RIZING HCM

WHITE PAPER

TECHNICAL COMPONENTS OF A MULTI-LANGUAGE IMPLEMENTATION

SuccessFactors Onboarding

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Think global, act local.

Successful Onboarding – An Overview

Think global, act local. Nowadays, companies have understood the need for them to adapt themselves to their employees and leverage their differences to create a successful story. It requires you to compile the right team and kick off your planning at the right time (hint... the earlier the better), but it is also critical that you balance intricacy and capacity. Finally, it is all about building and communicating your strategy. You can refer to the Rizing HCM opinion paper on achieving Successful Multi-Language Implementations of SuccessFactors Onboarding for more information on these topics.

This article will provide an in-depth analysis on the technical aspects of a successful multi-language implementation of SuccessFactors Onboarding. Throughout this document, you will learn more about the various ways your project team can localize the module to improve your new employee's onboarding experience.

Build Your Strategy

There are different options available to you when it comes to implementing a multi-language Onboarding solution: Panels, Notifications, the Onboarding Dashboard and the New Hire Activities. Those are the only places where you will have the capacity to leverage your licensed SuccessFactors language packs. Other elements of the system that are available to internal stakeholders (such as Admin Settings and Reports) are translated by SuccessFactors for the supported languages. We continue to see localization enhancements in these areas of the SF Onboarding module with each new release.

The first thing to know is that you will need Professional Services to enable locales in your system, otherwise, you will only have your instance in one language. When this has been enabled, you can start benefiting from a multi-language solution.

Many customers have enabled an informational website as a key part of their Onboarding strategy. The **Employee Portal** presents content similarly to your intranet or company website to the new employee. It personalizes the employment experience for new employees to ensure they are engaged and informed on day one. The portal is accessible after login by the new employee and can present pages or documents that are filtered by employee data.

Panels

Onboarding users are presented easy to use data entry panels. They are used to collect information that feed into PDF forms. A group of panels are organized into wizards. In other words, the panels are where your new employees and your corporate representatives (hiring managers, recruiters, HR managers) will enter information needed to complete the onboarding process. They can also be used for compliance purposes. The standard federal and state/province compliance panels available system-wide are translated and maintained by SuccessFactors. Customers are not able to customize or change the translated content on these compliance panels. However, any custom panels created to meet client-specific requirements can be localized according to the text provided to your implementation partner. When you localize those custom panels, you can present all the content there in the user's language. This includes the panel title, instructions, field labels, drop down list values, etc. These translations can be maintained by your company's System Administrator after the module is live in production.

English vs French version

It is also important to keep in mind that if you do not provide the translations for the field, the content will display in the default language (even though, all the rest has been translated). It is a manual work that needs to happen, there is no automation for panel localization.

```
<LocalizationDataExchange>
  <Item>
    <Group>Cust_JobDetails</Group>
    <Wizard>Manager</Wizard>
    <Label>Label_2.Title</Label>
    <Translations>
      <Translation Locale="en-US">Status</Translation>
      <Translation Locale="es-US" />Estado</Translation>
      <Translation Locale="fr-CA" />Statut</Translation>
      <Translation Locale="es-ES" />Estado</Translation>
      <Translation Locale="ja-JP" />法的地位 名</Translation>
    </Translations>
  </Item>
```

There are some areas of the onboarding wizards such as the password panel, header, buttons and completion message that can only be translated by changes to the XML code in the "backend" of the system. These are considerably more complex to revise and require Professional Services or implementation partner support for any post go-live changes or maintenance. Any required changes to these system-wide elements will increase overall project hours and may result in additional implementation cost.

