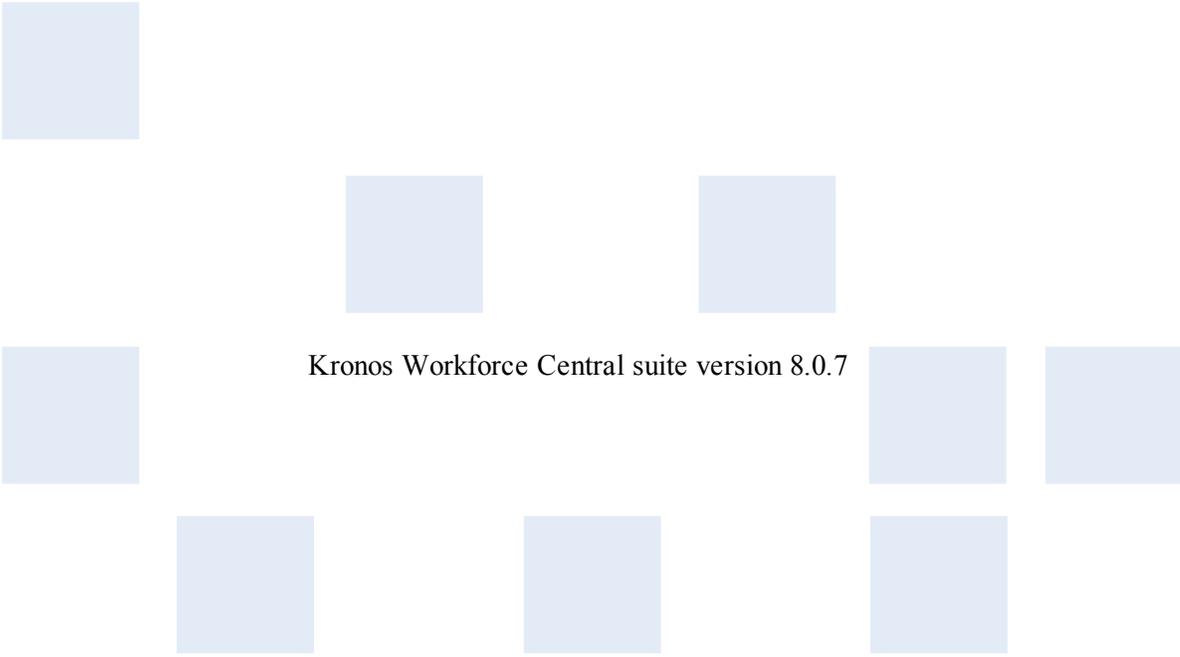


# **Workforce Central Integrating with SuccessFactors™ an SAP Company**

User Guide

*A guide for installing and implementing a  
SuccessFactors integration with Workforce Central*



Kronos Workforce Central suite version 8.0.7

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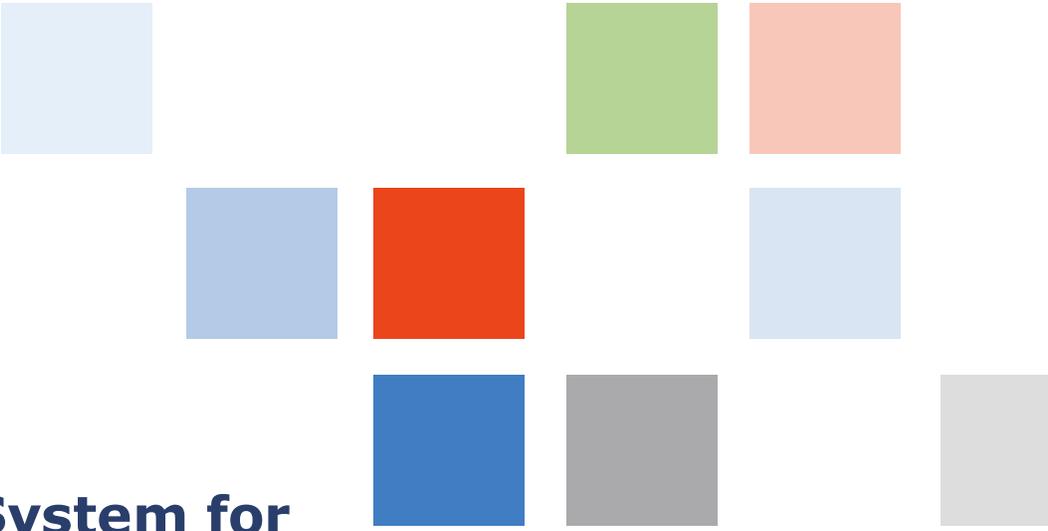
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## Chapter 1

# Setting Up the System for SuccessFactors Integration

## Introduction

This document describes how to implement the Integration Manager templates to enable you to transfer data between a cloud-based Workforce Central system and a cloud-based system from SuccessFactors™, an SAP Company. The data integration method is a non-real time batch process through secure FTP communications.

### Interface templates for SuccessFactors and Workforce Central

The Integration Manager templates use *interfaces* (.KNI file) that contain a set of instructions, or *steps*, for the data transfer. A step can be a command or it can be a *link*, which is a file (.KNX) that specifies the source of the data, how to manipulate and transfer the data, and the output of the data.

The templates delivered as part of this package must be customized to your specific database. This guide contains instructions for creating your own site-specific interfaces from these templates and then implementing them at your site.

### Audience

Users and administrators who run and monitor these interfaces should be familiar with the following Kronos products:

- Workforce Central suite
- Integration Manager

Programmers who modify these interfaces should be familiar with the following:

- The Interface Designer configuration tool (a component of Integration Manager), which is separately installed on the client system

Before you configure, deploy, and run the SuccessFactors interfaces, review the information in this chapter and complete preliminary tasks as necessary.

## System requirements

Following are the minimum requirements for running the SuccessFactors interfaces:

- Workforce Central 8.0.7 or higher

The SuccessFactors application is cloud-based, enabling you to access the software and storage through the Internet.

## Install the contents of the SuccessFactors interface templates zip file

1. On the system where you installed the Interface Designer configuration tool, create a directory for the SuccessFactors interfaces and links named `SuccessFactors`.  
**For example:** `C:\kronos\InterfaceDesigner\SuccessFactors`
2. Copy the `.zip` file containing the SuccessFactors templates to the `\SuccessFactors` directory.
3. Extract the contents of the `.zip` file to the `SuccessFactors` folder that you just created.

After you complete the extraction process, the `SuccessFactors` directory should contain the following files:

- `SuccessFactorsFactorsPayrollExport.KNX`
- `SuccessFactorsFactorsPayrollExport.KNI`
- `paycode_to_successfactors_wagetype.TBL`
- `cost_center_to_financial_company_code.TBL`
- `SuccessFactorsFactorsLaborLevelImport.KNX`
- `SuccessFactorsFactorsLaborLevelImport.KNI`
- `SuccessFactorsFactorsPersonImport.KNX`
- `SuccessFactorsFactorsPersonImport.KNI`
- `PersonLookup.KNX`

## Provide access to Integration Manager functions

Ensure that the users on the application server who will be configuring, maintaining, and using the SuccessFactors interfaces have proper access to the required functions and interfaces.

Use the function access profiles (FAPs) to provide basic access to the Integration Manager functions:

1. From the Workforce Central application, select **Setup**.
2. In the Access Profiles module, select **Function Access Profiles**.
  - To control basic access to the Data Integration tab and access to associated administrative functions, select **Workforce Manager - Common Setup > Data Integration** and then use the dropdown list boxes to authorize access to the various functions.
  - To control user access to data integration components that appear in the Workforce Central Setup area, select **Workforce Manager - System Configuration > Setup > Data Integration Setup** and then use the dropdown list boxes to authorize access to the various functions.
3. Assign the function access profile to the individuals who require access to the data integration components and functions that you selected for this profile.

