



360Learning - SuccessFactors

Integration setup and testing guide

This technical guide is part of our Technical Documentation.

Version 2.0.2

Table of contents

1. Integration overview	4
1.1 Perimeter of the connector	4
Users in the perimeter	4
Courses and Programs in the perimeter	4
1.2 Users synchronization	5
Notes	5
1.3 Authors User Story	6
Courses	6
Program sessions	6
Notes	7
1.4 Learners User Story	7
Learning Statistics	8
Notes	9
1.5 Administrators User Story	9
1.6 Optional features	9
1.6.1 Adding User Custom Fields to Users	9
1.6.2 Adding Users to Groups in 360Learning	10
1.6.3 "Silent" User creation	11
1.6.4 Mapping the training completion total hours to the estimated duration	11
2. SuccessFactors BizX setup instructions	12
2.1 Log in to your SuccessFactors instance with an administrator account.	12
2.2 If you haven't already used your BizX API	12
2.3 Check Permissions	12
2.4 Register the Client Application for API access	14
2.5 Send the credentials to 360Learning	15
3. SuccessFactors LMS setup guide	15
3.1 If you have never used the LMS API	16
3.2 Create a Role with privileges to access the API	16
3.3 Add workflows for the Role	16
3.4 Create a specific Admin User	18
3.5 Associate the Role to the new Admin user	18
3.6 Create the 360Learning provider in the LMS administration	19
3.6.1 Create the name of the content provider	19
3.6.2 If you don't have any Open Content Network	20
3.6.3 Configure the Content Provider	21
3.6.4 Identify the item type for OCN content	21
3.7 Send the credentials to 360Learning	22
4. Your test instance	22

Important note	23
5. Test scenarios	23
5.1 Credentials check and setup	23
5.2 Users synchronization	23
5.3 Courses and Sessions initial synchronization	24
5.3.1 Courses and Path Sessions import	24
5.4 Courses and Sessions creation	27
5.5 Courses and Sessions update	27

1. Integration overview

360Learning provides a standard connector to the SuccessFactors platform. No custom development is required on both the SuccessFactors and 360Learning side.

The purpose of this document is to describe the functional perimeter as well as the configuration steps to set up the integration on both the SuccessFactors and the 360Learning platforms.

1.1 Perimeter of the connector

It is important to understand that the connector is **set on a group** in the 360Learning platform. We will call this group the **synced group**.

- The synced group may be any group in the 360Learning platform, not necessarily the top-level group

Users in the perimeter

The connector will take into account all Users

- in the **synced group** or in any public or private subgroup of the **synced group**
- and present in your BizX instance, as set in chapter 2 of this document

Courses and Programs in the perimeter

The principle is that all courses and programs that a user in the perimeter can play should be sent into SuccessFactors LMS.

The following courses and programs will be sent into SuccessFactors:

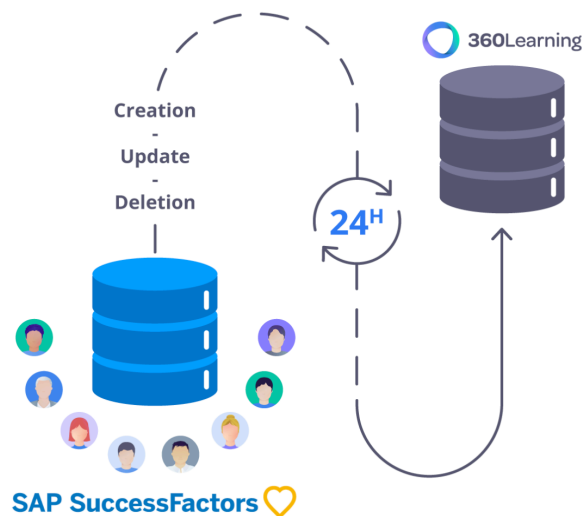
- Courses shared in the catalog of any public or private subgroup of the synced group
- Program sessions either:
 - in the catalog of any public or private subgroup of the synced group
 - to which any public or private subgroup of the synced group is registered
 - to which any user in the perimeter is registered

It is the role and responsibility of the SuccessFactors LMS admins to decide which learning content are actually imported into SuccessFactors (see chapter 5.3.1) and to decide to which catalog to assign them.

Note: Program sessions finished before the initial setup of the connector will not be added into SuccessFactors.

1.2 Users synchronization

The connector performs a daily synchronization of users data from SuccessFactors into 360Learning.



The user synchronization is performed with the BizX OAuth API. Creations, Updates and Deletions are managed.

The following SuccessFactors user fields are synchronized:

- `userId` (not displayed in 360Learning)
- `firstName`
- `lastName`
- `defaultFullName` => `name` in 360Learning
- `email`
- `businessPhone`
- `title` => `job` in 360Learning
- `defaultLocale`
- `manager`

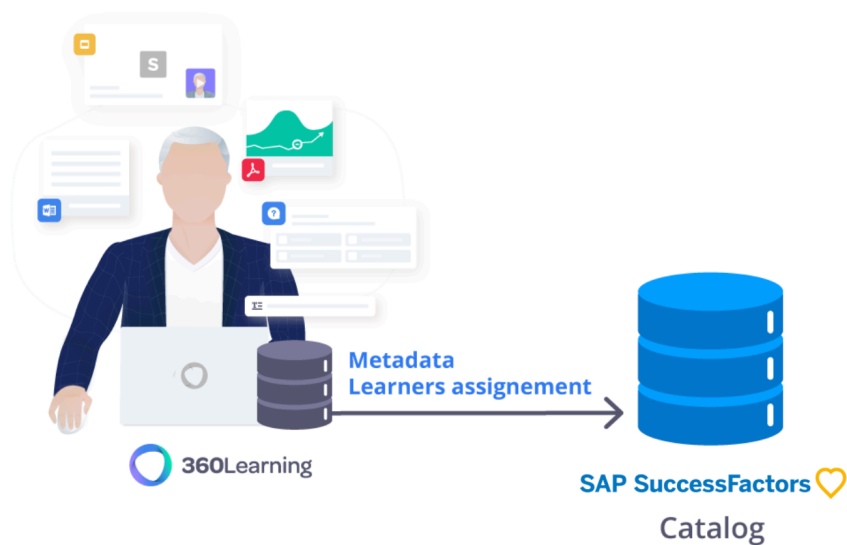
Notes

- If a user or an admin changes one of these field in 360Learning, it will be overwritten during the next daily sync
- Other fields, defined in 360Learning, are not affected by the connector
- A user declared as inactive in BizX will be deleted in 360Learning. If he is reactivated, he will be reactivated in 360Learning
- When a new user is found in BizX, he is by default set as a Learner in the **synced group**

1.3 Authors User Story

Authors are the experts in the company who create courses in the 360Learning platform.

