Feature Scope Description |
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Feature Scope Description for SAP SuccessFactors Enterprise Service Management

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1 About This Document

This document describes the features that are available in SAP SuccessFactors Enterprise Service Management. 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 Enterprise Service Management. 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 Enterprise Service Management. For more information, see SAP Discovery Center.

2 Features

List of features available in SAP SuccessFactors Enterprise Service Management.

The agent desktop is the central work area for a service agent in SAP SuccessFactors Enterprise Service Management. Agent desktop consolidates all the information, object references, processes, and tools that support interactions with an employee.

Agent Desktop	
Feature	**Description**
Supplier Search Employee Search	Automatically identifies the supplier or employee for the incoming interaction.
Communication Channels	Communication channels enable customer service communication across multiple contact channels such as: phone, email, and chat. The service process begins with incoming complaints, queries, or requests from these sources. Communication channel integration is enabled by third-party communication system providers.
Supplier Hub Employee Hub	Supplier hub and employee hub provide a place to access and enter information from real-time interactions. Upon accepting an incoming call or chat request, the hub opens automatically. If the interaction is from a known supplier or employee, the hub loads the relevant customer or contact information. The solution captures details of the interaction in the timeline. The timeline can show phone call, email, chat interactions, and other touch points with the supplier or employee. The **Objects** tab in supplier/employee hub shows business objects in your solution related to the current supplier or employee.
Knowledge Base	Integrate an external knowledge base to enable agents to search for solutions and attach articles to responses.
Session Information	View session details, change customer, check linked items, and make notes for this interaction.
Widget Integration	Third-party communication channels integrate to SAP Enterprise Service Management with a UI widget. Agent desktop currently supports customer interactions through the following channels: ▪ Phone

Agent Desktop	
Feature	**Description**
	▪ Chat ▪ SMS ▪ Email
Interaction Analytics	Volume by channel report.
Integration to Back-Office Systems	Incorporate back-office applications, such as SAP S/4HANA Cloud invoicing, into SAP Enterprise Service Management using mashups and screen adaptation.

Case Management	
Feature	**Description**
Case Designer	Configure case phases and steps. Step types include: to do, forms, approval, workflows, and mashups with external applications.
Case Runtime	Guides users to create new cases based on the phases and steps set up in the case designer.
Case Routing	Route by teams, processor, case type, or category.
Service Levels	Standard SLAs based on time to completion, tine to closure, and first response time. Configure custom SLA parameters.
Intelligent Case Management	AI-based recommendations for case category and similar cases.
Status Management	Move cases through a standard status flow. Configure workflows based on case status.
Priority Management	Assign case priority and configure follow-up workflows based on priority.
Party Determinations	Automatic determination of involved parties for cases, for example, customer, reporter, processor, and team.
Attachments	Supports various attachment file types.
Output Management	Generate PDF format output based on standard templates.
Collaboration	Integration with Microsoft Teams for live collaboration on case resolution.
Case Analytics	Supports third-party recording and transcription and post call analytics. Integrates with SAP Analytics Cloud for case insights.

Platform Features	
Feature	**Description**
Home Page	Home page appears at login. Configure tasks and reports based on roles.
Global Search	Search for any entity in the system by keyword or ID.
Timeline	Timeline provides a 360-degree view of your business process in a chronological view. The timeline can be configured for your business needs to show relevant events, take actions and quickly launch quick views of business processes all without leaving the timeline.
Service Catalog Management	Configure one or more service catalogs.
Document Extraction	Capture the most important information from attached documents such as invoice number and amount owed.
Finance module	Answer inquiries regarding invoices and provide payment advice.
Supplier	Create business entities representing your organization's suppliers and contacts for those suppliers.
Extensibility	Extend the standard data model with custom fields. Change the layout of fields and section groups. Create custom actions to trigger external events. Launch external apps within the solution with mashups.
Adaptable User Interface	Adapt and change controls and their positions on the screen to match your organization's business processes.
Business Roles	A business role defines the specific areas in the system that the users can access when they're assigned to that role. Administrators can implement authorizations to business users by assigning business roles. Default business roles include: Service Agent, Service Manager, and Administrator.
GDPR Compliant	Protect customer personal data with depersonalization, data privacy and protection, read access logging and change logs.
High Availability	Micro-services architecture running on hyperscaler platforms also provides performance and scalability.
Microsoft Teams Integration	Integrate your solution with Microsoft Teams for seamless collaboration.
Data Import and Export	Administrators can use Data Import and Export to import, export, and update data in the solution.
Autoflow	Autoflow is a workflow engine that defines rules to trigger actions such as send event notifications to integrated systems, in-app notifications to users, and trigger automatic emails based on the conditions defined for business entities.
Analytics	Analytics in SAP Enterprise Service Management is available as a prepackaged integration with **SAP Analytics Cloud, embedded edition**, offering an embedded SAC to all users.

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
Languages	The web-based administration user interface is available in the following languages: • Arabic (Functional limitations for this language are described in the note following this list) • Bulgarian • Chinese (Simplified) • Chinese (Traditional) • Croatian • Czech • Danish • Dutch • English • Finnish • French • German • Greek • Hebrew (Functional limitations for this language are described in the note following this list) • Hungarian • Italian • Japanese • Korean • Malay • Norwegian • Polish • Portuguese

- Romanian
- Russian
- Serbian
- Slovak
- Slovenian
- Spanish
- Swedish
- Thai
- Turkish
- Ukrainian
- Vietnamese

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

- English

Accessibility	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.

> **i** Note
>
> - Right-to-left languages (Arabic script and the Hebrew alphabet are written from right to left) are **NOT SUPPORTED** for email integration, analytics, or maps.

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 HXM 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 HXM 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.

4 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.

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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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