SAP
C_THR97
SAP Certified - SAP SuccessFactors Onboarding

Latest Version: 4.1

1. Unified Scenario Simulation
2. Micro Skill Drill Exam

Topic: 1
Unified Scenario Simulation
Chenab Sporting Goods Onboarding Program Rollout in Sialkot
Business Context
Chenab Sporting Goods hand-stitches footballs, match balls, and training equipment at a workshop in Sialkot, Pakistan, exporting to sports brands across several continents. Its workforce grows in cohorts as export orders arrive, with stitching-floor artisans, warehouse packers, and quality inspectors joining in overlapping intakes. The human resources team runs new-hire onboarding on SAP SuccessFactors Onboarding, part of the company's wider SuccessFactors HCM landscape. Leadership wants each cohort to feel expected and prepared from their first morning on the floor, and to reduce the last-minute scramble that earlier paper-based intakes had created.
System Landscape
Onboarding was enabled for Chenab through Provisioning some months ago, and the module now sits alongside the recruiting and core HR capabilities the company already uses. Role-based permissions govern who takes part in each new hire's onboarding, and hiring managers, recruiters, and other participants each hold a defined place in the process. The HR operations lead has been steadily building out the configuration as new departments come online, keeping the setup in the tools rather than in side spreadsheets.
Program Rollout
Ahead of the latest intake, the team created an onboarding program and added a central orientation meeting so that every new hire would attend the same first-day welcome and safety briefing. Responsible groups were set up to carry the program's tasks to the right people, and the orientation was attached so it would reach incoming hires automatically. The warehouse and quality inspection intakes moved through the program smoothly during the first week, attending the orientation as planned.
Onboarding Observations
As the stitching-floor cohort began, the HR coordinator noticed that those new hires were not seeing the orientation meeting on their onboarding, even though warehouse hires in the same wave were. A few of the stitching-floor hires had been entered directly into Onboarding by an administrator during a busy afternoon, and their records were missing details that recruiting normally carried across. One incoming inspector never received the automatic welcome email that the rest of the cohort had opened days earlier.
Participant Feedback
A stitching-floor hiring manager mentioned that he could open a new hire's record and see an onboarding task assigned to him, but could not actually complete it. A recruiter helping with the same intake found she was picking up tasks that would more naturally sit with the manager, and asked HR to clarify who should be doing what. The coordinator wanted to settle the routing and access questions before the next, larger cohort arrived, rather than patch each case by hand.
Advisory Engagement
With a bigger intake weeks away, Chenab asked an onboarding consultant to review how the program routes its tasks, how new hires are brought into the process, how participant access is granted, and why some notifications had not arrived. The company's priority is a repeatable onboarding that reaches

every department consistently, without hand-keying hires or working around the tools already in place. The consultant's guidance will shape how the stitching floor and future departments are brought on.

Your assignment

You are engaged as an SAP SuccessFactors Onboarding consultant advising Chenab Sporting Goods. The HR operations team has an onboarding program in place with a central orientation meeting and is bringing on stitching-floor, warehouse, and quality inspection cohorts. Recent intakes have surfaced inconsistent orientation routing, some manually entered hires, a participant who cannot act on an assigned task, and a welcome email that did not arrive. Advise the team on how to make onboarding reach every department consistently, using the tools already configured and keeping participant access appropriately scoped

1. CHALLENGE 1 — Routing Orientation Tasks Through Responsible Groups

• Advise how the orientation meeting in the onboarding program reaches new hires in each department, and what must exist for the stitching floor to receive it as the warehouse group already does.

• Recommend a resolution that corrects the routing for the department as a whole rather than assigning the orientation to affected hires one at a time.

• Explain how responsible groups relate to the program tasks so the team can extend the same pattern to future departments.

Checkpoints

• Confirm that a newly initiated stitching-floor hire shows the orientation task routed to its responsible group.

• Confirm the recommendation avoids re-keying hires into another department to inherit its group.

2. CHALLENGE 2 — Initiating New Hires From Recruiting

• Advise why some administrator-entered hires arrived in onboarding without the details recruiting normally carries across, and how the intended hand-off is meant to work.