Once authors have created courses and programs on the 360Learning platform, the data for these courses and programs are uploaded into SuccessFactors as `Items`. They can then be imported and used by the administrator of the SuccessFactors instance.



The following fields are uploaded:

Courses

- providerID. As defined in chapter 3.5.1. Not necessarily 360Learning.
- status. Possible values: ACTIVE, INACTIVE, DELETED
- title
- description
- launch url. This is the URL to which Learners will be sent to play 360Learning courses.
- thumbnail url. The image of the course
- duration. A string. Ex: "30 minutes"

Program sessions

- providerID. As defined in chapter 3.5.1. Not necessarily 360Learning.
- status. Possible values: ACTIVE, INACTIVE, DELETED
- title
- description

- launch url. This is the URL to which Learners will be sent to play 360Learning courses.
- thumbnail url. The image of the course
- duration. A string. Ex: "30 minutes"
- StartDate
- endDate

Notes

- When a course or a program session has been uploaded in SuccessFactors, a manual operation is required by the LMS admin in SuccessFactors, described in chapter 5.3.1
- Once a course or a program session has been imported in SuccessFactors, its metadata is automatically updated thanks to the setup described in 5.5.
- In SuccessFactors, an item will only be presented to a user if the metadata exists in their language. To work around this, metadata is sent untranslated in all languages found in the SuccessFactors platform.

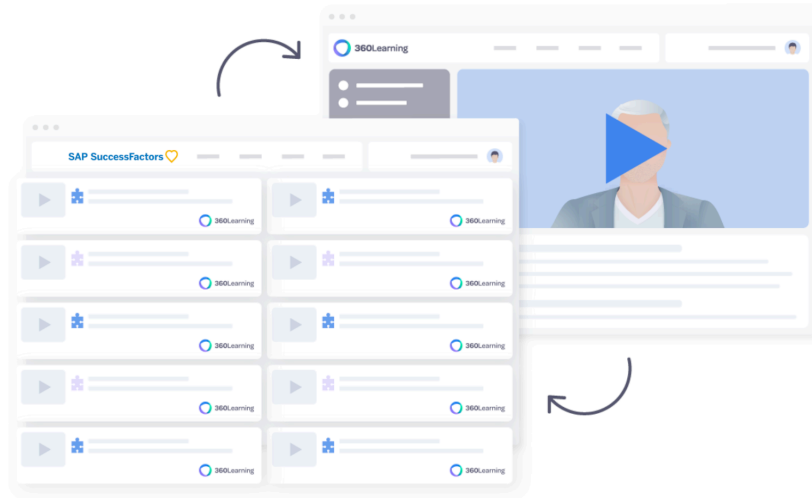
1.4 Learners User Story

Learners can reach the 360Learning platform either from their SuccessFactors catalog or directly. In both cases, if Single Sign On is set, they don't need a specific password for the 360Learning platform.

Learners can see courses and programs from the 360Learning platform in their SuccessFactors catalog. When they click on a course from SuccessFactors, they are sent to the 360Learning platform to play the course.

If the learner was not assigned to a session yet, they will automatically be assigned to the session when coming from SuccessFactors.

Usage statistics are uploaded daily on the SuccessFactors platform using the SuccessFactors API.



Learning Statistics

- Learning statistics are sent daily.
- Statistics are only sent for courses, program sessions, and path sessions that have been imported into SuccessFactors LMS (see 5.3.1)
- Statistics are only synchronized for open sessions. Statistics of sessions that have ended are not synchronized.
- Only completion statistics are sent:

SuccessFactor field	360Learning field	Required
courseCompleted	true	Yes
courseID	_id	Yes
providerID	provider	Yes
totalHours	During the integration setup, you can choose to map the total hours to either of the following: <ul style="list-style-type: none"> • Actual time spent on the attempt • Estimated duration 	Yes
userID	externalIDs.value	Yes
completedTimestamp	Minimum of all completedAt	No
grade	Maximum of all score	No

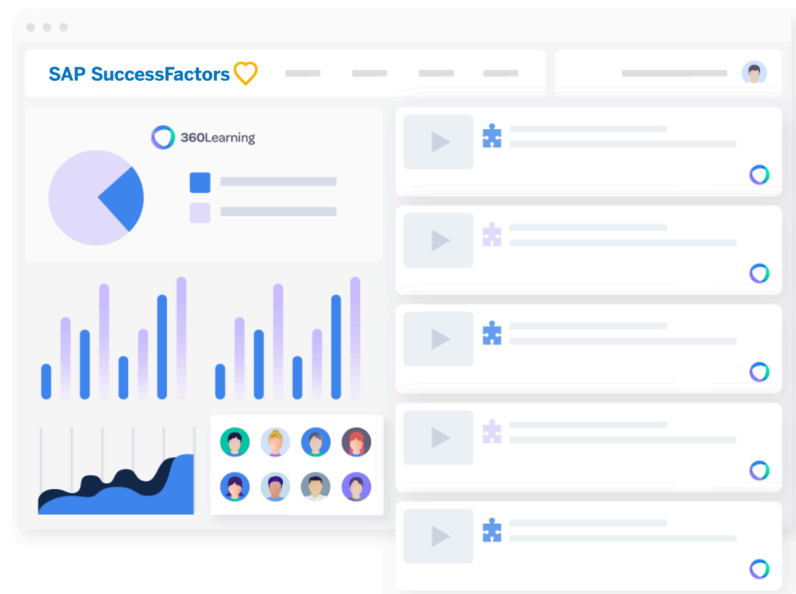
Notes

- When a user launches a 360Learning course from SuccessFactors, a new browser opens with the Learning course.

1.5 Administrators User Story

Courses catalog and users' learning history from the 360Learning platform are available in the SuccessFactors database as `Items`.

Administrators can then integrate all the learning materials from 360Learning into their HR and business workflows.



Beyond what we've already covered, there are some optional features you may wish to have activated on your user management integration.

