

The Employee Interaction Center (EIC) empowers the Shared Services Center (SSC) with a powerful tool to interact and make life easier for personnel by providing a unique central communication channel for HR-related matters.

Integrating the Employee Interaction Center

SAP ERP is providing a complete solution regarding the Human Resources processes. Among the functionalities provided, we have been focusing on the end-user delivery for ESS and MSS. SAP ERP has extended the family by adding additional services via the Employee Interaction Center (EIC).

SAP ERP 6.0 enables new functionalities, powered by technology, that allow HR departments to reach the goals of providing an efficient tool in the Shared Services Center (SSC) strategy.

Through this channel, SAP ERP enables customers to centralize almost all processes through a centralized access, which harmonizes processes, answers, and standard operating procedures.

Although this topic could fill its own book, this article is only an introduction to EIC functionality. In this article, you will learn more about this end-user delivery and consider implementing it on top of ESS and MSS.

Background Information on the Employee Interaction Center

EIC, as illustrated in Figure 1, is part of the Shared Services Center (SSC) strategy, coming together by providing first- and second-level support. EIC is a logical step in the deployment of ESS, MSS, Learning Solution, SAP E-Recruiting, and so on.

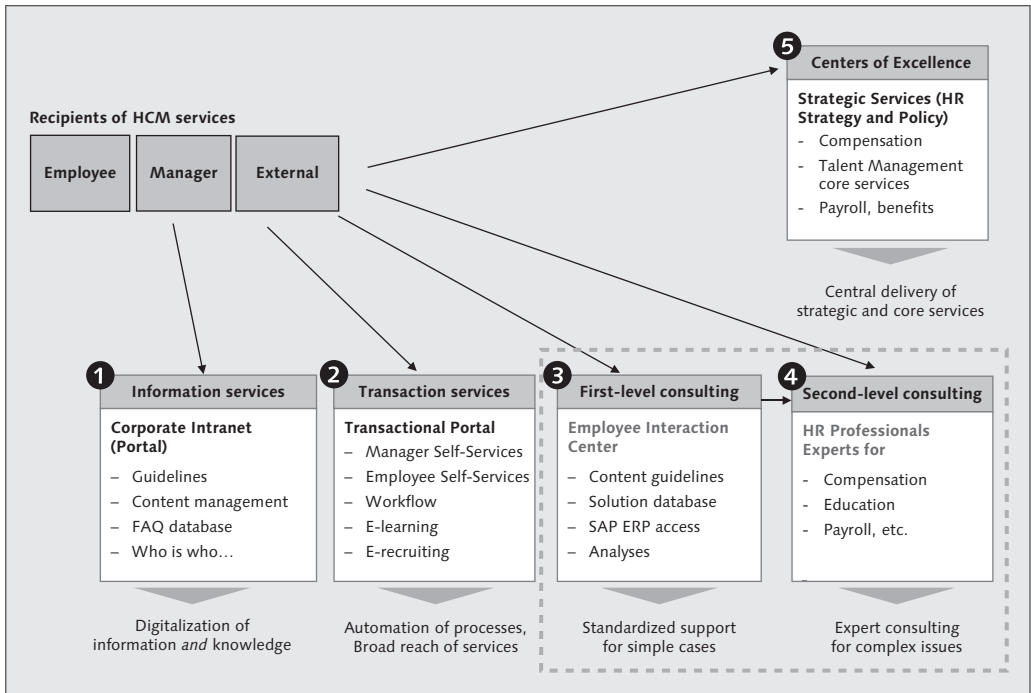


Figure 1 Overview of the Location of Employee Interaction Center (EIC)

Note

Review SAP Note 1176990—*EIC: Frequently Asked Questions*, for detailed answers to frequent questions about EIC.

Functional Scope

EIC can be used with SAP Customer Relationship Management (CRM) and SAP Human Capital Management (HCM).