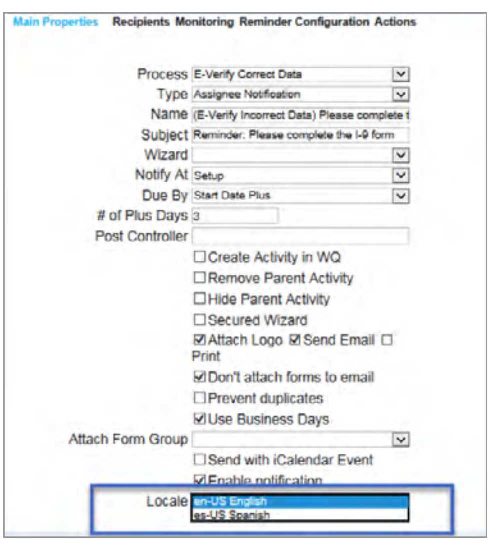
Notifications

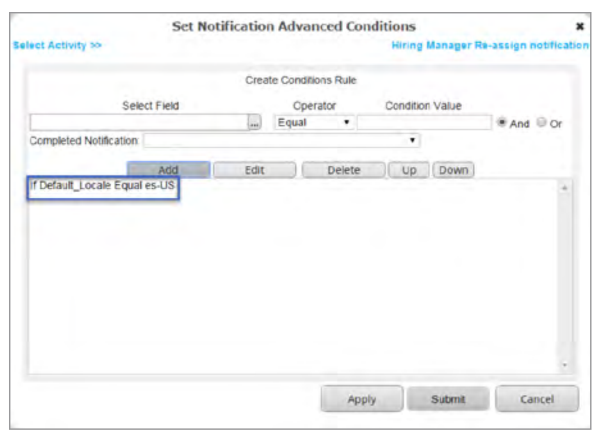
Communication is really important when adding a new member to your team. It is also really pivotal to select the right language when contacting that person. The best way is to duplicate the notifications as many times as different languages you have. By doing such, you will be able to design your notification specifically in the chosen language, granting you more liberty. Then you will need to select one of the locales enabled in the system, and then you can enter your text, your subject line and even attach specific forms to that notification.

The real added value is when you use **advanced conditions**, this allows you to trigger the notification based on the locale (preferred language) selected by the user. The only requirement for that functionality is to have a field captured in panels that will indicate the preferred language of this new hire.

Steps to Configure Notifications in Multi-Language Implementations

1. Create the notification with the desired settings.
2. Duplicate the notification (one duplicate per locale enabled in the system). Identify the locale in the notification's name.
3. Edit the duplicated notification by adjusting the locale for all areas that are new employee-facing (such as subject line, email content, attachments).
4. Delete the current email and replace it with the new locale version of it.
5. Select Advanced Conditions and choose the field used in the system to identify the preferred language.
6. Create a condition that the notification will be sent out when the field has the same locale as the new notification.
7. Repeat for another locale.





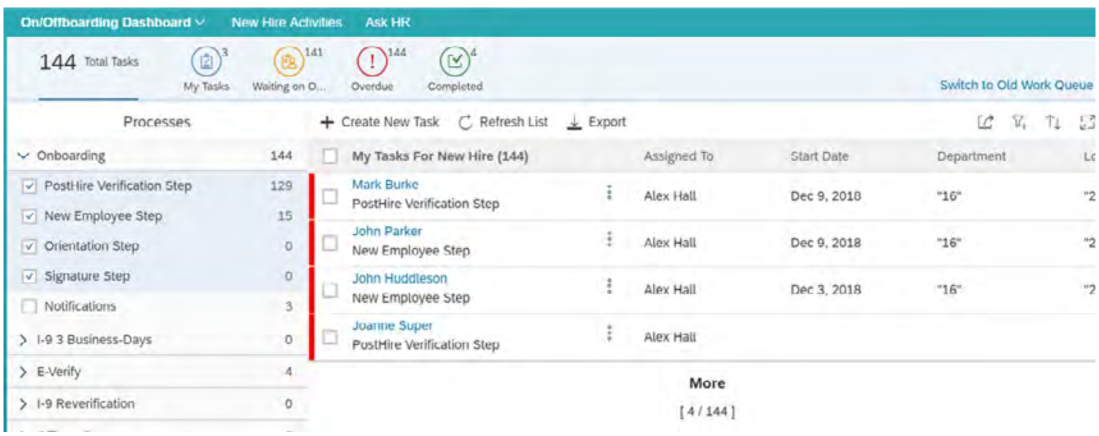
Onboarding Dashboard

When you enable different locales in your system, you can also configure the Onboarding Dashboard in the language of your recruiter or manager, which allows your internal stakeholders to benefit from navigating system tools in their preferred language as well.