1.6 Optional features

1.6.1 Adding User Custom Fields to Users

"User Custom Fields" in 360Learning are additional tags that can be added to Users to reflect some of the metadata that exists in the HR System. **You can choose any field that is associated with Users in SAP SuccessFactor Employee Central.**

Each field and its associated value will be created automatically as a User Custom Field in the following format: "Field_name : Field_value"; for example, if you choose "Location", you have users with Label "Location: Paris" or "Location: New York".

The User Custom Fields will be updated automatically and removed for users as the metadata is modified in the HRIS.

You will need to provide the *exact* names of the fields to be used as User Custom Fields to your Solution Architect. This is necessary for the setup of the integration on our backend, as it is not currently available for customers to set up on their own.

1.6.2 Adding Users to Groups in 360Learning

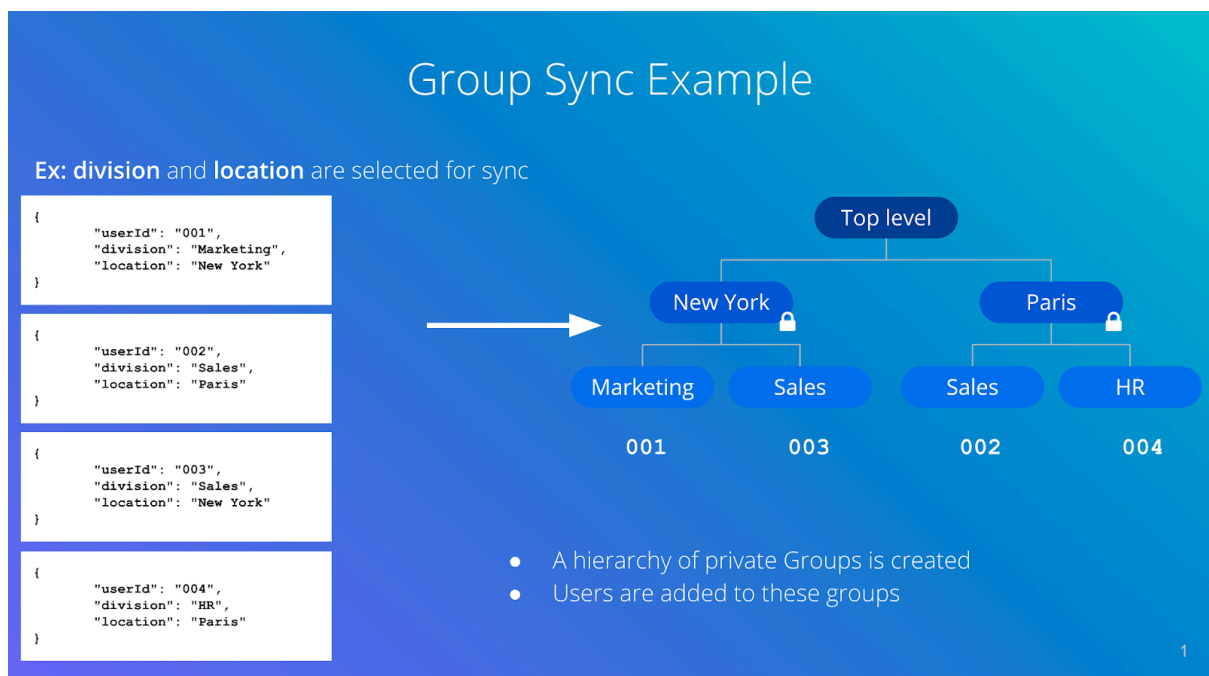
Users can be automatically assigned to groups in 3 different ways. Please check with your Solution Architect for more information.

A/ Simple Group Assignment

Users are added to the group where the connector is set..

B/ Basic Group Assignment

Users are added to some groups of a hierarchy based on pre-assignments made in SAP Successfactor



Setting up the hierarchy

With your Solution Architect, a workshop will be organized to determine the best group hierarchy to reflect your organization's structure. The main condition to be able to use this feature is that each level should be linked to a single User field in SAP.

Level I: user_field A
Level II: user_field B
Level III: user_field C
In the example we used:

Level I: location
Level II: department

The main prerequisite is that each field must be a metadata obtainable when querying for the list of users when we do the provisioning.

How it will work

The integration will only handle group memberships for groups that are part of this "tree", any manually created groups outside will remain 100% manually managed.

Upon user creation/update, the integration will assign learners to the lowest level group (department in our example). From there, the group hierarchy and the public/private group settings will take care of learner assignments to the higher-level groups.

If, during a user creation, the group cannot be found, the user's metadata has no match, or any other issue, the user will be created in the group with which the integration is set.

If, during a user update, the group cannot be found, the user's metadata does not match, or any other issue occurs, the user will stay in their current group(s).

C/ Advanced Group Synchronization

Allows the assignment of users to any group of the platform, according to some predefined rules based on user information.

This feature is detailed in [this Knowledge Base article](#).

1.6.3 "Silent" User creation

By default, users receive a welcome email after they have been created in 360Learning. An option is available to not send this email to any user.

1.6.4 Mapping the training completion total hours to the estimated duration

By default, the total hours in the learning statistics are mapped to the actual time spent by the learner on the attempt. During the integration setup, you can choose to map the total hours to the estimated duration. Contact your CSP or SA for more information.

2. SuccessFactors BizX setup instructions

In this document, we will call <bizXUrl> the URL of your BizX tenant.

Example: <https://apisalesdemo4.successfactors.com>

2.1 Log in to your SuccessFactors instance with an administrator account.

2.2 If you haven't already used your BizX API

Please review the document called "Creating a Technical or API User" on your SAP support portal.