For more information, see the section “Configuring function access profiles” in Chapter 2 of the *Integration Manager User Guide*.

## Provide access to appropriate widgets

Ensure that the employees on the application server have access to the Navigator widgets that they use. Use Display Profiles to provide access with the following steps:

1. Using the Navigator User Interface, create a Navigator with the appropriate widgets for the employee.
2. From the Workforce Central application, select **Setup > Display Preferences > Navigator Profiles**.
3. Select **New** to create a new Navigator Profile by selecting the Navigator you created in Step 1.
4. Under **Display Preferences > Display Profile**, select **New** to create a Display Profile and from the Navigator Selections tab, select the Navigator Profile that you created in Step 3.
5. Assign the display profile to the individuals who require access to the widgets that you selected for this profile.

For more information about creating a Navigator Profile, see the *Navigator Administrator Guide*.

## Modify system settings (optional)

System settings control how the Integration Manager engine functions on the server during data integration operations and how certain elements appear on the data integration screens (for example, the format of the date and time).

To configure the system settings for Integration Manager:

1. From the Workforce Central application, select **Setup**.
2. In the System Configuration module, select **System Settings**.
3. Select the **Data Integration** tab and configure the settings (select the online help in that workspace for information about specific system settings).

For more information, see the section “Configuring system settings” in Chapter 2 of the *Integration Manager User Guide*.

## Single sign-on

Single sign-on allows you to sign in from SuccessFactors and automatically be signed into Workforce Central without having to log in again.

### To configure single sign-on

To configure single sign-on, see the guide *Configure Workforce Central for Single Sign-On*.

In addition to the configuration information in the above-mentioned guide, if you have an SSL Terminator in your environment, you must have the following settings configured in the **System Settings > Security** tab:

- Set **site.security.ssl.termination.on** to **true**.
- Specify the values for **site.security.ssl.termination.host** and **site.security.ssl.termination.port**.

## Adding Custom Field Labels

Custom Strings 1-10 are predefined in the Person Import Interface to add custom data when importing employees into the Kronos system from SuccessFactors.

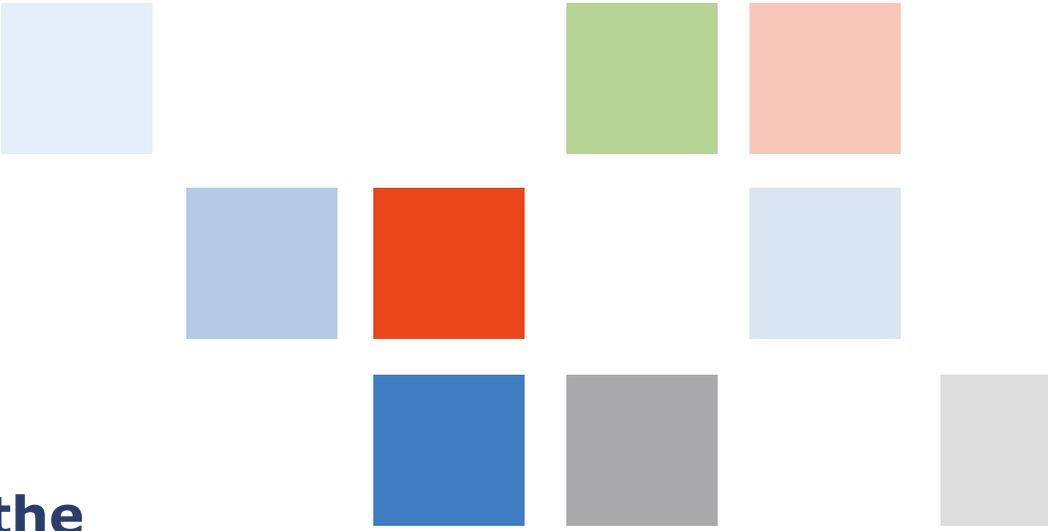
To add the custom data successfully, you must create custom labels from 1 to 10, using the naming convention Custom String # as shown below in **Setup > Display Preferences > Site Defined Labels > Custom Field Labels**.

Search  [Setup > Display Preferences](#)

### CUSTOM FIELD LABELS

Label Name	
Custom Field 1 Label:	Custom String 1
Custom Field 2 Label:	Custom String 2
Custom Field 3 Label:	Custom String 3
Custom Field 4 Label:	Custom String 4
Custom Field 5 Label:	Custom String 5
Custom Field 6 Label:	Custom String 6
Custom Field 7 Label:	Custom String 7
Custom Field 8 Label:	Custom String 8
Custom Field 9 Label:	Custom String 9
Custom Field 10 Label:	Custom String 10





*Chapter 2*

## **Descriptions of the SuccessFactors Interfaces**

This chapter contains sections that describe the SuccessFactors labor level, employee, and payroll interface templates.

## SuccessFactorsLaborLevelImport interface

Use the `SuccessFactorsLaborLevelImport` interface to transfer labor levels from SuccessFactors to Workforce Central.

---

**Note:** Run this template before running the person and payroll templates.

---

### How the template works

This section describes how the link in the template works during the integration process.

- Source: Text file `labor_level_entries.txt`
- Output: Workforce Central Import

This interface contains one link:

`SuccessFactorsLaborLevelImport.KNX`

This link reads labor level data from the input text file, makes an XML API call for each labor level entry, and adds it to Workforce Central.

The input text file:

- should contain only one value per row
- cannot contain values that exceed 40 characters
- cannot contain any of the following reserved characters:

`/\*(\);#%^?[\]=`

To import entries for other labor levels, after you have the correct input file:

- a. Open the link and modify the **Name of the Labor Level** field to the Labor Level in Workforce Central where you want the entries to go.
- b. Transfer the field from the input file that contains the entries.

## SuccessFactorsPersonImport interface

Use the `SuccessFactorsPersonImport` interface to transfer employees from SuccessFactors to Workforce Central.

---

**Note:** Run this template after running the labor level template and before running the payroll template.

---

### How the template works

This section describes how the links in the template works during the integration process.

- Source Text file: `person_import.txt`
- Output: Workforce Central Import

This interface contains two links: `SuccessFactorsPersonImport.KNX` and `PersonLookup.KNX` that do the following:

- Reads person data from the source text file and makes an XML API call for each person. The API adds the person to the Workforce Central database, if the person does not exist, and updates the person with any new information if he or she already exists. Refer to the table in [Demographics import on page 42](#) to see the information that is transferred for a Person.
- In addition to the person information in the text file, each employee who is transferred is also assigned the following values:

Field	Value
Primary Labor Account	<p>A primary labor account is comprised of labor level entries. Each Person who is added to Workforce Central has to have a Primary Labor Account with at least one labor level entry specified. Workforce Central allows for up to 7 labor levels. Therefore, the input file allows you to enter 7 labor levels.</p> <hr/> <p><b>Note:</b> “-” indicates the end of labor levels to the template.</p> <hr/> <p>Here are some examples of how the template assigns primary labor accounts in various situations:</p> <ul style="list-style-type: none"><li>• If you have 7 labor levels in your database and if you send values for all 7 labor levels: 101,201,301,401,501,601,701 then the template will assign the Person a primary labor account of 101/201/301/401/501/601/701</li><li>• If you have 7 labor levels in your database and if you send a value for only the 4th level: ,,401,, then the template will assign the Person a primary labor account of ///401///</li><li>• If you have 5 labor levels in your database and if you send a value for only the 3rd labor level: ,,301,,,-- then the template will assign the Person a primary labor account of //301//</li></ul>

Field	Value
	<ul style="list-style-type: none"> <li>If you have 3 labor levels in your database and if you send values for all 3 labor levels: 101,201,301,-,-,- then the template will assign the Person a primary labor account of 101/201/301</li> </ul> <hr/> <p><b>Note:</b> The input file must be modified to send the appropriate labor level entries specific to your database. The labor level variables (:111 and so on) must be modified to match each customer's configuration. These variables are used to produce the Primary Labor Account field.</p>
Time Entry Method	The default is Hourly View. Kronos also supports "Project View," "Time Stamp," and "Time Stamp and Hourly View." Change the Time Entry Method in the template to the one appropriate for the Person.
Licenses given to each employee transferred	Workforce Timekeeper and Workforce Employee if the employee is not Terminated. Manager license if the employee is a Manager.
Email address – Type of Contact	Work
Authentication type	Kronos
Password	Default password
Account status of the user	Employment status

## SuccessFactorsPayrollExport interface

Use SuccessFactorsPayrollExport interface to export employee timecard data from Workforce Central to a text file.