• Recommend a repeatable practice for future intakes so accepted candidates bring their sourced details into onboarding.

• Explain the trade-off the team is making when hires are keyed directly under time pressure.

Checkpoints

• Confirm a hire initiated from Recruiting arrives in onboarding with its sourced fields present.

• Confirm the recommendation does not rely on re-entering data by hand after the process starts.

3. CHALLENGE 3 — Granting Task Permissions to Onboarding Participants

• Advise why the hiring manager can view a new hire's record but cannot complete an onboarding task assigned to him.

• Recommend how to grant the manager the ability to act on the task while keeping each participant's access scoped to their role.

• Advise how to handle a case where both a recruiter and a hiring manager need to act, without over-granting access to either.

Checkpoints

• Confirm the manager can complete the assigned task after the appropriate permission is granted.

• Confirm each participant holds only the task permissions their own role requires.

4. CHALLENGE 4 — Diagnosing Welcome Email Delivery

• Advise the first action the team should take to understand why one hire's welcome email did not arrive.

• Recommend how to correct the delivery in a way that addresses the underlying cause rather than masking it with broad resends.

• Explain how the team should reason about speed versus correctness when a hire is close to their start date.

Checkpoints
• Confirm the Email Status shows how the notification was processed for the affected hire.
• Confirm the corrected notification is verified rather than assumed.

Question: 1

CHALLENGE 1 — Routing Orientation Tasks Through Responsible Groups
Warehouse hires in the wave attend the orientation meeting, but stitching-floor hires in the same wave never see it on their onboarding.
Which explanation best accounts for the stitching-floor hires missing the orientation task?

A. The orientation meeting was scheduled after their start date, so the system held it back for the stitching floor while releasing it to the warehouse group.
B. The responsible group covering the stitching floor was never defined, so the program task has no group to route the orientation to for those hires.
C. The stitching-floor hires were given new-hire permissions that exclude orientation content, so the task is simply hidden from their onboarding view.
D. The orientation meeting was attached as a warehouse-only task, so the program deliberately leaves the stitching floor out of that step.

Answer: B

Explanation:
The orientation is carried by a program task that reaches hires only through a responsible group for their department. With no group defined for the stitching floor, the task has nowhere to route, so those hires never receive it while the warehouse group does.

Question: 2

CHALLENGE 1 — Routing Orientation Tasks Through Responsible Groups
The team wants the orientation to reach stitching-floor hires without disturbing the warehouse group that already works.
Which action best resolves the routing for the department as a whole?

A. Re-key the stitching-floor hires as warehouse participants so they inherit the group that already receives the orientation task.
B. Remove the responsible group from the program entirely and assign the orientation task directly to each new hire one at a time.
C. Schedule a separate orientation meeting for the stitching floor and leave the program task for that department unassigned for now.
D. Define a responsible group for the stitching floor and attach it to the program task so those hires are routed the orientation.

Answer: D

Explanation:

Defining a responsible group for the stitching floor and attaching it to the program task restores routing for the whole department in one place, matching how the warehouse group already works and extending to future stitching-floor hires.

Question: 3

CHALLENGE 1 — Routing Orientation Tasks Through Responsible Groups
After the change, the team wants to confirm the stitching-floor routing is actually fixed before the larger cohort arrives.
Which check best confirms the orientation now reaches the stitching floor?

A. A newly initiated stitching-floor hire shows the orientation task routed to its responsible group in the onboarding program.
B. The warehouse group's existing orientation task still appears, which shows the stitching-floor routing must now be identical to it.
C. The orientation meeting date is visible on the home page, which shows every department is now receiving the task as expected.
D. The stitching-floor hiring manager can open the program, which shows the orientation task is being routed to new hires.

Answer: A

Explanation:
Initiating a fresh stitching-floor hire and seeing the orientation task routed to its responsible group directly evidences that the department's routing works, which is exactly the completion evidence the fix targeted.