2.3 Check Permissions

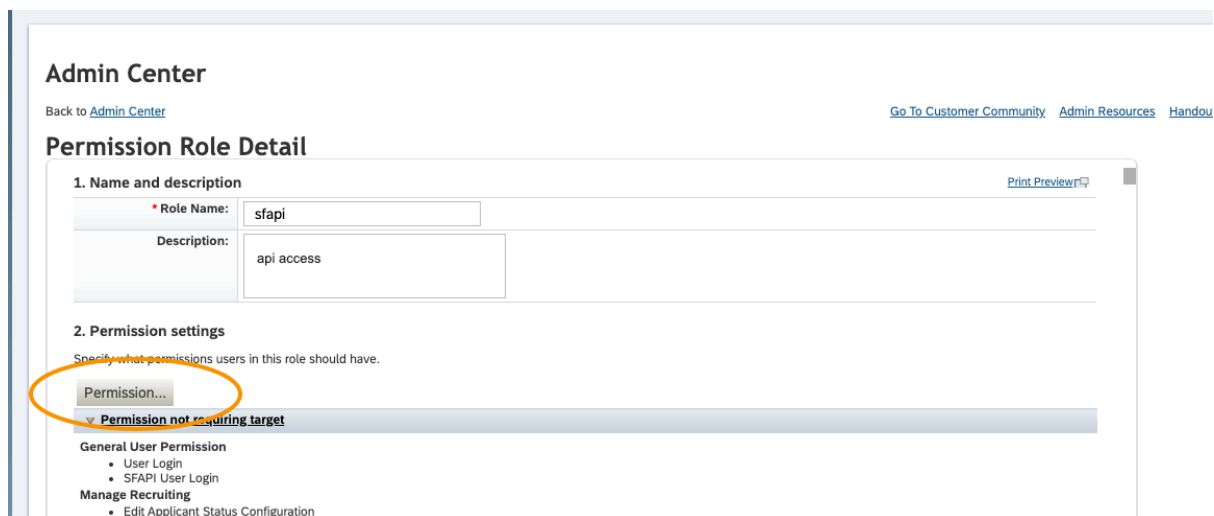
Go to **Admin Center** → **Tools** → **Manage Permission Roles**.

Select the **sfapi** role.

The screenshot shows the 'Admin Center' interface with the 'Permission Role List' page. The page includes a search bar, a 'Create New' button, and a table of roles. The 'sfapi' role is circled in red. The table has columns for Permission Role, User Type, Description, Status, Created From, Last Modified, and Action.

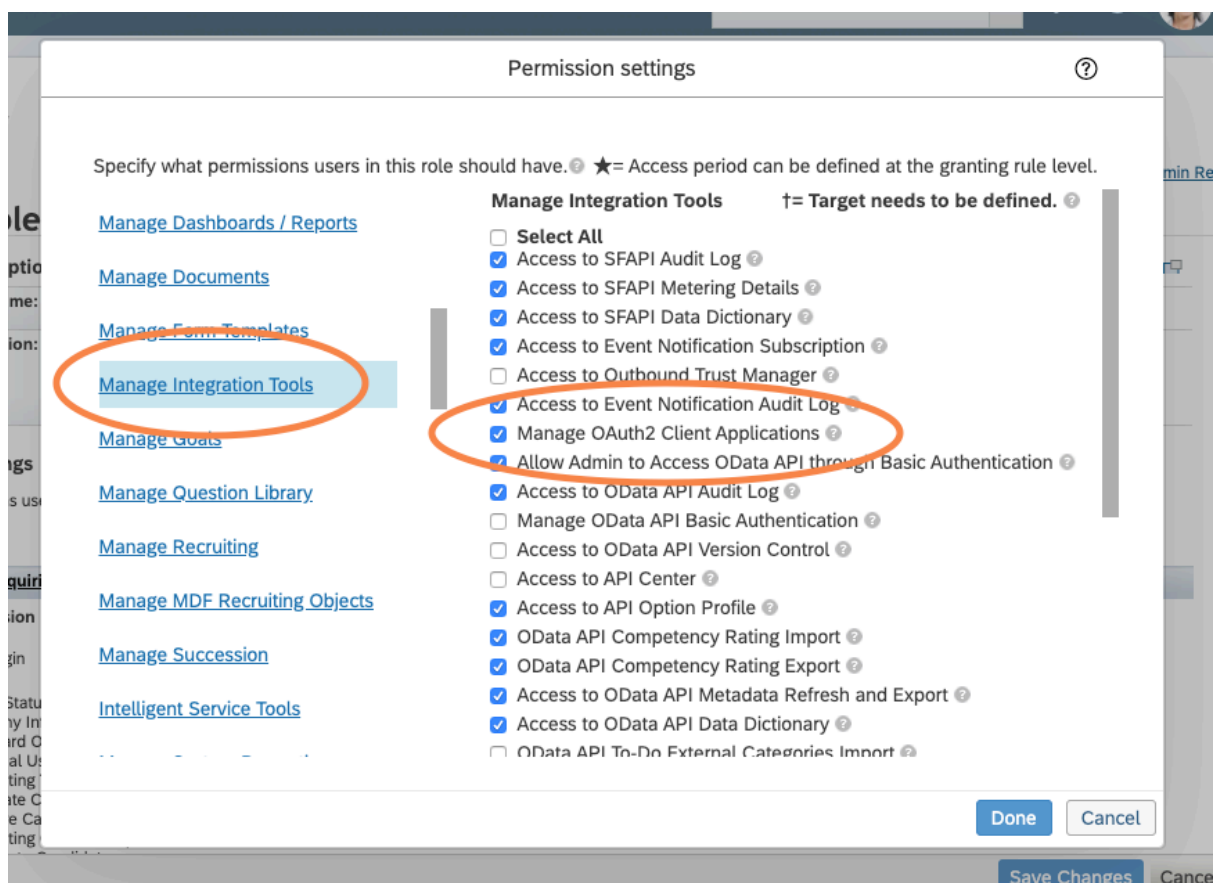
Permission Role	User Type	Description	Status	Created From	Last Modified	Action
HR Admin for Employees (cdolan only)		Managing HR Processes and User Info	ACTIVE		2019-06-08	Take action
Sandbox - System Admin		System Admin	INACTIVE		2019-06-08	Take action
PCC_Payroll_Admin		PCC_Payroll_Admin	ACTIVE		2019-06-08	Take action
HR Administration for Localization		For entering Localised Data	ACTIVE		2019-06-08	Take action
Sandbox - Employee Self Service		Users can view and modify their employee and development info	ACTIVE		2019-01-16	Take action
Sandbox - HRBP		Managing HR Processes and User Info	ACTIVE		2019-01-08	Take action
Recruiter		This role grants access to RCM processes and limited recruiting system administration permissions. Includes permissions for ONB process integration.	ACTIVE		2019-01-07	Take action
sfapi		api access	ACTIVE		2018-12-04	Take action
Work Managers (System Role)		Created for compensation field based permission	ACTIVE	Compensation	2018-11-12	Take action

Click on **Permission**



Scroll down and select **Manage Integration Tools**

Check that **Manage OAuth2 Client Applications** is checked.

