

Qualtrics/SuccessFactors Integration
Upcoming short-term and midterm innovations

Additional investigation (next 12 months):
- Employee Master Data Integration via "SAP Master Data Workforce"
- Access Qualtrics 360 Detailed Report from SF Talent use cases
- Qualtrics 360 integrations into Talent
- Send users to SF learning screens from Qualtrics Recommended Actions
- Qualtrics surveys available as SuccessFactors Engagement Cards in future UXR Home Page and Mobile
- Qualtrics Engagement Survey Results and Qualtrics 360 portal accessible via official portlet on UXR Home page and Mobile
- Qualtrics integrated support with SF Learning for Training Program Evaluations

On the radar (next 24+ months):
- Additional support for X+O Analytics
- Support for Qualtrics analytics data embedded within SuccessFactors
- Qualtrics Action Plan Integration with Goals/CPM
- Enhancement of Qualtrics 360 to support dynamic SF goals and competencies
- Manager/Team lead survey generation and launch
- Qualtrics suggested actions and tasks included in intelligent recommendations within SF
- Qualtrics EX use cases in conversational flows via SAP Conversational AI

APPENDIX

Appendix: Qualtrics/SF Integration
Qualtrics features that drive the use cases

Digital Intercept	LifeCycle Events	Global Directory

Qualtrics Intercept in Custom HTML

- Embed Qualtrics Digital Intercept in custom HTML Modules within SuccessFactors (example: Career Site Builder)

Available Now

Qualtrics Intercept Embeddable in Core SFSF Areas

- Embed Qualtrics Digital Intercept in core SFSF areas via a Digital Command Center in SFSF
- Create Digital Intercepts in Qualtrics and then easily drop them into SFSF – allowing for productized feedback opportunities within SF Transactions

Available Q4 '19 – H1 '20

SFTP Events to Qualtrics

- Automatically import employee data into Qualtrics Global Employee Directory to trigger LifeCycle Surveys (Onboarding, Exit, Leave)

Available Now

Direct API Integration to LifeCycle

- Use SFSF's Intelligent Services to trigger LifeCycle surveys from key employee events (from employee record or other transaction-based events)

Available H1 '20

SFTP Employee Data to Qualtrics

- Initiate or schedule the automatic import of employee data into Qualtrics Global Employee Directory with key employee info, metadata, and org hierarchy

Available Now

Direct Integration to Qualtrics

- Utilize SF Intelligent Services to automatically sync key employee info, metadata, and org hierarchy with Qualtrics Global Employee Directory.

Available H1 '20

Appendix: Qualtrics/SF Integration
Employee Engagement + Pulse SKU Benefits

Available Today	Coming Soon
Easy Data Integration: SFTP Employee Data to Qualtrics	**Easy Data Integration: Direct Employee Data Integration to Qualtrics**

Available Today

Easy Data Integration: SFTP Employee Data to Qualtrics

- Scheduled file with:
  - Employee names, e-mails, & usernames
  - Employee data (location, gender, career level, performance data)
  - Organizational hierarchy (manager & organizational structure)

Coming Soon

Easy Data Integration: Direct Employee Data Integration to Qualtrics

- Direct Integration with real time updates for:
  - Employee names, e-mails, & usernames
  - Employee data (location, gender, career level, performance data)
  - Organizational hierarchy (manager & organizational structure)

Available H1 '20

Appendix: Qualtrics/SF Integration
Employee Onboarding SKU Benefits

Available Today	Coming Soon

Easy Data Integration: SFTP Employee Data to Qualtrics

- Scheduled file with:
  - Key Dates (*ie* Start Date – allowing for 30/60/90 day touchpoints, 90 day manager evaluation)
  - Employee names, e-mails, & usernames
  - Employee data (location, gender, career level, performance data)
  - Organizational hierarchy (manager & organizational structure)

Easy Data Integration: Intelligent Services LifeCycle Events

- Direct integration, providing real-time data for events such as:
  - Pre-boarding status updates
  - Completing on-boarding tasks
  - Cross Boarding dates and tasks
  Available H1 '20

Digital: Key Workflows

- Lightweight capture of key workflow moments via digital intercept & embedded surveys
  - On-boarding documentation
  - IT Setup (receiving laptop, desk, phone)
  - Onboarding Trainings
  Available H1 '20

Appendix: Qualtrics/SF Integration
Employee Exit SKU Benefits

Available Today	Coming Soon

Easy Data Integration: SFTP Employee Data to Qualtrics

- Scheduled file with:
  - Key Dates (*ie* Exit Date – allowing for pre-exit survey triggers)
  - Employee names, e-mails, & usernames
  - Employee data (location, gender, career level, performance data)
  - Organizational hierarchy (manager & organizational structure)

Easy Data Integration: Intelligent Services LifeCycle Events

- Direct integration, providing real-time data for events such as:
  - Exit Date
  - Completing Exit Tasks
  Available H1 '20

Digital: Key Workflows

- Lightweight capture of key workflow moments via digital intercept & embedded surveys
  - Exit workflows
  Available H1 '20