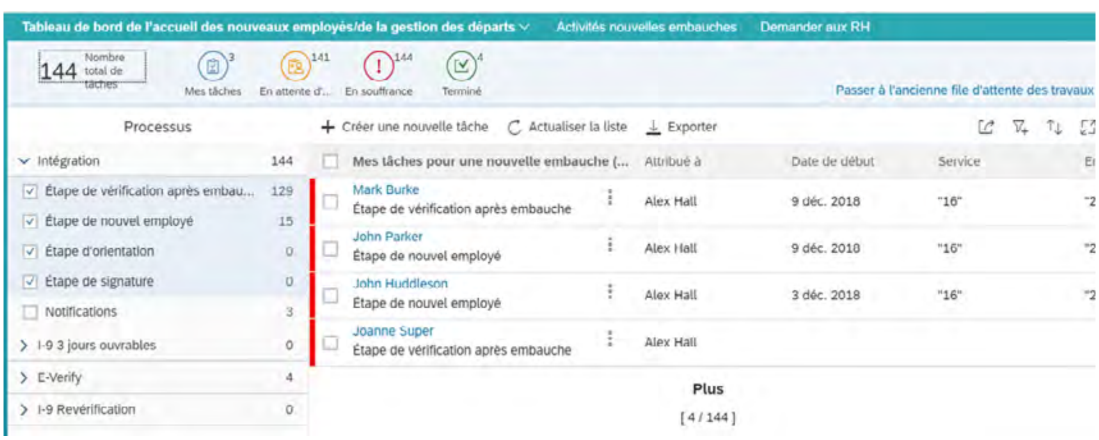
Any users who access Onboarding through the SAP/SuccessFactors Cloud HCM home page will automatically see the dashboard in their preferred language. There are no additional steps that need to be taken by the user to select the language for their work in the Onboarding module.

Again, there are a handful of system terminology in this location that can only be translated by changes to the XML code in the “backend” of the system. As you consult with your SuccessFactors implementation consultant, you’ll want to request additional information on areas of the Onboarding dashboard that may require coding revisions to achieve your goal of a 100% localized user experience. A perfect example:

English version

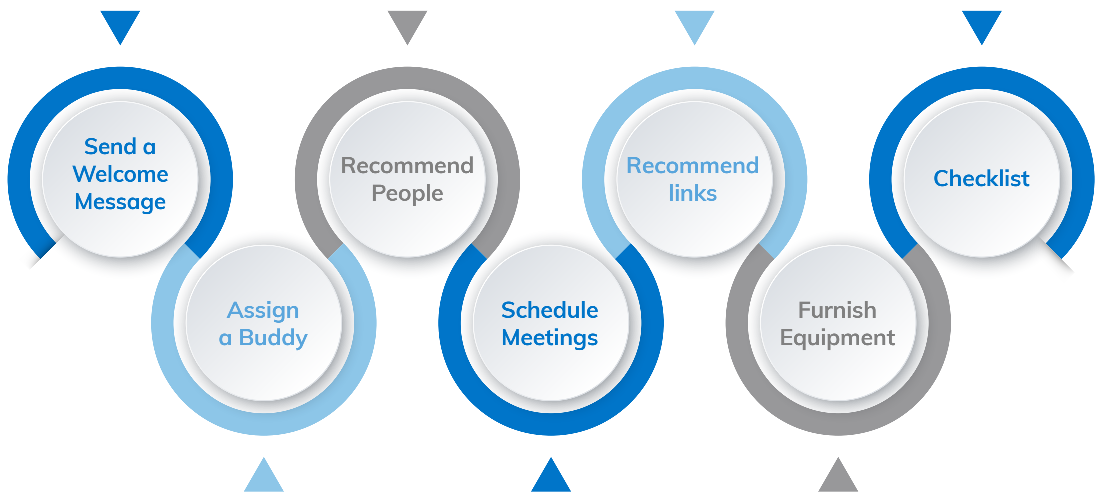


French version



New Hire Activities

One of the most exciting new features of the Onboarding module are the New Hire Activities based on SuccessFactors MDF objects. When this functionality is enabled, it provides hiring managers with an opportunity to become more fully engaged and participate in the onboarding process for their employees. You can enable any of the following activities during your onboarding implementation:



There are three levels to these new hire activities: what you as an administrator will provide, what the manager will add and what the new hire will see.

Administrator

Your job is to provide the right translations for all the items (and their sub-menus) listed above.

Manager

Your mission is to validate the default information and complete the necessary actions. You will see the activities in your own locale, as well as the instructions, regardless of the new employee's preferred locale. Whenever you enter content, it will display to other users in the language that you wrote it.

New Hire

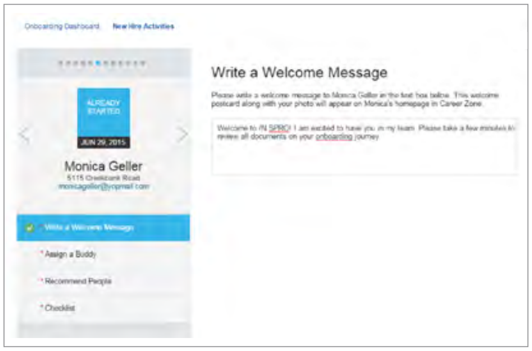
You will see the content as it was set up by the administrator, and the added content in the locale written by the manager.

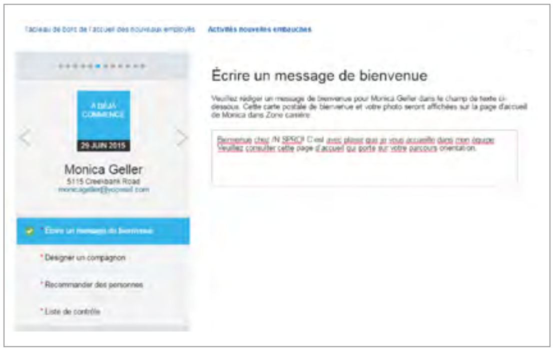
There are two specifications to the new hire activities:

1 **Default items will be defined in the SuccessFactors Admin Center. They will be manually set up with translations and can be maintained by your company's System Administrator moving forward.**

2 **Any content added by the manager will not be translated and displays exactly as it was written. This means that new hires could see two different languages when logging in the instance, and managers should be aware of their new employees' language preferences.**

Here is an example of how localization would be translated in those new hire activities, such as the welcome message:





Employee Portal

The Employee Portal helps guide the new employee through all of the resources available to them as they prepare for the transition to a new company. New employees can access streaming videos providing valuable training content, information about the company's core values, mission statement, and corporate objectives. They can launch emails to HR, payroll or their designated mentor. You can direct new employees to your social media sites, or to a Google map to ensure they arrive at their designated work location on time for their first day. Everything that as a company you would provide in the Employee Portal can and will be translated. There is no limitation since this is **your content, you own it**.

In the Welcome Letter e-mail, when you create a notification and send it to the user, you can also add the hyperlink for the Employee Portal in the same locale as the notification. Thus, allowing the new hire to have a smooth experience in one language only. This can either be done by filtering content on the standard home page or through a custom configuration that your Professional Services can put in place and redirect the user towards a specific language. This second option will be really useful when the branding (videos, graphics, etc.) are also locale-sensitive.

All those items can be used for localization purposes. It is time for your company to leverage its diversity and make it a powerful ally.