The functional scope for EIC with CRM and HCM is the following:

- ▶ Multichannel integration
- ▶ Contact management (activity tracking, contact history)

- ▶ HR data processing to display or change master data
- ▶ Integration with ESS and MSS
- ▶ Central repository (Inbox) for EIC
- ▶ Productivity tools such as alert management and search engines for EIC agents

The additional functional scope for CRM is the following:

- ▶ Advanced request handling
- ▶ Campaign management for internal campaigns
- ▶ Advanced email response management

Prerequisites for the Employee Interaction Center (EIC)

Naturally, as we deal with the state-of-the-art and latest SAP ERP technologies, there are prerequisites to meet to activate and enable these functionalities. This chapter explains the key prerequisites.

Enabling the Business Function

EIC started with EhP1. After the enhancement package is installed—SAP delivered EhP4 in May 2009, so installation should include up to EhP4—the relevant business function must be activated. This activation unveils the customizing entries in the system, which allows configuration.

As instructed in SAP Note 1037401—*EIC: Use SAP Enhancement Package for SAP ERP 2005*, the following business function must be activated:

- ▶ Business function HCM_EIC_CI_1: For EhP2 and EhP3
- ▶ Business function HCM_EIC_CI_2: For EhP4 and above

The activation of these business functions is done in Transaction SFW5—*Switch Framework Customizing*, as illustrated in Figure 2.

Name	Description	Planned Status	Dep...	Doc...	Rele...	Release	SAP	Test
FIN_REP_SIMPL_2	Reporting Financials 2	Business func. will remain switched off...				604		
FIN_TRAVELL_1	Travel Management	Business func. will remain switched on				602		
FIN_TRAVELL_2	Travel Management 2	Business func. will remain switched on				604		
FIN_TRM_CM_DIMENSIONS	CLM-CM, Additional Account Assignments	Business func. will remain switched off...				604		
FIN_TRM_INS_HM	TRM, Hedge Management for FAM	Business func. will remain switched on				604		
FIN_TRM_LR_FLAN	TRM, Hedge Management, New Instrument...	Business func. will remain switched on				603		
FIN_TRM_LR_FLAN_2	TRM, Hedge and Exposure Management, S...	Business func. will remain switched on				604		
FIN_TRM_PSM_INTEGRATION	TM, Integration into Funds Management	Business func. will remain switched off...				604		
HCM_ASR_CL_1	HCM, Administrative Services 01	Business func. will remain switched on				602		
HCM_ASR_CL_2	HCM, Administrative Services 02	Business func. will remain switched on				604		
HCM_CE_PA_PA	HCM, Personnel Actions for Concurrent Em...	Business func. will remain switched off...				604		
HCM_CE_PT	HCM, Time and Labor Management for Co...	Business func. will remain switched off...				604		
HCM_ECM_CL_1	HCM, Enterprise Compensation Managem...	Business func. will remain switched on				604		
HCM_EIC_CL_1	HCM, Employee Interaction Center 01	Business func. will remain switched on				602		
HCM_EIC_CL_2	HCM, Employee Interaction Center 02	Business func. will remain switched off...				604		
HCM_ERC_CL_1	HCM, SAP E-Recruiting 1	Business func. will remain switched on				603		
HCM_ERC_CL_2	HCM, SAP E-Recruiting 2	Business func. will remain switched on				604		
HCM_ERC_SES_1	HCM, SAP E-Recruiting Search Functions 1	Business func. will remain switched on				603		
HCM_ESS_CE	HCM, ESS for Concurrent Employment and ...	Business func. will remain switched on				603		
HCM_ESS_CL_1	HCM, ESS for Personal Information	Business func. will remain switched on				603		
HCM_LOCC_CL_1	HCM Localization Topics	Business func. will remain switched on				603		
HCM_LOCC_CL_2	HCM Localization Topics for Russia	Business func. will remain switched off...				604		
HCM_LOCC_CL_3	HCM Localization Topics for Japan	Business func. will remain switched on				604		

Figure 2 Switch Framework Customizing with Focus on Business Functions HCM_EIC_CI*

Organizational Structure and EIC InfoTypes

As you have already seen, the organizational structure is also critical in the deployment of EIC. Each organizational structure level can reflect the different EIC support levels.

