### Qualtrics/SuccessFactors Integration

**Product road map overview – Key innovations**

<table>
<thead>
<tr>
<th>Recent innovations</th>
<th>Planned Q4/2019(^1)</th>
<th>Planned H1/2020(^1)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employee Master Data Management</strong></td>
<td><strong>Learning</strong></td>
<td><strong>Recruiting</strong></td>
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</tbody>
</table>
| ▪ SF FTP File load to Qualtrics Employee Directory via SF Integration Center | ▪ Digital Intercept from SF Learning Home Page | ▪ Qualtrics Digital Intercept for SF Candidate Experience  
▪ SF Candidate Experience Intelligent Service events for interview process to Qualtrics LifeCycle | ▪ SF Intelligent Service event driven employee create/update data sent to Qualtrics Employee Directory |
| ▪ Employee Central | ▪ SF Employee Central moments that matter initiate Surveys in Qualtrics LifeCycle via Employee Data feed | ▪ SF Mentoring Program completion Intelligent Service Events to Qualtrics LifeCycle  
▪ Qualtrics Digital Intercept on SF Performance Process | ▪ Qualtrics Digital Intercept on additional SF Talent Process experience |
| ▪ Recruiting | ▪ SF Career Site Builder landing page Digital Intercept | ▪ SF Intelligent Service Events to Qualtrics LifeCycle |

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

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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

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

LifeCycle Events

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

Global Directory

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

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

Easy Data Integration: SFTP Employee Data to Qualtrics
- Scheduled file with:
  - Key Dates (e.g., 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)

Coming Soon

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

Easy Data Integration: SFTP Employee Data to Qualtrics
- Scheduled file with:
  - Key Dates (i.e. 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)

Coming Soon

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