---

**Note:** Run this template after you run the labor level and person templates.

---

**Note:** For additional implementation steps for this interface, see [Additional implementation steps for SuccessFactors Payroll interface on page 30](#).

---

### How the template works

This section describes how the link in the template works during the integration process.

- Source: Workforce Timekeeper
- Output: Text file

This interface contains one link: `SuccessFactorsPayrollExport.KNX` that does the following:

- Exports daily totals records for the previous pay period from Workforce Timekeeper to a text file that is used to run payroll.
- Outputs Kronos-specific pay codes. SuccessFactors translates these pay codes to its closest equivalent.

Refer to the table in [Payroll export on page 47](#) to see the information that is transferred for payroll.

#### About historical edits:

Historical edits are adjustments to an employee's timecard in a signed-off or locked pay period. When historical edits are present in a timecard, this template exports the historical records as well. It sends the difference in wages and time, and the historical date for each historical edit. It also flags the record as a historical edit.

---

#### Notes:

The template calculates the difference in wages even when the new rate and old rate are the same. Difference in wages is the difference between old hours multiplied by the old rate for that particular day and new hours multiplied by the new rate for that particular day.

If there is a historical edit **and** if there is a rate change for a particular day, the template sends the difference in hours as well as difference in wages for that day. If there are only rate changes but no time changes, the template does not send anything.

In Workforce Central, you only can change the primary labor account to an effective date after the last sign off date.

---

## Optimizing the interface performance

If you configure a single interface to export all the payroll data in one operation, it may take a significant amount of time for the interface to run, depending on the number of employees selected for the payroll export operation. To export the data more quickly, you can configure the interface to export data only for selected groups of employees – for example, by limiting the range of employee IDs.

You can create multiple versions of the interface to each export different sets of data and then run those interfaces concurrently. You can also use a single interface that prompts the user to enter the employee selection criteria.

See the following examples.

### Example 1: Select the “Use SQL for employee list” option

1. Use Interface Designer to open the `SuccessFactorsPayrollExport` link.
2. On the Source tab, select the **Use SQL for employee list** check box and then use an SQL statement with a `WHERE` clause to specify a range of employee IDs to include in the export. For example:

```
WHERE employmentstatid = 1 AND personnum >='1' AND personnum <=
'1000'
```

### Example 2: Use a qualifier with a variable

1. Use Interface Designer to open the `SuccessFactorsPayrollExport` link.
2. On the Functions & Variables tab, use a qualifier with a variable to process a set of employees when the link is run. Create multiple versions of the interface that each have the link configured to process a different set of employees.
  - This example shows how to process only the employees whose home account is Store 101, specify the action as follows:

Status	Name	Interval	Action
Enabled	:QualifyEmployee	Per Employee	Qualification, if Primary labor Account Name (current) 1 == Store 101, then Qualify

- This example shows how to process only the employees assigned to Pay Group-Hourly:

Status	Name	Interval	Action
Enabled	:QualifyEmployee	Per Employee	Qualification, if Custom 1 == Pay Group-Hourly, then Qualify

### Example 3: Use an interface variable to prompt the user

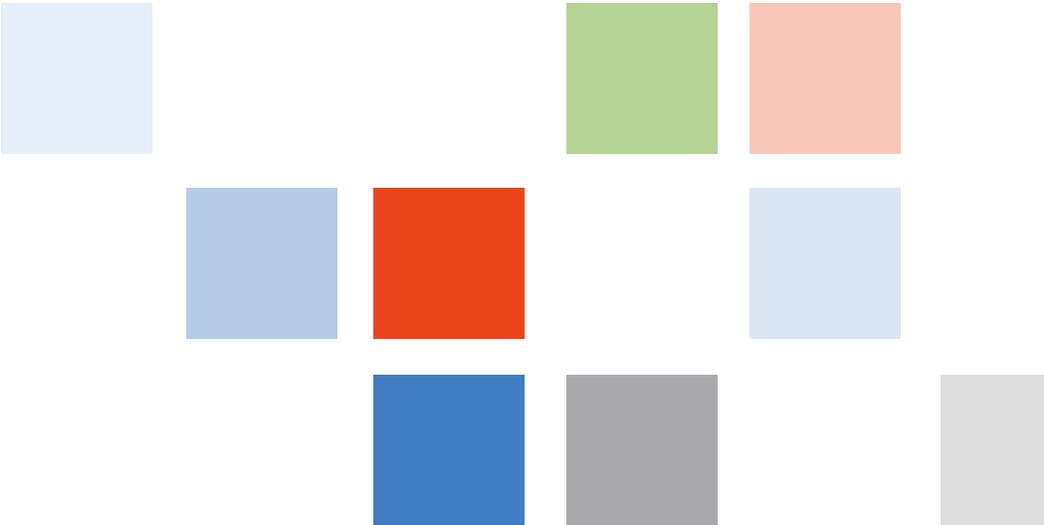
1. Use Interface Designer to open the `SuccessFactorsPayrollExport` interface.
2. On the Variables tab, create a variable that prompts the user for the set or range of employees to process. The user can then run the same interface multiple times and specify a different range or set of employees for each run of the interface.

See the *Integration Manager Programmer Guide* for detailed information about creating interface variables and specifying the Prompt User action.

## Deploy the interface, provide access, and run the interface

After you configure and test the interface and links, see the following sections to complete the implementation of the interface at your site:

- [Deploying the SuccessFactors interfaces on page 28](#)
- [Providing access to the SuccessFactors interfaces on page 29](#)
- [Running the SuccessFactors Interfaces on page 35](#)



## Chapter 3

# Configuring the SuccessFactors Interfaces

### Overview

The sections in this chapter describe how to configure the `SuccessFactorsCostCenterImport`, `SuccessFactorsPersonImport`, and `SuccessFactorsPayrollExport` interface templates to create your own site-specific interfaces and links.

Use Interface Designer to modify and test the interfaces and links, and then deploy them to the Workforce Central application server where Integration Manager is installed. Users can then run those interfaces on the server and view the results.

#### *Reference documentation*

When you configure an interface to perform any of these data transfer operations, review [General implementation guidelines for all SuccessFactors templates on page 26](#) and then refer to that information when necessary as you complete the specific configuration instructions for the chosen template.

If you need additional information about configuring and using interfaces and links, see the following:

- Interface Designer and Integration Manager online help.
- *Integration Manager Programmer Guide*—For complete information about using Interface Designer to develop, upgrade, test, deploy, and download interfaces and links.
- *Integration Manager User Guide*—For complete information about using Integration Manager to run the interfaces and links that have been deployed to the Workforce Central application server.

# General implementation guidelines for all SuccessFactors templates

These guidelines apply to all SuccessFactors interface templates and links. Refer to this section when necessary as you configure, deploy, and run the interfaces at your site.