As usual, positions must be assigned on organizational units that hold agents such as personnel numbers (object P) or SAP UserIDs (object US), for example.

Each organizational unit must be assigned an Interaction Center Web Client Profile, which is stored in the personnel development InfoType 1261—*IC Web Client Profile* (see Figure 3).

The system must also know which organizational unit is actually responsible in the first or second support level. Therefore, personnel development InfoType 1291—*EIC: Support Level* must be duly maintained (see Figure 4).

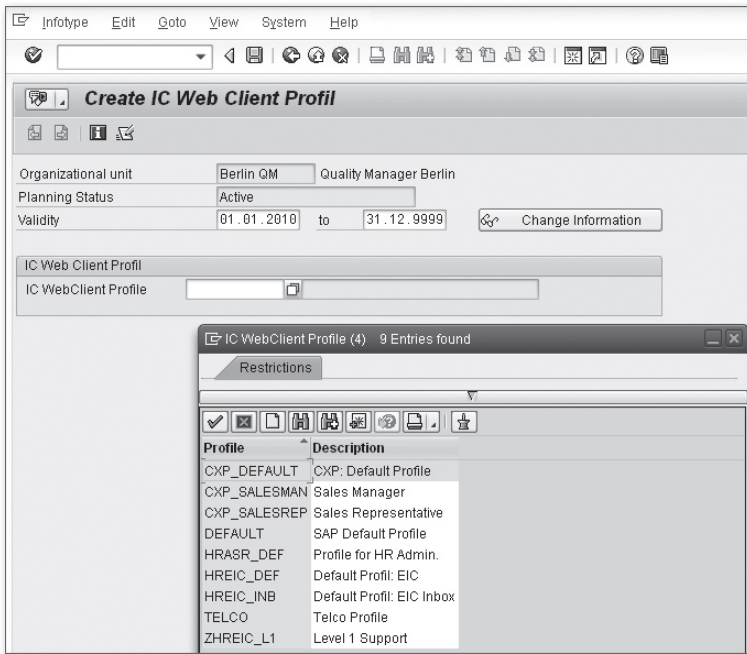


Figure 3 InfoType 1261—IC Web Client Profile

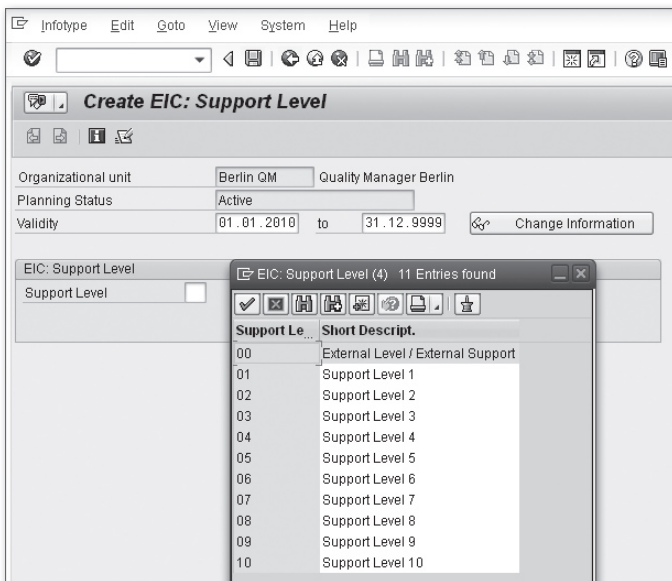


Figure 4 InfoType 1291—EIC: Support Level

Authorization Object P_EICAU

In regards to authorizations, be sure to investigate what is required from your side in the authorization object P_EICAU—Employee Interaction Center Activity Authorization.

Employee Authentication

Because you are dealing with “sensible” HR data, and you must abide by the compliance rules, you must secure the identity of the requester getting in touch with EIC.

