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AS-TETAESTSAPIC1019-ES-FUNC-100-SAP-Success Factors

Infosys TETAESTSAPIC1019

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QUESTION NO: 1

SAP JAM enables users to:

A. Connect

B. Communicate

C. Collaborate

D. All of these

ANSWER: D

Explanation:

All of these is correct because SAP Jam is an enterprise social collaboration platform designed to bring people, information, and business processes together in one shared workspace. It enables users to connect by finding colleagues, joining groups, following relevant people or topics, and building networks across organizational boundaries. It supports communication through activity feeds, posts, comments, notifications, and real-time exchanges that keep team members informed. It also enables collaboration by providing shared groups and workspaces where users can discuss documents, share knowledge, coordinate tasks, and work collectively around projects or business processes.

These capabilities are complementary rather than separate: a user may connect with subject-matter experts, communicate updates and questions to a group, and collaborate on shared content and decisions in the same environment. This integrated social and collaborative experience is the core purpose of SAP Jam. SAP describes SAP Jam as a cloud-based social collaboration solution that helps employees collaborate, make decisions, and solve business problems more effectively. See SAP Jam documentation and SAP Jam product information.

QUESTION NO: 2

SuccessFactors Learning does NOT provide support for virtual learning for customers and partner 'outside' of the organization.

A. True

B. False

ANSWER: B

Explanation:

False is correct because SAP SuccessFactors Learning can support learning audiences outside the employer's internal workforce, including customers, partners, contractors, and other external learners. This capability is commonly implemented as an extended-enterprise learning scenario, in which external users can be created and managed with appropriate access, assigned learning, enrolled in offerings, and tracked for completion. Virtual learning is also supported through integrations with virtual meeting providers and through virtual instructor-led learning offerings. Therefore, an organization can deliver and administer virtual training to customer and partner populations rather than being limited to internal employees.

The exact experience available to an external learner depends on the organization's configuration, licensing, security model, user-account provisioning, and the virtual-learning integration selected. However, those implementation considerations do not represent a product limitation preventing external audiences from receiving virtual learning. SAP describes SuccessFactors Learning as supporting learning for employees as well as extended enterprise audiences, and its Learning documentation covers the administration of users, items, scheduled offerings, and virtual learning processes. See the SAP SuccessFactors Learning product page and the SAP SuccessFactors Learning documentation.

QUESTION NO: 3

Choose the correct order of flow of processes

a.Manpower planning

b.Establishing goals and priorities

c.Recognizing and Rewarding

d.Reviewing and Appraising

A. a,b,c,d

B. b,d,c,a

C. a,b,d,c

D. b,a,d,c

ANSWER: D

Explanation:

The correct process flow is **"b,a,d,c"**: establishing goals and priorities, manpower planning, reviewing and appraising, and recognizing and rewarding. Performance and workforce processes begin with the organization defining its strategic direction, objectives, and priorities. These priorities provide the business context needed to determine the workforce capacity, skills, roles, and staffing levels required; this is the purpose of manpower planning. Once work and staffing needs are aligned to organizational priorities, performance can be monitored over the relevant review period and assessed through reviewing and appraising. The appraisal output supplies the documented performance basis for recognition and reward decisions, including recognition programs, compensation-related outcomes, or development acknowledgment. This sequence creates clear alignment from strategy through workforce planning and performance evaluation to reward outcomes. SAP SuccessFactors supports this broader talent-management lifecycle by connecting organizational goals, employee performance processes, and reward-related decisions. See SAP's Performance Management overview and Workforce Planning overview for the related business-process context.

QUESTION NO: 4

In SAP SuccessFactors Recruiting, a candidate's personal details, work history, education, and application data are maintained in:

A. Candidate Profile

B. Position record

C. Goal Plan

D. Time Account

ANSWER: A

Explanation:

Candidate Profile is correct. The Candidate Profile is the record used in SAP SuccessFactors Recruiting to store candidate-related information, such as contact information, employment history, education, qualifications, attachments, and other configured profile data. A candidate can use this information when applying for one or more job requisitions.