## Using special or reserved characters

Using certain special characters may cause interfaces or links to not run correctly. To avoid this problem, follow these guidelines:

- Do not use the following characters in interface names, link names, lookup table names, connection names (server, database, API), and mapped folder names:
  - Forward slash ( / )
  - Pound or number sign ( # )
  - Semicolon ( ; )
  - Single quotation mark ( ' )
- Do not use the following characters in interface names:
  - Backslash ( \ )
  - Pipe ( | )

## Setting up connections

Before you configure or run the SuccessFactors interfaces, set up the following default connections that are used by all of the links in the interface templates:

- Connection to the Workforce Central database (Oracle or SQL Server)—The default that is used in most of the links is the following:  
Default Database Connection
- XML API connection to the Workforce Central application server—The default that is used in most of the links is the following:  
Default XML API Connection

## Setting up mapped folders

Most of the interfaces require a mapped folder, typically to store a text file that is used as a source or generated as output. The default name that is specified in the links for these interfaces is `IN` for input files and `OUT` for output files that the interfaces will generate. Therefore, before you configure the interfaces, it is a best practice to set up 2 mapped folders with those names on the server.

---

**Note:** If you create a mapped folder with a different name for a particular interface, you must change the mapped folder name that is specified in the links for that interface as well.

---

To create mapped folders:

1. In the Setup workspace on the Workforce Central application server where the interface will be run, select **Mapped Folders** in the **Data Integration** module.
2. In the Mapped Folders workspace, select **New**.
3. In the Mapped Folder Editor, specify the following information:
  - The name of the folder; for example: IN
  - The path to that folder. For example (UNC format):  
C:\kronos\InterfaceDesigner\SuccessFactors\kronos\_files\WIM\_IN
4. Select **New** again and specify the following information:
  - The name of the second folder, for example: OUT
  - The path to that folder. For example (UNC format):  
C:\kronos\InterfaceDesigner\SuccessFactors\kronos\_files\WIM\_OUT

---

**Note:** If you select **Refresh** in the Mapped Folder Editor before saving your edits, you will lose the data that you entered or changed in the two fields.

---

5. To ensure that the path to the folder is valid and that the folder has write access, select the **Test** button. If the folder does not have write access, contact the system administrator.
6. Select **Save & Return**.

---

**Note:** You must name the input files `person_import.txt` or `labor_level_entries.txt`. The export file created for payroll will be named `payroll_export.txt`. If you create an input file with a different name for a particular interface, you must change the source file name that is specified in the link for that interface.

---

## Configuring interfaces and links

As you modify the interface and links, note the following:

- Configure *copies* of the interface and link templates so that the originals are available for reference or reuse.
- Do not change the order of the links, or the interface will not work correctly.
- If you decide to use names for connections or mapped folders that are different from the default names provided in the links, you must use Interface Designer to change those names in the appropriate fields for each link.

- If you plan to create several versions of the same interface, you must save each modified interface and its associated links and tables with unique file names. For example, you might want to create several versions of the interface to perform the same operation but using different selections of source data, and then run those interfaces in batches.
- In the Edit Step dialog box of Interface Designer, you can select the option **Interface Override Link Options**. The fields that appear in the lower half of the dialog box will be available for users to change on the application server before they run the interface—for example, to run the interface in a staging area instead of a production area.

## Changing the names of interfaces and links

If you plan to create multiple versions of an interface, review the following sections for suggested best practices that you can use when renaming interface, link, and table files.

### Interfaces and links

When you create multiple versions of an interface (that differ in their selection of source data, for example), assign unique names to the interface and its associated link files so that they do not get overwritten with the wrong data and so that you can easily distinguish one modified interface or link from another.

When you create multiple versions of an interface, use a consistent naming convention. For example:

```
A_SuccessFactorsPersonImport.kni
B_SuccessFactorsPersonImport.kni
```

When you create multiple versions of a link, use a consistent naming convention as well. For example:

```
A_SuccessFactorsPersonImport.knx
B_SuccessFactorsPersonImport.knx
```

## Deploying the SuccessFactors interfaces

When the interface has been configured and tested, deploy it to the application server and provide access. Users will then be able to view, select, and run the interface when they select **Data Integration tab > Interfaces** from the Workforce Central home page.

To deploy the interface:

1. From the Interface Designer menu bar, select **Admin > Deploy Interface**. The Deploy Interface window opens.
2. Under the **General** tab, in the **Interface File Name** box, enter the file name of the SuccessFactors interface file (.kni) or use the browse button next to the box to locate and select the interface file.
3. In the **Workforce Central application server name** box, enter the URL for the server that you are deploying the interface to.
4. Select the **SSL** box if this interface must be run in a Secure Sockets Layer environment; otherwise, leave it unchecked.

5. Specify the login name and password for the appropriate application server.
6. Select **Deploy**.
7. If the server that you are deploying the interface to already has a version of that interface, or its associated link files or lookup tables, the system displays a message that lists those files.
  - To complete the deployment and overwrite the files on the target server, select **Deploy**.
  - To prevent existing files from being overwritten on the target server, select **Cancel**. Then, rename the files and deploy the interface again.
8. When the system displays a message that confirms whether the deployment was successful, select **OK**. If necessary, correct any errors and repeat this procedure.

See the online Help and the *Integration Manager Programmer Guide* for additional information.

## Providing access to the SuccessFactors interfaces

After the SuccessFactors interfaces are deployed to the application server, you must provide users with access to those interfaces (and the associated connections and mapped folders).

You use a generic data access profile (GDAP) to provide that access. You can either edit an existing GDAP or create a new one, and assign it to the appropriate users.

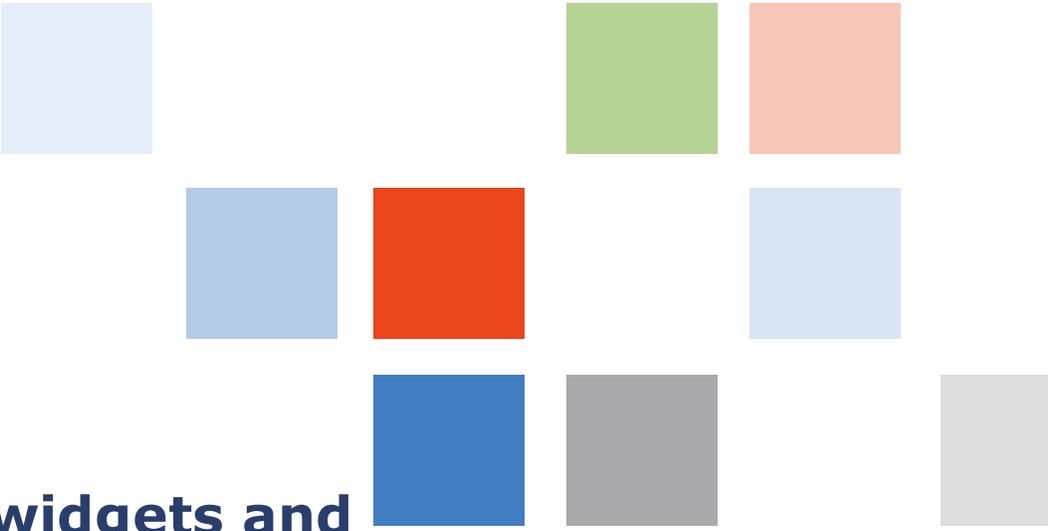
1. From the Workforce Central application, select **Setup**.
2. In the Access Profiles module, select **Generic Data Access Profiles**.
3. Select **New** or **Edit**.
4. Add or edit the name and description as necessary.
5. In the Setup Category field, select **Data Integration** from the drop-down list box.
6. In the Setup Item box, select each component that you are providing access to:
  - Interfaces—The SuccessFactors interfaces that you want users to have access to. (Access to any associated lookup table files is included automatically with this setting.) Users will also be able to view the results for these interfaces in the corresponding Interface Run Summary reports and log files.
  - Connections—SuccessFactors connections between the source and output areas that the interfaces use.
  - Mapped Folders—The named directories that contain the source and output files (text files, for example) that are used by the interfaces.
7. For each selected Setup Item, use the arrow buttons to move the specific SuccessFactors interfaces, connections, and mapped folders from the Available box to the Selected box.
8. Select **Save & Return**.
9. Assign the generic data access profile to the individuals who require access to the SuccessFactors data integration connections, mapped folders, and interfaces that you specified.

