Feature Scope Description | PUBLIC 2024-05-01

Feature Scope Description for SAP SuccessFactors Employee Central Service Center

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1 About This Document

This document describes the features that are available in SuccessFactors Employee Central Service Center. The availability of some of the features may depend on your license agreement with SAP.

To illustrate integration with other SAP offerings, the product documentation on SAP Help Portal might include references to features that are not included with SAP SuccessFactors Employee Central Service Center. Features that are not included in this feature scope description might require a separate license.

> **i** Note
>
> This document does not include any information about:
>
> - Packages and pricing available for SAP SuccessFactors Employee Central Service Center. For more information, see SAP Discovery Center.

2 Features

This specifications document describes key features and functionalities of SAP SuccessFactors Employee Central Service Center, as of the 1H 2024 Release.

SAP SuccessFactors Employee Central Service Center enables employees to contact HR via their preferred channel and empowers HR agents with an integrated knowledge base.

The following features are available for SAP SuccessFactors Employee Central Service Center:

Ask HR - Create, Submit and View Requests	The Ask HR page is the central place for employees to create requests and view up-to-date information on the status of all requests. Employees can view the history of all prior requests to save time and minimize duplicate requests. Employees can also create a ticket via sending an email to HR.
Knowledge Base Integration	Knowledge base integration is a partner integration feature that customers can choose to use with SAP SuccessFactors Work Zone, Microsoft SharePoint Online, or SAP Knowledge Central by MindTouch (if subscribed to and subject to the applicable Supplemental Terms and Conditions available on the SAP.com Agreements website).
HR Service Delivery through Customer's HR Service Representative/Agent Workspace	Depending on the nature of the ticket, the ticket can be routed to the relevant HR teams so that they can provide feedback on the tickets created by the employees.

3 Service Availability

This section describes the service availability aspects.

Availability Aspect	Description
Regions	See SAP Discovery Center
Infrastructure Regions	We run on several underlying Infrastructure-as-a-Service technologies and regions. Some are owned by SAP, and some are owned by our partner infrastructure providers, including Microsoft Azure, Google Cloud Platform, and Converged Cloud (SAP)
Availability	Service Availability is a customer contractual commit that is pegged at 99.7% This would imply that our services / product will be available for the customer to use with an uptime of our Core Product for ≥ 99.7% of the times SAP Trust Center is the trusted document reference for SLA which is also visible to the customers SERVICE LEVEL AGREEMENT FOR CLOUD SERVICES
Environments	Cloud Foundry environment.
Languages	The web-based administration user interface is available in the following languages: • Arabic • Bulgarian • Catalan • Chinese (China - simplified) • Chinese (Taiwan) • Croatian • Czech • Danish • Dutch • English (Great Britain) • English (United States of America) • Estonian • Finnish • French (France) • French (Canada) • German (Germany) • German (Switzerland) • Greek • Hebrew • Hindi • Hungarian • Indonesian • Italian

- Italian (Switzerland)
- Japanese
- Korean
- Latvian
- Lithuanian
- Malay
- Norwegian
- Polish
- Portuguese (Brazil)
- Portuguese (Portugal)
- Romanian
- Russian
- Serbian (Latin)
- Slovak
- Slovenian
- Spanish (Spain)
- Spanish (Mexico)
- Swedish
- Thai
- Turkish
- Ukrainian
- Vietnamese
- Welsh

The SAP SuccessFactors documentation on SAP Help Portal is available in the following languages:

- English

SAP SuccessFactors' design and development guidelines for its software cover the Web Content Accessibility Guidelines 2.1 Level A and AA, US Section 508, and the EN 301 549 Chapter 9, 10 and 11.

Additional accessibility information can be found in our Customer Success Accessibility Hub.

4 Security, Privacy and Compliance

SAP fosters trust through responsible actions in the context of security, privacy, compliance, and transparency. We build secure-by-design solutions, help you meet regulatory and compliance requirements, collect and process personal data lawfully. SAP SuccessFactors ensures cloud compliance, security, and privacy at multiple levels.

Security

SAP protects businesses' applications and data by building, running, and maintaining more-secure operations.

See our security measures to help protect your data's integrity, availability, and confidentiality and explore security products and services from SAP here.

SAP is committed to delivering trustworthy products and cloud services. Secure configuration is essential to ensuring secure operations and data integrity. We have therefore documented security recommendations that are consolidated in this one place to help you configure the best in security for your SAP portfolio. You can access the SAP SuccessFactors HCM Suite Security Recommendations here.

Privacy

SAP SuccessFactors follows SAP's global Data Protection and Privacy (DPP) guidelines.
You can find more information on the guidelines here.

SAP constantly improves upon Technical and organizational measures (TOMs) for Cloud Services to protect the data we process on behalf of customers against unauthorized access, change, or deletions.

Furthermore, you can access the Data Processing Agreement for Cloud Services (DPA) for your region here.

You can also access our Data Transfer Fact Sheets and Sub-processor lists here.

Additionally, you can learn about data protection and privacy capabilities available in the SAP SuccessFactors HCM Suite here.

Compliance

At SAP, we keep our finger on the pulse of ever-increasing security challenges by building a security foundation based on industry standards and compliance and regulatory requirements. View SAP's latest security compliance offerings and reports.

To access our Certificates, Reports, and Attestations, please visit our SAP Compliance Offerings.

Visit My Trust Center

My Trust Center, an area within SAP Support Portal for SAP Trust Center, extends the public offering by granting access to additional documentation available only to SAP customers and partners with a valid SAP user ID. You can access My Trust Center here.

5 Browser Support

Overview of the browser support.

For the UIs of the service, the following browsers are supported on Microsoft Windows PCs and, where mentioned below, on macOS:

Browser	Versions
Google Chrome	Latest version
Mozilla Firefox	Latest version
Microsoft Edge	Latest version **i Note** Internet Explorer 11 or lower versions are not supported.
Safari	Latest version (for macOS only)

For additional information, please view our Desktop Browsers and Browser Configuration Requirements support page.

For mobile browsers:

Browser	Versions
Google Chrome for Android	Latest version
Google Android default browser	Latest version
Safari for iOS	Latest version (for macOS only)

For additional information, please view our Mobile Browser support page.

Important Disclaimers and Legal Information

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About the icons:

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Example Code

Any software coding and/or code snippets are examples. They are not for productive use. The example code is only intended to better explain and visualize the syntax and phrasing rules. SAP does not warrant the correctness and completeness of the example code. SAP shall not be liable for errors or damages caused by the use of example code unless damages have been caused by SAP's gross negligence or willful misconduct.

Bias-Free Language

SAP supports a culture of diversity and inclusion. Whenever possible, we use unbiased language in our documentation to refer to people of all cultures, ethnicities, genders, and abilities.

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