As usual, personnel numbers are identified thanks to the SAP UserID assigned in InfoType 0105—Communication, subtype 0001—System User Name (SY-UNAME). The authentication questions are maintained in InfoType 0816—Authentication (see Figure 5). This InfoType can be maintained either through the backend or the frontend system.

Authentication	
Auth. Question	S1 What is your mother's maiden name?
Auth. Answer	Rotsart de Hertaing
Auth. Question	S2 What is your favorite color?
Answer	Blue
Auth. Question	S3 What is your favorite flower?
Answer	Roses
Auth. Question	S4 What is your place of birth?
Answer	Brussels, Where Else ?
Auth. Question	S5 What sport do you play?
Answer	Volleyball

Figure 5 InfoType 0816—Authentication

The Employee Search and Editing Human Resources Master Data

From your user menu in the SAP ERP backend system, call Transaction HREIC—*Start Employee Interaction Center* to reach the Employee Search and the edition of HR data.

With this transaction, the end user can access a web-based service to use standard functionalities such as the employee search and the edit mode to change or update HR master data (see Figure 6).

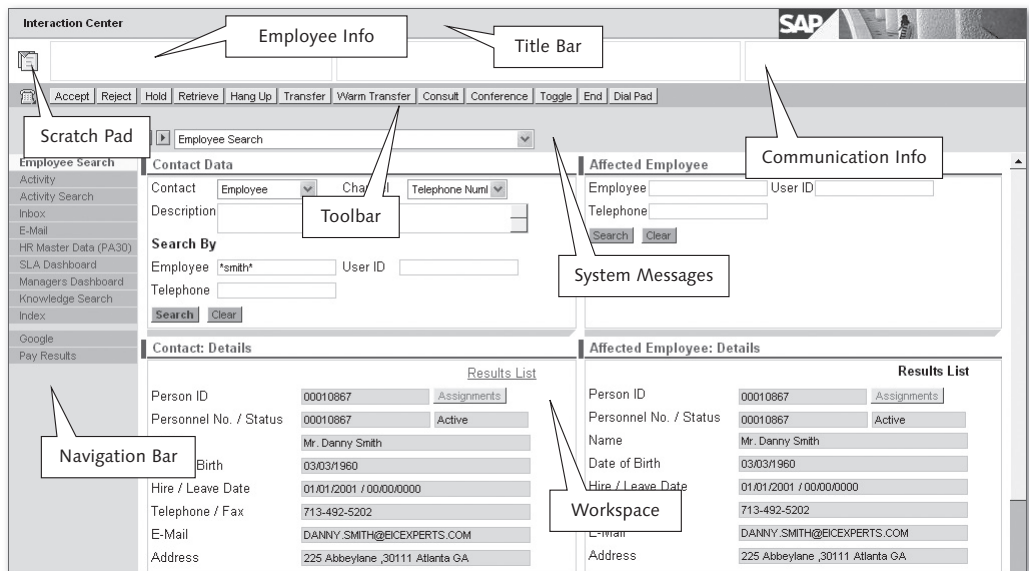


Figure 6 The Web Interface Screen as Seen by the End User

Activities in Employee Interaction Center (EIC)

EIC consists of numerous functionalities also known as activities. This chapter introduces the notion of activities. Following is the SAP description:

An activity is the main data carrier in the Employee Interaction Center (EIC) and is used by the agents to log, track and monitor service requests from employees or external providers.

Activities provide all the useful current and past information, with attachments, logs, and follow-up requests. They are organized per customer requirements, thanks to the customizing options.

An activity has multiple attributes or properties:

- ▶ Status, priority, description
- ▶ Organizational unit
- ▶ Activity owner (responsible agent)
- ▶ Category and subcategories
- ▶ Processor
- ▶ Service Level Agreement (SLA)
- ▶ Contact person or requester such as the employee

In addition to the attributes provided to the activities, additional information such as links and more can be supplied thanks to additional tabs in the end user web interface.