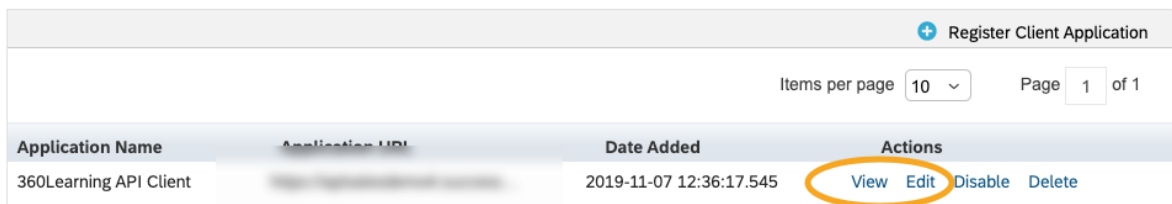


If you need to check the option, click **Done** and **Save Changes**.

2.4 Register the Client Application for API access

1. Go to **Admin Center** → **Tools** → **Manage OAuth2 Client Applications**.
2. Click **Register Client Application**.
3. Fill the form:
 - **Company:** Should be pre-set.
 - **Application Name:** A name to identify the client. Must be **360Learning Client App**.
 - **Application URL:** Use `<bizXUrl>/idp/token`
4. In the **X.509 Certificate** field, paste the X.509 certificate we sent you.
5. Click **Register**.
You will be taken back to the list of Applications.
6. Click **View** to see the details of the Client Application you just created.
7. Copy the value of the **API Key**.

Manage OAuth2 Client Applications



The screenshot shows the 'Manage OAuth2 Client Applications' interface. At the top right, there is a '+ Register Client Application' button. Below it, there are controls for 'Items per page' (set to 10) and 'Page 1 of 1'. The main content is a table with the following columns: 'Application Name', 'Application URL', 'Date Added', and 'Actions'. The table contains one row for '360Learning API Client' with a date of '2019-11-07 12:36:17.545'. The 'Actions' column for this row contains 'View', 'Edit', 'Disable', and 'Delete' links. The 'View' link is circled in orange.

Application Name	Application URL	Date Added	Actions
360Learning API Client		2019-11-07 12:36:17.545	View Edit Disable Delete

[Back to Admin Tools](#)

Manage OAuth2 Client Applications

View an existing OAuth Client Application

Company	<input type="text"/>
Application Name	<input type="text" value="360Learning API Client"/>
Description	<input type="text"/>
API Key	<input type="text"/>
Application URL	<input type="text"/>
X.509 Certificate	<pre>Foa2IHOXcwQkFRL JWt3QndZRFZRUL UVOc2FXVnVkREF JBWVRBREVKTUF</pre>

Note : The certificate has a 1 year lifespan by default, so after a year, the certificate should be changed so that the integration continues to work. The client is in charge of informing 360L support in case of certificate change, so that 360L can perform the change.

2.5 Send the credentials to 360Learning

Send to your 360Learning solution architect:

- The **user_id** of the user who performed the previous operations
- Your **<bizXUrl>**. Ideally, provide the API url for your platform which should be in [this list](#)
- The **api_key** from the previous step
- Your **company_id**. You can find your company_id at the end of your bizXUrl when you are logged in as admin. Example:
`https://hcm12preview.sapsf.eu/sf/admin?bplte_company=SFPARTXXXXXX`

3. SuccessFactors LMS setup guide

In order to allow access to the SuccessFactors LMS API, another API user needs to be set up.

3.1 If you have never used the LMS API

Please review the document called "Creating a Technical or API User" on your SAP support portal.

3.2 Create a Role with privileges to access the API

- Login to your LMS instance as an administrator.
- Go to **Learning Administration / System Administration / Security / Role Management**
- Click **Add New** on the top right

Fill the form in the next screen:

- Role ID: **360LEARNING API**
- Security Domain: **PUBLIC**
- Role Type: **Admin**
- Click on **Add**

3.3 Add workflows for the Role

In the next screen, select the **Permissions** tab and click on the link **add one or more from list**.

You are going to add the required rights to the 360Learning API client.

- Unfold the **People Management** category and select
 - **Add History Record**
 - **Assign Item to User**
- Click **Add**
- Unfold the **Search** category and select
 - **Search Item**
 - **Search Source**
 - **Search User**
- Click **Add**

If you unfold **User Management** and **Search**
You should see this:

- Summary
- Permissions
- Entity Restr.
- Function Restr.
- Permission Restrictions
- Users

Edit the Role's Permissions

Add Permissions to the Role

Click the link to [add one or more from list](#).

Remove Permissions from the Role

[\[Expand All\]](#) [\[Collapse All\]](#)

[Select All](#) / [Deselect All](#)

Permission ID	Remove
<input checked="" type="checkbox"/> Search	<input type="checkbox"/>
Search Item	<input type="checkbox"/>
Search Source	<input type="checkbox"/>
Search User	<input type="checkbox"/>
<input checked="" type="checkbox"/> People Management	<input type="checkbox"/>
Add History Record	<input type="checkbox"/>
Assign Item To User	<input type="checkbox"/>

[\[Expand All\]](#) [\[Collapse All\]](#)

[Select All](#) / [Deselect All](#)

3.4 Create a specific Admin User

The purpose of this new admin user will be to access the API for the 360Learning connector.

- Go to **Learning Administration / System Administration / Security / Administrators**
- Click on **Add New**
- Admin ID: please use **OCN_360LEARNING_ADMIN**
- Password: select a password of your choice, store it. It will NOT be required by 360Learning.
- Click on **Add**

3.5 Associate the Role to the new Admin user

Click on the tab **Assigned Roles / Add one or more from list**

- Search for the previously created Role
- Select the previously created **360LEARNING API** Role
- Click on **Add**.

You should now see the Role added to the user.

> **Edit the Admin**

Add Roles to the Admin

Enter the exact Role ID(s) (separate multiple entries with commas) or [add one or more from list](#). Click Add to assign the role to the admin.

Role ID:

Update the Assigned Roles for the Admin

Below are the Roles assigned to the selected Admin. To remove an assigned role from the list, click the checkbox in the Remove column, and click Apply Changes. Click Reset to revert to system default.