For more information about generic data access profiles, see the online help.

## Additional implementation steps for SuccessFactors Payroll interface

The SuccessFactorsPayrollExport interface requires these additional implementation steps before using it.

- Modify the `cost_center_to_financial_company_code.TBL` file, which is a lookup table that contains the mapping between the cost center and financial company code. Modify this table based on the cost centers and financial company codes in your system.



## Chapter 4

# Generating the widgets and logo for the SuccessFactors portal

### Launching widgets using IDs and URLs

To launch the widgets of your choice in the SuccessFactors portal, you must provide the widget IDs in a URL to link to the specific server where it is located.

To launch the widget of your choice:

1. Issue the following XML request to the target service:

```
http://<server-name>/wfc/XmlService

<Kronos_WFC version="1.0">
<Request Object="System" Action="Logon" Username="Import"
Password="*****" />
<Request Action="RetrieveAll">
<NavigatorUrlList showWidgetUrls="true" />
</Request>
<Request Object="System" Action="Logoff" />
</Kronos_WFC>
```

2. After you receive a response, find the widget you are interested in and look for its ID. The ID will vary from server to server.

For example, if you are interested in the widget **Default Exceptions** in the workspace **SFworkspace**, which is in the navigator **SFnavigator**, then look for the widget “wild ID,” as show in the following example:

```
<NavigatorUrl Name="SFnavigator" Description="">
<WorkspaceUrlList>
<WorkspaceUrlList>
<WorkspaceUrls>
```

```

<WorkspaceUrl Name="SFworkspace" UrlParam="wsId=203"
AvailableViewStates="Primary" Description="" Label="" Id="203" />
<WidgetUrlList>
<WidgetUrlList>
<WidgetPrimaryUrl>
<WidgetPrimaryUrl UrlParam="container=widget" url="navigator/launch"
/>
</WidgetPrimaryUrl>
<WidgetUrlList>
<WidgetUrl Name="Default Exceptions" UrlParam="wiId=185"
AvailableViewStates="Primary/Secondary" Description="Default Widget"
Id="185" />

```

3. After you find the ID, replace the `<widget-id>` with a value (for example, 185) and use the URL to your specific server to launch the widget.

- a. To launch the primary view widget, enter the `ssoReturnUrl` parameter value as shown in the following example:

```

http://<server-
name>/instance/navigator/launch?container=widget&wiId=<widget-id>

```

- b. To launch a secondary view widget, add “view\_secondary” to the URL as shown in the following example:

```

http://<server-
name>/instance/navigator/launch?container=widget&wiId=<widget-
id>&view=secondary

```

### **Changing the minimum size of the secondary view widget**

To change the minimum size of the secondary view widget, make the following changes in the `custom_Navigator.properties` file.

1. Create or edit the `custom_Navigator.properties` file in the `\kronos\wfc\applications\navigator\properties` folder as follows:

```

# Minimum size for Widget Integration
com.kronos.wfc.ngui.wi.min.width=640
com.kronos.wfc.ngui.wi.min.height=480

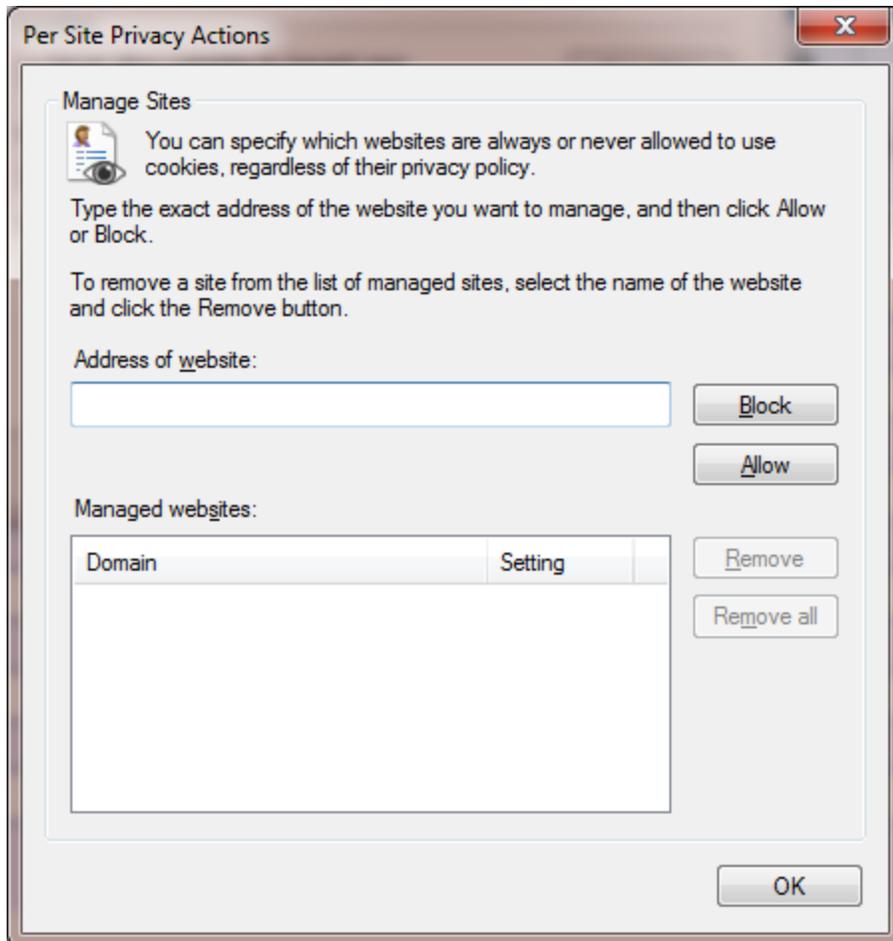
```

2. Restart the server.

## Enabling cookies for Internet Explorer

If you are using Internet Explorer, you must always allow cookies from Kronos so Kronos widgets load correctly.

1. Ask your system administrator for the Kronos Workforce Central website.
2. Navigate to **Internet Options >Privacy >Sites**.
3. Enter the Kronos website address and select **Allow** to always allow cookies from Kronos.



## Accessing the Kronos logo

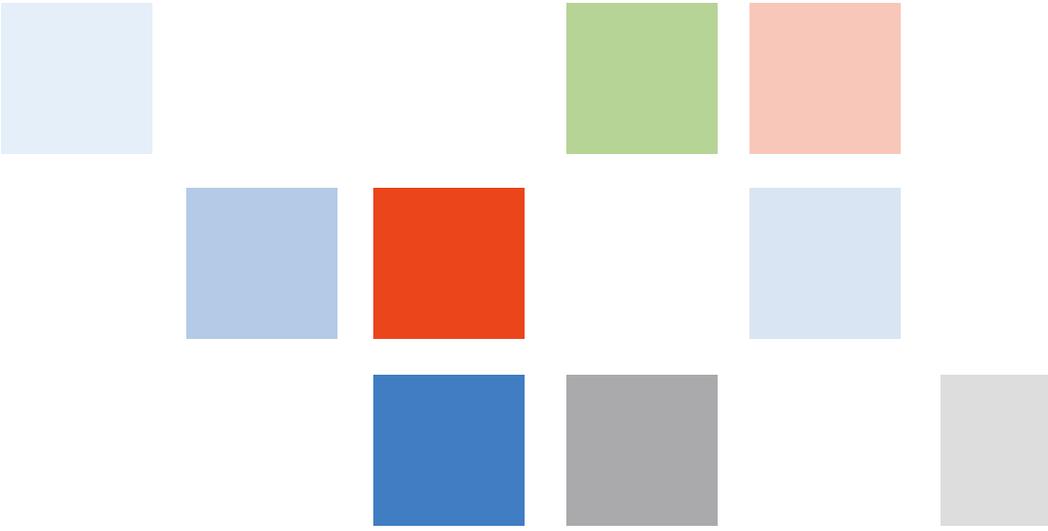
If you are planning to display the Kronos logo on the SuccessFactors portal, you can access the Kronos logo on Workforce Central by using the following URL to your specific server:

```
https://<server-  
name>/wfc2static/applications/wpk/html/images/branding/Logo-Black.jpg
```

---

**Important:** To fully implement these features, both Workforce Central and SuccessFactors must be configured properly. For information on how to implement tiles in the SuccessFactors portal to link to widgets and the logo, see the *Employee Central Third-Party Time Management Provider - Kronos Integration Handbook* from SuccessFactors.