This could include the following information:

- ▶ Activities log(s)
- ▶ Attachment(s) (if relevant)
- ▶ Notes
- ▶ Additional contact details
- ▶ Related activities
- ▶ Link to SLA
- ▶ Information regarding the employee's master data

Customizing Access for the Employee Interaction Center (EIC)

After the business functions have been activated thanks to the enhancement package, the system unveils the configuration nodes in the IMG (see Figure 7).

For EIC, the access path is PERSONNEL MANAGEMENT • EMPLOYEE INTERACTION CENTER (EIC).

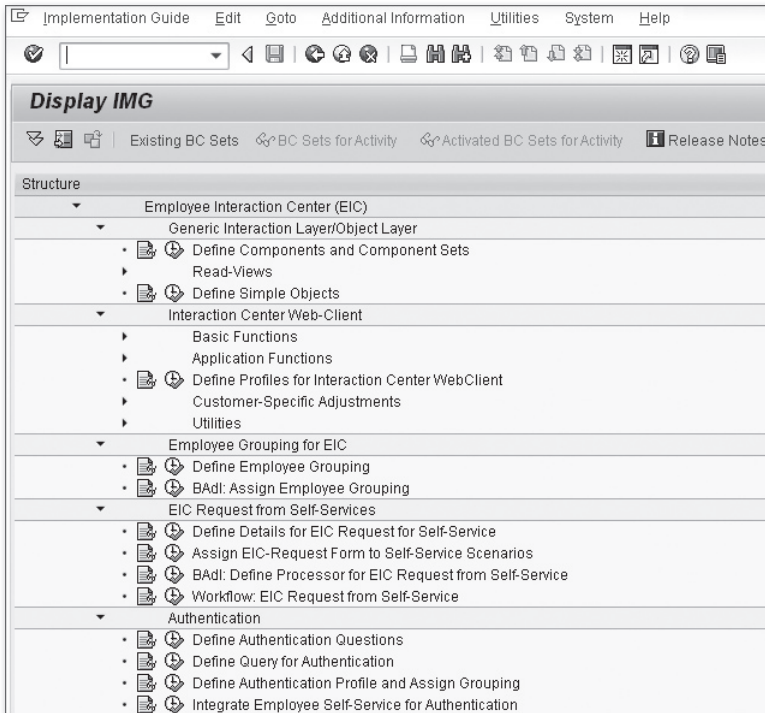


Figure 7 The IMG Access Path for the Employee Interaction Center (EIC)

Besides the access to the IMG, the following short list of customizing transaction codes will come in handy:

- ▶ HREIC_ADJCUST: Customizing Synchronization for EIC
- ▶ HREIC_AUTHQUERY: Define Authentication Query
- ▶ HREIC_CATALOG_EIC: EIC: Catalog for Evaluation Forms
- ▶ HREIC_CATEG_COPY: EIC: Maintain Category Catalog
- ▶ HREIC_CATEGORY: EIC: Maintain Category Catalog
- ▶ HREIC_WF_EMAIL: Customizing Workflow EIC Email
- ▶ HREIC_WF_EMAIL_VP: Customizing Workflow EIC Email
- ▶ HREIC_WF_FOLUP: Customizing Workflow EIC FollowUpAct
- ▶ HREIC_WF_FOLUP_VP: Customizing Workflow EIC FollowUpAct

- ▶ HREIC_WF_REQUEST: Customizing Workflow EIC Request
- ▶ HREIC_WF_WEBREQ_VP: Customizing Workflow EIC Request

The SAP Service Marketplace (OSS User ID required) provides a sample test case template at https://service.sap.com/~sapidb/011000358700000602882007E/HCM_EIC_CI_1.pdf. This PDF file (18 pages) provides a useful walkthrough of EIC for test purposes.

Conclusion

This article introduced EIC by highlighting the prerequisites, the key features, and main information to be read prior to configuration. Carefully review the documentation provided through the SAP Notes in this chapter. Assess with your Basis team the activation of the relevant and required business functions.

Review with the business team how EIC would provide added value to HR processes, and you may find yourself in the middle of an EIC project!