[Select All / Deselect All](#)

Role ID	Description	Remove
360LEARNING API	Role for LMS API access to 360Learning	<input type="checkbox"/>

[Select All / Deselect All](#)

- Switch back to the **Summary** tab to generate a new client secret
- Click on **Generate a new Client Secret**

After generating the client secret the bottom of the screen should look like this:

The screenshot shows a web interface with a sidebar on the left containing 'Summary', 'Assigned Roles', and 'Preferences'. The main content area has a top bar with 'Apply Changes', 'Reset', and 'Delete' buttons. Below this, there are password rules: 'The administrator's password must comply with the following rules:' followed by a bulleted list: 'The length of the password must be between 1 and 40 characters.', 'The new password cannot be same as any of the previous 1 passwords.', and 'Password cannot be same as the E-Signature PIN.' There are input fields for 'New Password:' and 'Verify Password:' with 'Apply Changes' and 'Reset' buttons. A note states: 'The information needed for obtaining the OAuth access token that will be utilized when calling the Learning Public REST APIs is provided below. The public key is used by the client so as to validate the digital signature of the OAuth access Token. Note: Generating a new Client Secret will invalidate all previously generated ones. Please ensure to note down the newly generated Client Secret. The system does not store the actual value but only the hashed one, so once you leave this page, it will not be possible to recover it.' Below this, there are fields for 'Newly Generated Client Secret' and 'Client Secret Hash Value', both containing redacted text. At the bottom right, there are 'Generate a new Client Secret' and 'Delete' buttons.

Important: Store the **client_secret**. It will not be displayed again.

If in the future you generate the client secret again, it will break the existing integration and you will need to send the new client secret to 360Learning.

3.6 Create the 360Learning provider in the LMS administration

The connector between 360Learning and SuccessFactors uses the Open Content Network scheme.

You need to create 360Learning as a Content Provider in your LMS.

3.6.1 Create the name of the content provider

- In the LMS Learning Administration go to **Learning Administration / References / Manage Labels / Labels**.
- Click **Add New**.
- In Label Type type LABEL.
- Click **Next**.
- In Label ID type the name of the provider for the courses: it can be **360Learning** or a name of your choice (you can only use numbers, letters and the '!' character).


We will call **providerID** this ID you just created. All courses IDs will start with this ID.

Examples:

- 360Learning
- my.digital.academy
- In Description, type a description of your label to help other administrators maintain it.
- In the Use By dropdown select **Both**.
- Select Assign to All Locales.
- Click **Add**.

- Go to the **Locales** tab.

For each Active Locale ID, type the name you would like displayed for the providerID you created in the previous step.

Labels | Search | Add New | 

> Search > Search Results > Edit Active Locale

Label ID: label.u.360Learning

Description:

Summary

Locales

Edit the Label

Add an Active Locale to the Label

Enter Active Locale ID or [add one or more from list](#).

* = Required Fields

* Active Locale ID:

* Label Value:

Update the Locales for the Label

Active Locale ID	Label Value	Remove
English	<input style="width: 95%; height: 25px;" type="text" value="360Learning"/>	<input type="checkbox"/>
Chinese	<input style="width: 95%; height: 25px;" type="text" value="360Learning"/>	<input type="checkbox"/>
French	<input style="width: 95%; height: 25px;" type="text" value="360Learning"/>	<input type="checkbox"/>

- Click **Apply Changes**

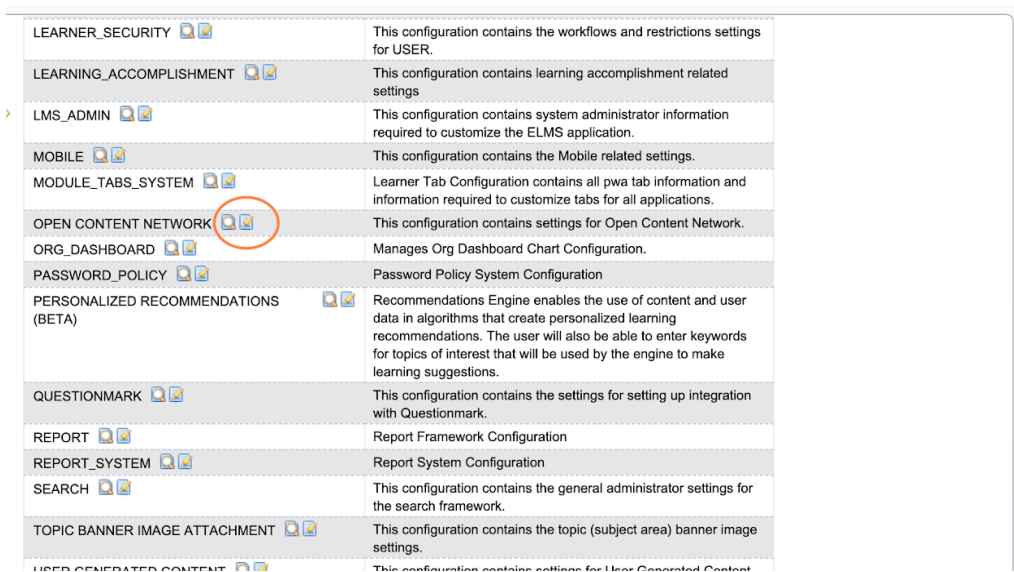
3.6.2 If you don't have any Open Content Network

Please read this [guide](#) carefully and reach out to your SAP implementation partner if you run into any issues.

3.6.3 Configure the Content Provider

Go to **Learning Administration / System Administration / Configuration / System Configuration**

Edit the OPEN CONTENT NETWORK configuration



LEARNER_SECURITY	This configuration contains the workflows and restrictions settings for USER.
LEARNING_ACCOMPLISHMENT	This configuration contains learning accomplishment related settings
LMS_ADMIN	This configuration contains system administrator information required to customize the ELMS application.
MOBILE	This configuration contains the Mobile related settings.
MODULE_TABS_SYSTEM	Learner Tab Configuration contains all pwa tab information and information required to customize tabs for all applications.
OPEN CONTENT NETWORK	This configuration contains settings for Open Content Network.
ORG_DASHBOARD	Manages Org Dashboard Chart Configuration.
PASSWORD_POLICY	Password Policy System Configuration
PERSONALIZED RECOMMENDATIONS (BETA)	Recommendations Engine enables the use of content and user data in algorithms that create personalized learning recommendations. The user will also be able to enter keywords for topics of interest that will be used by the engine to make learning suggestions.
QUESTIONMARK	This configuration contains the settings for setting up integration with Questionmark.
REPORT	Report Framework Configuration
REPORT_SYSTEM	Report System Configuration
SEARCH	This configuration contains the general administrator settings for the search framework.
TOPIC BANNER IMAGE ATTACHMENT	This configuration contains the topic (subject area) banner image settings.
USER GENERATED CONTENT	This configuration contains settings for User Generated Content