---



## Chapter 5

# Running the SuccessFactors Interfaces

## Running a SuccessFactors interface

When a SuccessFactors interface has been successfully deployed to the application server, run that interface by one of the following methods.

### Run within Workforce Timekeeper

1. Select the **Data Integration** tab and then select **Interfaces**.
2. In the Interfaces workspace, select the option button that corresponds to the appropriate SuccessFactors interface.
3. To override certain options before you run the interface, select the **Set Runtime Options** button and make the necessary changes. For more information, see [Overriding the interface options at runtime on page 36](#).
4. Select **Run**.

For more information about running and scheduling interfaces, see the online help for Integration Manager and the *Integration Manager User Guide*.

### Send an API request

1. Issue this XML API request to the Target service:  
`http://<server-name>/wfc/XmlService`
2. Execute the following XML API calls to run the interfaces:

#### To run the labor level interface

```
<Kronos_WFC version="1.0">  
<Request Object="System" Action="Logon" Username="Import"
```

```

Password="*****"/>
<Request Action="Execute" >
<WimInterface>
<Name>Labor Level Import</Name>
</WimInterface>
</Request>
<Request Object="System" Action="Logoff"/>
</Kronos_WFC>

```

### To run the person interface

```

<Kronos_WFC version="1.0">
<Request Object="System" Action="Logon" Username="Import"
Password="*****"/>
<Request Action="Execute" > <WimInterface>
<Name>Person Import</Name>
</WimInterface>
</Request>
<Request Object="System" Action="Logoff"/>
</Kronos_WFC>

```

### To run the payroll interface

```

<Kronos_WFC version="1.0">
<Request Object="System" Action="Logon" Username="Import"
Password="*****"/>
<Request Action="Execute" >
<WimInterface>
<Name>Payroll Export</Name>
</WimInterface>
</Request>
<Request Object="System" Action="Logoff"/>
</Kronos_WFC>

```

## Overriding the interface options at runtime

When you select a SuccessFactors interface in the Interfaces workspace on the application server, you can select the **Set Runtime Options** button to override certain options for both the source and output before you run that interface. For example, you might change the options to run the interface in a staging area instead of a production area.

In the Set Runtime Options workspace, you can:

- Change the text in the Description field that is below the name of the interface.
- Highlight the link, and then enable or disable the step, change the text in the Description field, or change the options that appear on the Source and Output tabs.

If you cannot edit the options that appear in the workspace after you select a step, it is because the step was configured to disallow overrides to those values. See your administrator if you want to edit those options.

Depending on the configuration of the interface, you may also see additional options for the Source, Output, and Variables tabs. For more information, see the Integration Manager online help and the *Integration Manager User Guide*.

### **Additional ways to run an interface**

It may be possible to run certain interfaces using one of the following alternative methods. For more information, see the Integration Manager User Guide and *Integration Manager Programmer Guide*.

- Scheduling an interface to run with Event Manager
- Using a command line to run an interface
- Running multiple interfaces as a batch job
- Running an interface with Process Manager
- Using a database trigger to run an interface

## Viewing the results

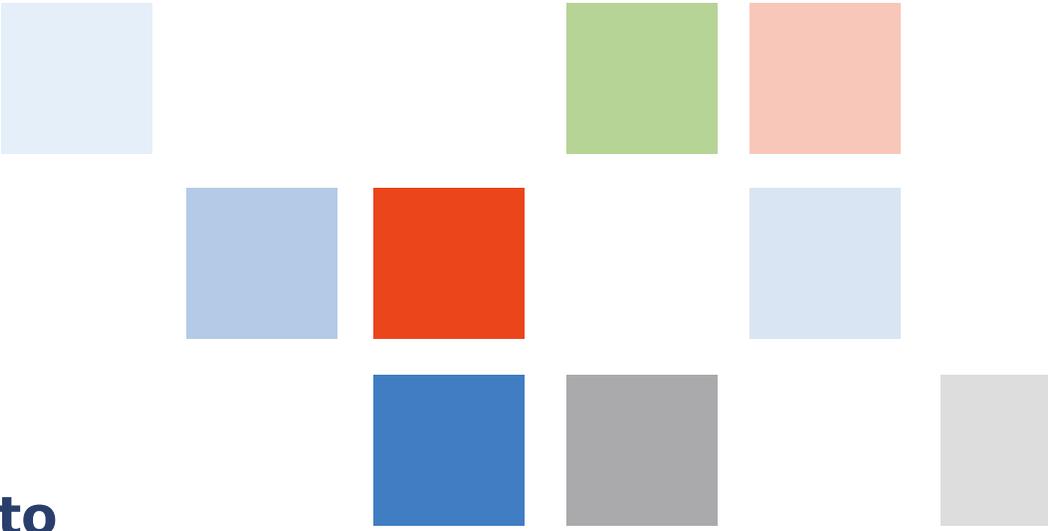
When you run the SuccessFactors interface, you can view data about that interface and use information about errors to troubleshoot problems. You can also view system-level errors and information about the Integration Manager application.

Save or print the reports just as you would any web page, or use e-mail to send them to other individuals.

The following reports are available:

- Interface Results Summary—View this report in one of the following ways:
  - Whenever you run an interface interactively, the Interface Monitor workspace opens. Select the **Refresh** button in that workspace and then select the hyperlink text in the **Status** field to view the summary report.
  - To view results for any interfaces that you have already run, select the **Data Integration** tab and then select **Results**. Select the hyperlink text in the **Status** column to view the summary report for a specific interface.
- Interface Error Report—View this report in one of the following ways:
  - Select the **Total Errors** hyperlink at the bottom of the Interface Monitor workspace.
  - Select the **Errors** Workforce Central hyperlink in the Totals area under General Information in the Interface Results Summary window.
- Link Error Report—View this report in one of the following ways:
  - In the Interface Error Report window, select a numbered hyperlink in the **Step Details** area of the report.
  - In the Interface Results Summary window, select the **Errors** hyperlink in the **Totals** column for a specific step.
- Disqualified Records Report—View this report from the Interface Results Summary window. Select the **Disqualified** hyperlink in the **Totals** column within a specific step.
- Link XML Log Report—View this report from the Interface Results Summary window. If a step generated an XML log report, select the **View** hyperlink on the right side of the summary.
- System log report of data integration results—View this report by using the **Log Report** feature in the **System Configuration** area of **Setup**.

For more information about these reports, see the Integration Manager online help or the *Integration Manager User Guide*.



*Chapter 6*

## **SuccessFactors to Workforce Central Data Mappings**

The following sections list the data elements that the links in the SuccessFactors interfaces use to transfer data between the SuccessFactors and Workforce Central systems.

## Labor Level import

The following table lists the data element that the links in the `SuccessFactorsLaborLevelImport` interface use to transfer data from the SuccessFactors system to the corresponding elements in the Workforce Central database.