The candidate profile supports a consistent recruiting experience because recruiting users can review the candidate's available background information while processing applications. The application itself associates the candidate with a particular requisition and its recruiting workflow, while the profile represents the candidate's broader record. Access to candidate information is controlled through Recruiting permissions and the organization's configured data-privacy practices. See the SAP SuccessFactors Recruiting documentation for candidate-management information.

QUESTION NO: 5

Which of the following activities is rarely undertaken by the organization but is actually of high importance?

A. Succession Planning

B. Goal Management

C. Recruitment

D. None of these

ANSWER: A

Explanation:

Succession Planning is correct because it is a strategic, long-term talent-management activity that organizations may delay or address only when a key employee leaves. Despite being less routinely performed than day-to-day people processes, it is highly important because it identifies critical positions, assesses potential successors, and develops employees who could assume future leadership or business-critical roles. A structured succession process reduces the risk of disruption when experienced leaders or specialists become unavailable and helps preserve organizational knowledge, leadership continuity, and readiness for growth or change. In SAP SuccessFactors, Succession & Development supports this work through talent pools, succession nominations, position-based planning, calibration, and development planning. These capabilities help organizations make succession decisions based on talent data rather than responding reactively to vacancies. Effective succession planning is therefore a core element of workforce resilience: it connects current talent assessments with future organizational needs and ensures that potential successors receive appropriate development before a transition is required. SAP describes the related capabilities in its SuccessFactors Succession & Development documentation; additional product context is available on the SAP Succession and Development page.

QUESTION NO: 6

Payroll master data is maintained is SAP GUI in which version of SAP Cloud Payroll?

A. b1210

B. b1301

C. b1207

D. b1302

ANSWER: C

Explanation:

The correct version is **b1207**. This release is associated with the SAP Cloud Payroll approach in which payroll processing continued to use the established SAP HCM payroll engine and its SAP GUI-based maintenance environment for payroll master data. SAP GUI provided access to the payroll-relevant infotypes, customizing, and processing functions required by payroll administrators. This reflected the product's initial cloud payroll model: the payroll solution was hosted and operated as a cloud offering, while core payroll administration activities were performed through the familiar SAP GUI interface. Later product evolution focused increasingly on integration with SAP SuccessFactors Employee Central, where employee and organizational data can be replicated to the payroll system; however, the release-specific question asks for the version in which payroll master-data maintenance was performed in SAP GUI. Therefore, b1207 is the appropriate answer. SAP's Employee Central Payroll documentation describes the cloud payroll solution and its integration with the SAP payroll backend: SAP Help Portal: SAP SuccessFactors Employee Central Payroll. Additional official learning material on the Employee Central Payroll solution is available through SAP Learning: Explore SAP SuccessFactors Employee Central Payroll.

QUESTION NO: 7

To access SuccessFactors Mobile, a user needs to have a user account.

A. True

B. False

ANSWER: A

Explanation:

True is correct because SAP SuccessFactors Mobile authenticates people against their organization's SAP SuccessFactors tenant. A person must therefore have an active user account in that tenant before they can sign in through the mobile app. The account establishes the user's identity and is associated with the person's company identifier, login credentials or configured single sign-on identity, and the role-based permissions that determine which information and actions are available on mobile.

SuccessFactors Mobile is an access channel for SuccessFactors rather than a standalone service that creates independent mobile-only identities. After the organization enables and configures mobile access, eligible users sign in using the same corporate SuccessFactors account that is used for the web experience. The content presented in the app is consequently governed by the user's existing SuccessFactors access and authorization configuration. SAP's mobile documentation describes the app as providing users access to SAP SuccessFactors functions on supported devices, while SAP's identity and access documentation explains that users require valid accounts to access tenant resources. See SAP SuccessFactors Mobile documentation and SAP SuccessFactors Platform documentation.