Add the following code, replacing `<providerID>` by the providerID you created in 3.5.1

```
# Configuration for providerID integration
providers [<providerID>].enabled=true
providers [<providerID>].name=<providerID>
providers [<providerID>].label=label.u.<providerID>
providers [<providerID>].baseLaunchUrl=https://app.360learning.com/home/
providers [<providerID>].pricingModel=
defaultValues.markCompleteOnLaunch [<providerID>]=false
```

And click **Apply Changes**

3.6.4 Identify the item type for OCN content

Go to **Learning Administration / System Administration / Configuration / System Configuration**

Display the OPEN CONTENT NETWORK configuration

LEARNER_SECURITY	This configuration contains the workflows and restrictions settings for USER.
LEARNING_ACCOMPLISHMENT	This configuration contains learning accomplishment related settings
LMS_ADMIN	This configuration contains system administrator information required to customize the ELMS application.
MOBILE	This configuration contains the Mobile related settings.
MODULE_TABS_SYSTEM	Learner Tab Configuration contains all pwa tab information and information required to customize tabs for all applications.
OPEN CONTENT NETWORK	This configuration contains settings for Open Content Network.
ORG_DASHBOARD	Manages Org Dashboard Chart Configuration.
PASSWORD_POLICY	Password Policy System Configuration
PERSONALIZED RECOMMENDATIONS (BETA)	Recommendations Engine enables the use of content and user data in algorithms that create personalized learning recommendations. The user will also be able to enter keywords for topics of interest that will be used by the engine to make learning suggestions.
QUESTIONMARK	This configuration contains the settings for setting up integration with Questionmark.
REPORT	Report Framework Configuration
REPORT_SYSTEM	Report System Configuration
SEARCH	This configuration contains the general administrator settings for the search framework.
TOPIC BANNER IMAGE ATTACHMENT	This configuration contains the topic (subject area) banner image settings.
USER GENERATED CONTENT	This configuration contains settings for User Generated Content

Search for the following configuration, and note the **itemType**:

```
#This configuration sets the item type.  
defaultValues.itemType[default]=MOOC
```

In this example, the **itemType** is **MOOC**

3.7 Send the credentials to 360Learning

Send the following information to your 360Learning solution architect:

- **lms_tenant_url** : the url of your SuccessFactors LMS tenant
- **SuccessFactors Company ID** : the company_id of your SuccessFactors LMS tenant
- **Client ID**
- **client_secret** : obtained in 3.4
- **user_id**: of the previously created user, it should be **OCN_360LEARNING_ADMIN**
- **providerID**: the providerID created in step 3.5.1
- **itemType**: as identified in step 3.6.4
- **X509 certificate**

You can find the LMS Company ID and Client ID in **Learning Administration > Configuration > OAuth Token Server**

4. Your test instance

You will perform your tests on a test instance of your 360Learning platform.

Your solution architect will provide you with your test instance url.

Example:

- Your production platform URL is: **myacademy.360learning.com**
- Your test instance URL will be something like: **myacademy.360mooc.com:14532**

This test instance is a snapshot of your production instance at the moment it was created. It lives separately from your production instance.

- Any modification done to your production instance is **not** reflected in the test instance
- Any modification done to your test instance is **not** reflected in the production instance
- The test instance does **not** send any email

Important note

The connector on the test instance does not behave exactly like the connector in the production environment:

- daily synchronization scripts need to be run manually by 360Learning

This means that all users / courses / program sessions synchronisations **need to be launched manually by 360Learning** (instead of being launched automatically at night).

Your Solution Architect will be able to perform the synchronization at your request.

You will see that you will still be able to test most features on the connector.

5. Test scenarios

5.1 Credentials check and setup

After you have completed chapter 3, your 360Learning Solution Architect will check that the credentials are properly set and that 360Learning has the required access to both SuccessFactors BizX and LMS.

The solution architect will then launch the initial synchronization of users, courses ,and program sessions.

5.2 Users synchronization

Check that the information from users in BizX are reflected in 360Learning.

User can be found in **Learning Administration / People / Users**

5.3 Courses and Sessions initial synchronization

All ACTIVE courses and path sessions should have been synced.

Once an item is synced, the SuccessFactors LMS admin will be able to import this item.

5.3.1 Courses and Path Sessions import

Important: an operation needs to be performed in SuccessFactors to completely import the learning items.

- This is necessary for a SuccessFactors administrator to actually use the learning items
- This is necessary for the 360Learning connector to send Learning History

In Learning Administration > Content > Open Content Network

Learning Administration

Menu Recents

Search

Home

> Manage User Learning

> Learning Activities

▼ Content

- Import Content
- Content Packages
- Content Objects
- Open Content Network
- Activate/Deactivate OCN Courses
- Assessments
- Question Library
- Question Import/Export
- Objectives
- Tasks
- Surveys
- Document Links
- Questions (Legacy)
- Exam Objects (Legacy)
- Printed Exam Templates (Legacy)

> People

> Finance

> System Administration

> References

Reports

Preferences

Open Content Network

Search > Search Results Search | ?

Saved Searches

Enter a value for each field that you want to use to filter your search. Some fields allow you to select from a list of values. You can also add or remove search criteria to further refine your search.

Case sensitive search: Yes No

Search All Locales: Yes No

Course ID: Starts With

Course Title: Starts With

Course Description: Starts With

Status: Active Not Active Both

By selecting these, you will see search results that match your criteria by these content providers.

