Q4 2019
SuccessFactors Review

SuccessFactors Mobile

- Helen Dunn

A large amount of mobile enhancements were introduced across the year, and particularly mentioned in this article, have been focused around Learning functionality from mobile devices. This is to be expected as the mobile learning industry continues to grow and SuccessFactors continue to prioritise improvements to user experience across their full suite of modules. That's not to say that Learning alone has been treated to mobile enhancements, Performance and Goals and Time Management too have received updates to round out the year.

Firstly though, lets touch on some key announcements regarding platform support.

Platform Support

iOS 13 was released in September 2019 for iPhone and iPad and with the introduction of this latest operating system, support for older iOS 11 will be suspended with the December 2019 SuccessFactors mobile app release. SAP SuccessFactors as such are encouraging all organisations using Apple mobile devices, to update to a more recent iOS version before December to receive further app updates and support.

A further reminder is given to Android Users in China that from November, the SuccessFactors app will no longer be available for download from the Greater China Amazon app store. The SuccessFactors mobile app will now be made available via the Tencent App Store instead.

Another end of support item is that regarding the deprecation of the iOS Learn Test App. This SuccessFactors app which previously allowed learning content creators to upload content and test its rendering on a mobile device is now superseded by Mobile Enhanced Content Renderer. As of the Q3 release this year the Mobile Enhanced Content Renderer

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was universally applied to all Mobile Learning customers, so for Learning creators who wish to review how their learning content appears on mobile are encouraged to upload their content to the LMS content library via the learning catalogue feature. The iOS Learn Test App will be removed from the iOS app store on 30th November 2019.

Recent Mobile Updates

Before looking ahead at the upcoming enhancements for November and December its worth taking a moment to recap on the recent updates of August, September and October.

Learning – iOS

Back in September, Learning Mobile users were advised of a redesign to the Mobile Content Structure page with the intention to provide a more current and mobile friendly user experience. This redesign update will not apply in certain scenarios during the first phase of release, such as for Learning items utilising eSignature, Learning items accessed by external users and Learning items utilising SCORM 2004 content.

Time Sheet Amendments – iOS & Android

Timesheet users now have the ability to amend and approve timesheets within the mobile app which can then be re-submitted for approval. This was a universal enhancement, effective from September and has again added to the number of actions a user can manage from their mobile device.

Disable Device Activation while Proxy – iOS & Android

This universal enhancement was applied as part of the Q3 release and provides administrators with greater control over which users can activate a mobile device whilst proxying as another user. In practice, mobile

device activation would only need to be accessed in proxy for those troubleshooting an issue and should not be an available option to all users. This setting is controlled through Proxy Management settings.

New and Upcoming Updates

Following on from those updates that were covered in previous quarterly reviews, it's time to look a little deeper into what else SAP is doing with SuccessFactors mobile.

November

Learning Item Details Page – iOS

As we have seen with previous mobile releases, Learning has received many enhancements within the mobile app across 2019. As the wider Mobile Learning industry continues to progress, SuccessFactors are keenly mindful to ensure their Users' experience remains current and intuitive. With a tentative release of November, Learning Mobile users can look forward to a redesign of the Learning Item details page, incorporating a tabbed design for easier navigation and Item thumbnail images for a more aesthetic view. This Universal release requires no action to enable and will be readily available for all Learning Mobile users.

Learning Instructor Surveys – iOS & Android

A further Universal enhancement for Mobile Learning, due in November, is an update to the mobile Follow-up & Evaluation Survey feature. This feature will now support completion of a survey for one or more Instructors of a course through a mobile device. With this update also comes a more streamlined user experience in mobile surveys and evaluation.
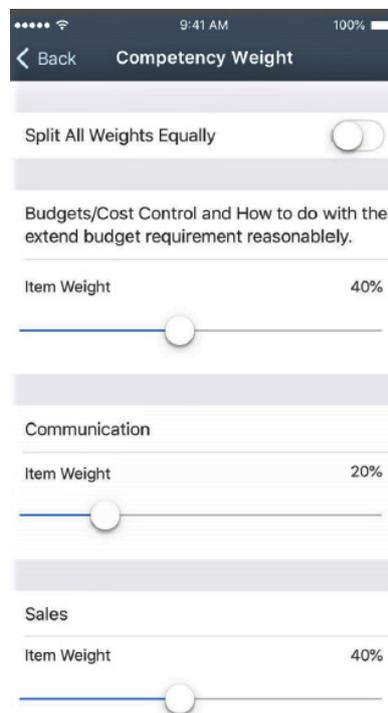
Performance Reviews – iOS

In yet another effort to align mobile functionality with existing web-based functionality it will soon be made possible for mobile users of Performance to view and edit their section weights and item weights for Goals and Competencies. This enhancement will apply Universally for iOS and in its design utilises mobile features that are commonplace across many mobile applications, such as a slider bar to easily amend the section wait, as seen below (*Figure 1*).

The exact same update to section weighting is also applied to 360 Reviews for mobile users.

December

So, as we approach the final month of the year and much like the previous month of November, we see only Universal enhancements for Mobile, and minor ones at that.

• Deep links to Scheduled Offerings supported in mobile (iOS)

• Deep links to Scheduled Offerings & Registration details supported in mobile (Android)

(Figure 1: Section Weight)

• Timesheet Users able to view custom field on mobile device (iOS & Android)

• Enhanced Activity section for Time and Attendance approvals (iOS and Android)

Conclusion

It's great to see SuccessFactors' continued effort to align their mobile functionality with that of the web-based version we all know and love. Improvements to the look and feel of the mobile app, simple navigation steps and ever-expanding functionality, ensure that SuccessFactors mobile remains current and effective for a mobile lead, on-the go workforce!

How Can We Help?

Zalaris excels in delivering comprehensive HR and payroll services across the UK, Northern Europe, the Baltics and Poland. Our industry leadership position, however, goes beyond the borders and constraints of other providers to enable what matters most to our clients: maximising the value of human capital through excellence in HR processes.

- **Scoping Services** - for if you are thinking of moving to the HCM Cloud but are unsure of where to start.
- **Support Services** - for if you are already using SAP SuccessFactors and want a flexible support partner.
- **Release Management Services** - for if you are struggling to take advantage of the quarterly innovations in SAP SuccessFactors.
- **Business Process Services** - for if you are looking for operational support with your HCM processes.
- **Training Services** - for if you are not getting the most out your SuccessFactors system.