QUESTION NO: 8

Talent Gaps can be filled up by which of the following?

A. Mentoring

B. Development Plans

C. Coaching

D. None of these

ANSWER: B

Explanation:

Development Plans are used to address and close identified talent gaps by documenting targeted development activities for employees. In SAP SuccessFactors, development planning connects an employee's current capabilities and career aspirations with the competencies, skills, experiences, and learning needed for a future role. A manager and employee can create development goals, assign learning or practical experiences, set target dates, and monitor progress over time. This makes the plan an actionable mechanism for building the capability required where the organization has identified a gap in its talent pipeline. The plan can also support succession processes because successor readiness depends on purposeful development toward the requirements of a target position. Rather than merely identifying a shortage of suitable talent, Development Plans provide the structured record of what must be developed and how progress will be tracked. SAP describes Career Development Planning as enabling employees to plan and track development goals, while Succession & Development supports identifying and developing talent for key roles. See SAP SuccessFactors Career Development Planning documentation and SAP SuccessFactors Succession & Development.

QUESTION NO: 9

For HR, SAP JAM enables:

A. Blended learning

B. Onboarding

C. Performance management

D. All of these

ANSWER: D

Explanation:

All of these is correct because SAP Jam is a collaborative work and social-learning platform that can be used across several SAP SuccessFactors HR processes. In blended learning, Jam supports informal and social learning by giving learners and instructors a place to share expertise, discuss learning content, collaborate in groups, and continue learning outside formal courses. For onboarding, organizations can use Jam groups to connect new hires with managers, peers, mentors, and relevant resources, helping employees become productive and engaged through guided collaboration. In performance management, Jam supports ongoing conversations, feedback, goal-related collaboration, recognition, and the sharing of information among employees and managers. The central capability is contextual collaboration: people can work together around business activities and HR content rather than relying only on isolated transactions. SAP describes Jam as a cloud-based social collaboration solution designed to connect people, information, applications, and processes. This makes it applicable to learning, onboarding, and performance-related HR scenarios. See SAP's Human Capital Management overview and the SAP SuccessFactors documentation portal for product and integration documentation.

QUESTION NO: 10

SuccessFactors Learning for admin supports:

A. Analytics dashboard

B. Training expense management

C. Compliance management

D. All of these

ANSWER: D

Explanation:

"All of these" is correct because SAP SuccessFactors Learning provides administrators with tools covering analytics, training-cost administration, and regulatory compliance. Learning administrators can use reporting and dashboards to monitor learning activity, completion status, assignment progress, and other program measures that help them oversee the learning environment and make informed operational decisions. The solution also supports management of training-related costs, enabling organizations to associate expenses with learning activities and maintain visibility into training expenditure. In addition, compliance management is a core Learning capability: administrators can assign required curricula, track completion, manage retraining or recurring requirements, and document learner completion for audit-ready compliance processes. These capabilities work together in the administrator experience to help organizations deliver, govern, measure, and demonstrate completion of workforce learning programs. SAP describes SuccessFactors Learning as supporting compliance training, learning administration, reporting, and management of learning programs. See SAP SuccessFactors Learning and the SAP SuccessFactors Learning Help Portal.

QUESTION NO: 11

Employee Central is a multi-level global system of record.

A. True

B. False

ANSWER: A

Explanation:

True is correct. SAP SuccessFactors Employee Central is SAP's cloud-based core HR solution and serves as a global system of record for workforce and employment data. It centralizes key employee information, including personal details, employment records, job and position data, organizational assignments, compensation-related data, and time-off

information. Its effective-dated data model preserves historical, current, and future-dated records, enabling organizations to manage employee changes consistently over time.