Content Provider:

360Learning (360Learning)

360Learning SA-Sandbox (360Learning.SASandbox)

My Digital Academy (my.digital.academy)

Import Status: Imported Not Imported All

Add/Remove Criteria

Field Chooser **Download Search Results**

Select All / Deselect All

Provider ID	Course ID	Course Title	Import
360Learning.SASandbox	62fe23b284f8ba9d89ae8384	5 ways to lead in an era of constant change	<input type="checkbox"/>
360Learning.SASandbox	62fe23b284f8ba9d89ae838b	5 Reasons Why Feedback Is Important	<input type="checkbox"/>
360Learning.SASandbox	62fe23b284f8ba9d89ae8397	5 Simple Steps to Assertive Communication	<input type="checkbox"/>
360Learning.SASandbox	62fe23b284f8ba9d89ae83af	651: The Power of Curiosity	<input type="checkbox"/>
360Learning.SASandbox	62fe23b284f8ba9d89ae83b2	#103 Loch Kelly: Effortless Mindfulness	<input type="checkbox"/>
360Learning.SASandbox	62fe23b284f8ba9d89ae83b3	5 exercices simples pour cultiver la pleine conscience sans méditer de Thich Nhat Hanh	<input type="checkbox"/>
360Learning.SASandbox	62fe23b284f8ba9d89ae83f7	4 Easy Steps to Immediately Connect with ANY Prospect in Sales	<input type="checkbox"/>
360Learning.SASandbox	62fe23b284f8ba9d89ae83fc	6 conseils data-driven à utiliser pour transformer votre cold call.	<input type="checkbox"/>
360Learning.SASandbox	62fe23b284f8ba9d89ae8414	10 ASTUCES SUR WORD qui	<input type="checkbox"/>

- Select Status: Both
- Select Content Provider: the **providerID** you defined in 3.5.1
- Select Import Status: Not imported
- Click **Search**

The learning items not yet imported are displayed.
You have the ability to import all or a subset of the items.

- To import all items, Select All then **Import Selected**

Your learning items are now accessible in SuccessFactors.
They can be seen in **Learning Administration / Content / Content Objects:**

Learning Administration

Menu Recents

Search

Home

Manage User Learning

- Assignment Profiles
- Manage Assignments
- Edit Required Dates
- Add Learning History with Finance
- Add Learning History for Multiple Courses
- Edit Learning History
- Recommend External Links
- Assign Task Observers
- Send Email Notifications
- Create External Learning Requests

> Learning Activities

Content

- Import Content
- Content Packages
- Content Objects
- Open Content Network

Content Objects

Search | Add New | ?

Search > Search Results Saved Searches

Enter a value for each field that you want to use to filter your search. Some fields allow you to select from a list of values. You can also add or remove search criteria to further refine your search.

Case sensitive search: Yes No

Content Object ID: Starts With

Title: Starts With

Description: Starts With

Status: Active Not Active Both

Online: Is Online Is Offline Both

Add/Remove Criteria

Search Save As Reset

Field Chooser Download Search Results

Object ID	Title
360Learning.SASandbox_27998_1	5 exercices simples pour cultiver la pleine conscience sans méditer de Thich Nhat Hanh
360Learning.SASandbox_27999_1	5 Reasons Why Feedback Is Important
360Learning.SASandbox_28000_1	5 Simple Steps to Assertive Communication
360Learning.SASandbox_28001_1	5 ways to lead in an era of constant change

In SAP SuccessFactors, Items can then be assigned to users in Learning **Administration / Manage User Learning / Manage Assignments**:

Learning Administration

Menu Recents

Search

Home

Manage User Learning

- Assignment Profiles
- Manage Assignments
- Edit Required Dates
- Add Learning History with Finance
- Add Learning History for Multiple Courses

Manage Assignments

> Step 1 > Step 2 > Step 3 > Step 4

Step 4: Edit Item Information

Previous Next

Item	Title	Assign. Type	Assign Date (d/MM/yyyy)
MOOC 360Learning.SA Sandbox_28001 (Rev 21/Sep/2022 11:26 AM Europe/Paris)	5 ways to lead in an era of constant change	Recommended (REC)	21/Sep/2022

You can now check that:

- the information available in SuccessFactors match the information in 360Learning
- Learning items can be added to a catalog in SuccessFactors and then searchable by a user
- A user can launch a 360Learning course or session from SuccessFactors
- If a user was not assigned to a session in 360Learning, he will automatically be assigned to the session when coming from SuccessFactors
- **Important:** the previous feature will be seamless in production, but on the test docker a specific action is required. You need to manually update the launch url of

the item by adding the docker number. Example: **myacademy.360learning.com** must be replaced by **myacademy.360learning.com:14526**

5.4 Courses and Sessions creation

When you create a new Course or Session it will be uploaded into SuccessFactors.

- In the production connector, the sync will be done once a day at night
- In your test instance, it will require a manual launch by your solution architect

When performing the operation described in 5.3.1 you should see the newly created courses and be able to import them.

5.5 Courses and Sessions update

When you update (change of title, change of dates, change of status, ...) a learning item in 360Learning, the modification is synced into SuccessFactors LMS.

Important: an operation needs to be performed in SuccessFactors to completely update the learning items that have been previously imported from OCN

In Learning Administration > System Administration > Automatic Processes > Open Content Network Content Synchronization

Learning Administration

Menu Recents

Search

- Automatic Processes
 - Assignment Profile Execute Updates
 - Change Library Price Email Notification
 - Class Request Demand Met Email Notification
 - Coupon Expiration Email Notification
 - Course Feedback and Follow-Up Surveys Email Notification
 - Curriculum/Program Maintenance
 - Deny Expired Approval Processes
 - Exceeded Attachment Space Email Notification
 - External Learning Verification Approval Reminder
 - Free-of-Charge Subscription Expiration Email Notification
 - Learning Expiration Email Notification
 - Learning Plan Email Notification
 - Manager Email Notifications for Enrollment Digest
 - Native User Data Retention
 - Native User Deletion
 - Open Content Network Content Synchronization**
 - Prepaid Account Low Balance Email Notification

Automatic Processes Help

> Edit Open Content Network Content Synchronization

Open Content Network Content Synchronization

Status

Last Execution Result: Succeeded
 Last Execution: 12/Apr/2023 03:00 PM Europe/Paris View Errors

Current Status: Scheduled
 Next Execution: 13/Apr/2023 03:00 PM Europe/Paris

Schedule

Schedule This Process

Daily
 Weekly Day:
 Monthly Date:

Time of Day: (hh:mm AM/PM) 03:00 PM

Time Zone: Central European Time (Europe/Paris)

Email Address: integrations@360learning.com

Apply Changes Reset

- Schedule the process, if not scheduled
- Select a daily synchronization

The imported OCN learning items will be updated when this process is completed.

Again

- In the production connector, the sync will be done once a day at night
- In your test instance, it will require a manual launch by your solution architect

But you don't need to perform the operation described in 5.3.1, the update is done through the automatic update set in 3.7