**Note:** The following fields are used to derive Kronos labor level entries. Labor level entries cannot contain any of the following reserved characters:

`/\*():;#%^?[]=`

Workforce Central and SuccessFactors Fields	Description and Notes
<b>Kronos:</b> — <b>SuccessFactors:</b> Company	<ul style="list-style-type: none"> <li>Type: String</li> <li>Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Business Unit	<ul style="list-style-type: none"> <li>Type: String</li> <li>Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Division	<ul style="list-style-type: none"> <li>Type: String</li> <li>Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Department	<ul style="list-style-type: none"> <li>Type: String</li> <li>Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Location	<ul style="list-style-type: none"> <li>Type: String</li> <li>Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Cost Center	<ul style="list-style-type: none"> <li>Type: String</li> <li>Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Job Classification	<ul style="list-style-type: none"> <li>Type: String</li> <li>Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Job Function	<ul style="list-style-type: none"> <li>Type: String</li> <li>Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Company Territory Code	<ul style="list-style-type: none"> <li>Type: String</li> <li>Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Payroll Area	<ul style="list-style-type: none"> <li>Type: String</li> <li>Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Position Title	<ul style="list-style-type: none"> <li>Type: String</li> <li>Max. length: 40 characters</li> </ul>

Workforce Central and SuccessFactors Fields	Description and Notes
<b>Kronos:</b> — <b>SuccessFactors:</b> Employee Class	<ul style="list-style-type: none"> <li>• Type: String</li> <li>• Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Employment Type	<ul style="list-style-type: none"> <li>• Type: String</li> <li>• Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Payscale Area	<ul style="list-style-type: none"> <li>• Type: String</li> <li>• Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Payscale Type	<ul style="list-style-type: none"> <li>• Type: String</li> <li>• Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Payscale Group	<ul style="list-style-type: none"> <li>• Type: String</li> <li>• Max. length: 40 characters</li> </ul>
<b>Kronos:</b> — <b>SuccessFactors:</b> Payscale Level	<ul style="list-style-type: none"> <li>• Type: String</li> <li>• Max. length: 40 characters</li> </ul>

## Demographics import

The following table lists the data elements that the links in the `SuccessFactorsPersonImport` interface use to transfer data from the SuccessFactors system to the corresponding elements in the Workforce Central database.

Workforce Central and SuccessFactors Fields	Description and Notes
<b>Kronos:</b> Person Number <b>SuccessFactors:</b> Employment ID	<ul style="list-style-type: none"> <li>The employee's unique identification number. If you are importing data from another system, this is a useful identifier.</li> <li>For existing customers and employees, the data must be synchronized to ensure the Kronos person number is the same on both systems. SuccessFactors must ensure that the Kronos person number is part of this field.</li> <li>Max. length: 15 characters</li> <li>Non-numeric values are allowed.</li> </ul>
<b>Kronos:</b> Employment Status <b>SuccessFactors:</b> EmplStatus	<p>There are three possible values:</p> <ul style="list-style-type: none"> <li>Active (New Hire, Rehire, Return from Leave, Updates)</li> <li>Inactive (Leave)</li> <li>Terminated</li> </ul>
<b>Kronos:</b> Status Effective Date <b>SuccessFactors:</b> Start Date	<ul style="list-style-type: none"> <li>The latest effective date for changes in Employee Status</li> <li>Format: MM/DD/YYYY</li> <li>Cannot precede the hire date, or the value is overridden by the Kronos hire date</li> <li>This value populates the Primary Labor Account Effective Date field</li> </ul>
<b>Kronos:</b> First Name <b>SuccessFactors:</b> First Name	<ul style="list-style-type: none"> <li>The employee's first name.</li> <li>Max. length: 30 characters</li> </ul>
<b>Kronos:</b> Middle Initial <b>SuccessFactors:</b> Middle Name	<ul style="list-style-type: none"> <li>The employee's middle initial.</li> <li>Max. length: 1 character</li> <li>This is an optional value</li> </ul>
<b>Kronos:</b> Last Name <b>SuccessFactors:</b> Last Name	<ul style="list-style-type: none"> <li>The employee's last name.</li> <li>Required when adding a new employee.</li> <li>Max. length: 30 characters</li> </ul>
<b>Kronos:</b> Short Name	<ul style="list-style-type: none"> <li>A nickname by which the person wants to be known.</li> </ul>

Workforce Central and SuccessFactors Fields	Description and Notes
<b>SuccessFactors:</b> Alt1 First Name	<ul style="list-style-type: none"> <li>• Max. length: 20 characters</li> <li>• Default: first 20 characters of the first name that is found in the data.</li> <li>• This is an optional value</li> </ul>
<b>Kronos:</b> Hire Date <b>SuccessFactors:</b> Start Date	<ul style="list-style-type: none"> <li>• The date when the person was hired.</li> <li>• Format: MM/DD/YYYY</li> <li>• Default: The date when the record for the new hire is imported.</li> <li>• Must be later than the employee birth date.</li> <li>• This is an optional value.</li> </ul>
<b>Kronos:</b> Phone 1 (Cell) <b>SuccessFactors:</b> Phone Number	<ul style="list-style-type: none"> <li>• The mobile telephone number for the specified contact type.</li> <li>• Format: XXX-XXX-XXXX</li> <li>• Max. length: 35 characters</li> </ul>
<b>Kronos:</b> Phone 2 (Home) <b>SuccessFactors:</b> Phone Number	<ul style="list-style-type: none"> <li>• The home telephone number for the specified contact type.</li> <li>• Format: XXX-XXX-XXXX</li> <li>• Max. length: 35 characters</li> </ul>
<b>Kronos:</b> Phone 3 (Office) <b>SuccessFactors:</b> Phone Number	<ul style="list-style-type: none"> <li>• The office telephone number for the specified contact type.</li> <li>• Format: XXX-XXX-XXXX</li> <li>• Max. length: 35 characters</li> </ul>
<b>Kronos:</b> Email Address <b>SuccessFactors:</b> Email Address	<ul style="list-style-type: none"> <li>• The employee's electronic mail (e-mail) address.</li> <li>• Max. length: 50 characters</li> </ul>
<b>Kronos:</b> Time Zone <b>SuccessFactors:</b> Time Zone	The Time Zone ID where the employee works. This is the five-digit value that describes how the local time for a region relates to Greenwich Mean Time (GMT).
<b>Kronos:</b> Base Wage Rate <b>SuccessFactors:</b> Amount	The base wage rate for an employee.
<b>Kronos:</b> Base Wage Rate Effective Date <b>SuccessFactors:</b> Start Date	<ul style="list-style-type: none"> <li>• The effective date of the base wage rate</li> <li>• Format: MM/DD/YYYY</li> </ul>
<b>Kronos:</b> Pay Rule Name <b>SuccessFactors:</b> Is Fulltime Employee	The name of the pay rule that is assigned to the employee, which is their Home pay rule). It contains general payroll rules such as, type of pay period (for example, weekly.)

Workforce Central and SuccessFactors Fields	Description and Notes
	<p>Specify the pay rule name for the employee. The pay rule that is being assigned should be created in Workforce Central before running the Person interface.</p> <ul style="list-style-type: none"> <li>• A complete pay rule controls items such as: <ul style="list-style-type: none"> <li>– Pay period length</li> <li>– Day divide</li> <li>– When punches link to schedules</li> <li>– When data collection devices accept and reject punches</li> <li>– Which holidays give holiday credits</li> <li>– The order that hour types are processed</li> </ul> </li> <li>• Max. length: 50 characters</li> </ul>
<b>Kronos:</b> Pay Rule Effective Date <b>SuccessFactors:</b> Start Date	<ul style="list-style-type: none"> <li>• Date when pay rule becomes effective</li> <li>• Format: MM/DD/YYYY</li> </ul>
<b>Kronos:</b> Manager License <b>SuccessFactors:</b> —	<ul style="list-style-type: none"> <li>• Format: True or False</li> </ul>
<b>Kronos:</b> Reports to <b>SuccessFactors:</b> Manager Person ID	The Workforce Central person number to whom the employee reports.
<b>Kronos:</b> Badge Number <b>SuccessFactors:</b> Employment ID	This number must come from SuccessFactors.
<b>Kronos:</b> Home Address City <b>SuccessFactors:</b> City	Home city of the employee.
<b>Kronos:</b> Home Address country <b>SuccessFactors:</b> Country	Home country of the employee.
<b>Kronos:</b> Home Address Zip Code <b>SuccessFactors:</b> Zip Code	Home address zip code of the employee.
<b>Kronos:</b> Home Address State <b>SuccessFactors:</b> State	Home state of the employee.
<b>Kronos:</b> Home Address Street <b>SuccessFactors:</b> Address Line 1	Home street address of the employee.
<b>Kronos:</b> Category of Address <b>SuccessFactors:</b> Address Type	Category of Address (for example, Home.)
<b>Kronos:</b> User Name <b>SuccessFactors:</b> ??	User name of the employee.