The term “multi-level” appropriately reflects Employee Central’s support for complex organizational structures and relationships across locations, legal entities, business units, divisions, departments, job classifications, positions, and reporting hierarchies. This structure enables a multinational organization to maintain one authoritative employee-data foundation while applying localized requirements and business rules. Employee Central can therefore provide reliable HR master data to other SuccessFactors modules and connected systems, supporting a unified source of truth for global HR processes. SAP describes Employee Central as a cloud-based human resources information system that manages core HR data and organizational structures. See SAP SuccessFactors Employee Central and SAP SuccessFactors Employee Central Help Portal.

QUESTION NO: 12

Using Mobile Org Chart, only the contact information and position details of an employee can be seen. His reporting structure cannot be viewed due to authorization issues.

A. True

B. False

ANSWER: B

Explanation:

False is correct. SAP SuccessFactors Mobile Org Chart is intended to let authorized users navigate an organization’s hierarchy, not merely view a person’s profile details. In addition to such information as contact details and position-related data, the Org Chart presents reporting relationships so that a user can identify a person’s manager, peers, and direct or indirect reports, subject to the organization’s configured permissions and the user’s target population.

Authorization remains important because it determines which employees and organizational information a user is allowed to access. However, an authorization restriction does not mean that Mobile Org Chart inherently shows only contact and position data while excluding reporting structure. When the user has the required access, the hierarchy is a core part of the Mobile Org Chart experience and can be explored from the selected employee. Administrators should therefore configure Role-Based Permissions and employee data access appropriately so that the hierarchy displayed on mobile aligns with the company’s security requirements.

For SAP SuccessFactors mobile capabilities and administration guidance, see the SAP SuccessFactors Mobile documentation and the SAP SuccessFactors Platform documentation.

QUESTION NO: 13

As a part of Startegy-Recruitment fit, recruiting emphasizes more on advertising job postings than maintaining and leveraging relationships.

A. True

B. False

ANSWER: B

Explanation:

False is correct because an effective recruitment strategy is not limited to publishing vacancies. Strategic recruitment aligns sourcing and candidate-engagement practices with long-term workforce needs, which includes building, maintaining, and using relationships with prospective candidates, employees, referrals, talent communities, and external recruiting channels. Job postings remain a useful mechanism for communicating open roles and attracting active job seekers, but they are only one component of a broader recruiting approach. In SAP SuccessFactors Recruiting, organizations can support ongoing candidate engagement through talent pools and candidate relationship management activities, helping recruiters identify and nurture potential candidates before a specific requisition is available. This relationship-oriented approach improves access to

qualified talent, supports proactive hiring, and enables recruiters to develop reusable pipelines for future openings. SAP describes Recruiting as supporting the entire recruiting process, including candidate management and talent-pool capabilities, rather than merely advertising positions. See the SAP SuccessFactors Recruiting documentation and SAP's overview of recruiting software.

QUESTION NO: 14

SuccessFactors Payroll is NOT to delivered to which country through Employee Central?

A. Netherlands

B. Brazil

C. Mexico

D. Belgium

ANSWER: D

Explanation:

Belgium is correct because SAP SuccessFactors Employee Central Payroll has historically been delivered only for a defined set of country payroll localizations, and Belgium is not included in that Employee Central Payroll country scope. Employee Central provides the core HR system of record and can be used globally, but Employee Central Payroll availability is determined separately by SAP according to the payroll localization delivered for each country. A country may therefore be supported for Employee Central while not having an SAP-delivered Employee Central Payroll localization.

For this question, the key distinction is between the global Employee Central platform and the country-specific Employee Central Payroll solution. Belgium requires payroll capabilities that are not provided as a standard Employee Central Payroll country delivery in the scope reflected by this certification content. Customers needing Belgian payroll commonly use an appropriate local payroll solution and integrate it with Employee Central, rather than relying on a delivered Employee Central Payroll localization. SAP's payroll product information and Employee Central Payroll documentation describe the product's localized payroll scope and related integration approach. See SAP Payroll software and SAP SuccessFactors Employee Central Payroll documentation.