<b>Workforce Central and SuccessFactors Fields</b>	<b>Description and Notes</b>
<b>Kronos:</b> — <b>SuccessFactors:</b> Company	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Business Unit	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Division	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Department	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Location	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Cost Center	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Job Classification	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Job Function	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Employee Class	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Company Territory Code	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Employment Type	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Payroll Area	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Position Title	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Payscale Area	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Payscale Type	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Payscale Group	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> — <b>SuccessFactors:</b> Payscale Level	A SuccessFactors field used to derive labor level entries.
<b>Kronos:</b> Custom String 1	<ul style="list-style-type: none"> <li>• The custom field for Workforce Central Custom string 1</li> </ul>

Workforce Central and SuccessFactors Fields	Description and Notes
SuccessFactors: —	<ul style="list-style-type: none"> <li>Refer to <a href="#">Custom fields on page 46</a> for more information</li> </ul>
Kronos: Custom String 2 SuccessFactors: —	<ul style="list-style-type: none"> <li>The custom field for Workforce Central Custom string 2</li> <li>Refer to <a href="#">Custom fields on page 46</a> for more information</li> </ul>
Kronos: Custom String 3 SuccessFactors: —	<ul style="list-style-type: none"> <li>The custom field for Workforce Central Custom string 3</li> <li>Refer to <a href="#">Custom fields on page 46</a> for more information</li> </ul>
Kronos: Custom String 4 SuccessFactors: —	<ul style="list-style-type: none"> <li>The custom field for Workforce Central Custom string 4</li> <li>Refer to <a href="#">Custom fields on page 46</a> for more information</li> </ul>
Kronos: Custom String 5 SuccessFactors: —	<ul style="list-style-type: none"> <li>The custom field for Workforce Central Custom string 5</li> <li>Refer to <a href="#">Custom fields on page 46</a> for more information</li> </ul>
Kronos: Custom String 6 SuccessFactors: —	<ul style="list-style-type: none"> <li>The custom field for Workforce Central Custom string 6</li> <li>Refer to <a href="#">Custom fields on page 46</a> for more information</li> </ul>
Kronos: Custom String 7 SuccessFactors: —	<ul style="list-style-type: none"> <li>The custom field for Workforce Central Custom string 7</li> <li>Refer to <a href="#">Custom fields on page 46</a> for more information</li> </ul>
Kronos: Custom String 8 SuccessFactors: —	<ul style="list-style-type: none"> <li>The custom field for Workforce Central Custom string 8</li> <li>Refer to <a href="#">Custom fields on page 46</a> for more information</li> </ul>
Kronos: Custom String 9 SuccessFactors: —	<ul style="list-style-type: none"> <li>The custom field for Workforce Central Custom string 9</li> <li>Refer to <a href="#">Custom fields on page 46</a> for more information</li> </ul>
Kronos: Custom String 10 SuccessFactors: —	<ul style="list-style-type: none"> <li>The custom field for Workforce Central Custom string 10</li> <li>Refer to <a href="#">Custom fields on page 46</a> for more information</li> </ul>

### Custom fields

The values for custom mapping depend on individual customer use. Ensure the list of Custom Strings in the Person Import link matches the Custom Field Labels configured in **Setup > Display Preferences**.

---

**Note:** If fewer than ten custom labels are defined, the unused fields must be deleted from the link.

---

## Payroll export

The following table lists the data elements that are exported from Workforce Central to SuccessFactors.

Workforce Central Fields	Description and Notes
<b>Kronos:</b> Person Number	<ul style="list-style-type: none"> <li>The employee payroll ID</li> <li>Max. length: 15 characters</li> </ul>
<b>Kronos:</b> Date	<ul style="list-style-type: none"> <li>The date that the hours occurred</li> <li>Format: MM/DD/YYYY</li> </ul>
<b>Kronos:</b> Pay Code	The paycode for the hours worked from Kronos, including absences. A record is generated for each paycode for each date. Based on how the data is entered for a user, it could have more than one row for a given paycode per employee.
<b>Kronos:</b> SuccessFactors Wage Type Name	The paycode for the hours worked from SuccessFactors, including absences.
<b>Kronos:</b> SuccessFactors Wage Type ID	The paycode ID for the hours worked from SuccessFactors.
<b>Kronos:</b> Time	<ul style="list-style-type: none"> <li>The duration (hours) of the time worked.</li> <li>Format: xxx.xx</li> <li>For historical records, this column contains the difference in time.</li> </ul>
<b>Kronos:</b> Unit of Time	<ul style="list-style-type: none"> <li>The unit of time for the duration (hours) worked.</li> <li>Max. length: 5 characters</li> </ul>
<b>Kronos:</b> Worked or Absence	The type of worked or non-worked pay code for each row. For example, it could be an Absence pay code such as FMLA or a Worked pay code, such as Regular. Mapping is done based on the list of worked and non-worked pay codes from SuccessFactors.
<b>Kronos:</b> Wages	<p>Wages for the time worked.</p> <p>For historical records, this represents the difference in wages. Difference in wages is the difference between old hours multiplied by the old rate for that particular day and new hours multiplied by the new rate for that particular day.</p>
<b>Kronos:</b> Financial Company Code	Financial company code related to the cost center, sent only when the employee has not worked in his or her Home/Primary cost center.
<b>Kronos:</b> Labor Level 1	The Labor Level 1 variable populated by a Labor Level source field.

Workforce Central Fields	Description and Notes
<b>Kronos:</b> Labor Level 2	The Labor Level 2 variable populated by a Labor Level source field.
<b>Kronos:</b> Labor Level 3	The Labor Level 3 variable populated by a Labor Level source field.
<b>Kronos:</b> Labor Level 4	The Labor Level 4 variable populated by a Labor Level source field.
<b>Kronos:</b> Labor Level 5	The Labor Level 5 variable populated by a Labor Level source field.
<b>Kronos:</b> Labor Level 6	The Labor Level 6 variable populated by a Labor Level source field.
<b>Kronos:</b> Labor Level 7	The Labor Level 7 variable populated by a Labor Level source field.
<b>Kronos:</b> Cost Center (only if transferred)	<ul style="list-style-type: none"> <li>• The cost center where the hours are counted</li> <li>• This field is returned only if the employee did not work the hours in the home cost center, for example, if the employee was transferred to another cost center during that time</li> <li>• Max. length: 50 characters</li> </ul>
<b>Kronos:</b> Is Historical Edit?	Specifies whether a record is a Historical Edit or not. The value is Yes for Historical records and No for non-Historical records.
<b>Kronos:</b> Historical Date	<ul style="list-style-type: none"> <li>• Contains the old historical date for historical records and the Date from the second column in this table for non-historical records</li> <li>• Format: MM/DD/YYYY</li> </ul>
<b>Kronos:</b> External doc number	A unique number (1-N) for each record in the payroll_export.txt file.
<b>Kronos:</b> Batch number	A unique timestamp for each payroll export.