Question: 4

CHALLENGE 2 — Initiating New Hires From Recruiting
Several stitching-floor hires entered directly by an administrator arrived in onboarding missing details that recruiting normally provides.
Which explanation best accounts for the missing details?

A. Manual entry always overwrites recruiting data, so the missing fields were cleared for those hires when their onboarding started.
B. The recruiting-sourced hires were initiated twice, so a duplicate process removed their details during reconciliation on start.
C. Those hires were keyed straight into Onboarding rather than initiated from Recruiting, so the data hand-off never took place.
D. The onboarding data model excludes recruiting fields, so no hire in the company can carry recruiting details into onboarding.

Answer: C

Explanation:

Recruiting details carry across only when the process is initiated from Recruiting; keying hires directly into Onboarding skips that hand-off, which is why the administrator-entered hires arrived without the sourced fields.

Question: 5

CHALLENGE 2 — Initiating New Hires From Recruiting
The team wants future intakes to bring recruiting details across reliably without extra manual steps.
Which recommendation best prevents the gap going forward?

A. Continue keying hires manually but add a checklist so recruiters paste the missing fields into onboarding shortly after each hire starts.
B. Initiate the onboarding process from Recruiting so accepted candidates carry their sourced details into onboarding automatically.
C. Disable manual new-hire entry outright and route every incoming hire through an external HRIS before onboarding is allowed to begin.
D. Export recruiting records nightly and re-import them into onboarding so that keyed hires have their details refreshed each day.

Answer: B

Explanation:
Initiating onboarding from Recruiting is the intended path that hands off sourced details automatically, removing the manual re-entry that caused the gap and scaling cleanly to the larger cohort.

Question: 6

CHALLENGE 3 — Granting Task Permissions to Onboarding Participants
A stitching-floor hiring manager can open a new hire's record and see an assigned onboarding task, but cannot complete it.
Which explanation best accounts for what the manager is experiencing?

A. The hiring manager's role lacks the task permission for that onboarding action, so the participant can view but not act on it.
B. The hiring manager was named on the wrong onboarding program, so the task actually belongs to a different responsible group entirely.
C. The new hire's own permissions block manager actions, so the task stays read-only until the hire completes it themselves first.
D. The task was created before the manager's account existed, so it remains locked to whoever originally created it in the program.

Answer: A

Explanation:
Acting on an onboarding task requires the task permission for that action under role-based permissions; the manager can see the task but not complete it precisely because his role is missing that permission.

Question: 7

CHALLENGE 3 — Granting Task Permissions to Onboarding Participants
The team needs the hiring manager to complete his assigned onboarding task while keeping access appropriate to his role.
Which action best resolves the block?

A. Grant the hiring manager blanket administrator access so that no onboarding task can ever be blocked for that role again.
B. Reassign the task to a recruiter who already holds broad permissions, leaving the manager as an observer on the record.
C. Add the manager as a new-hire participant so the task shows up in the new-hire view where he is able to complete it.
D. Assign the required task permission to the hiring manager's role so the participant can act on the task he owns.

Answer: D

Explanation:
Assigning the specific task permission to the manager's role lets him complete the task he owns while keeping his access scoped to what his role requires, which is the targeted fix for a missing permission.

Question: 8

CHALLENGE 3 — Granting Task Permissions to Onboarding Participants
Both a recruiter and the hiring manager need to act on onboarding tasks in the same intake, and HR wants to avoid over-granting access to either.
Which approach best scopes their access?

A. Give both participants the same administrator role so either one can complete any onboarding task in the intake without further setup.
B. Grant the recruiter the manager's role and the manager the recruiter's role so each can fully cover the other's tasks when needed.
C. Assign each participant the task permissions their own role requires, keeping each one's access scoped to their own tasks.
D. Leave the permissions unchanged and have an administrator complete both participants' onboarding tasks on their behalf each time.

Answer: C

Explanation:
Giving each participant only the task permissions their role requires lets both act where they must while keeping access scoped, which balances the two participants' needs without widening either one's reach.

Question: 9

CHALLENGE 4 — Diagnosing Welcome Email Delivery
One incoming inspector never received the automatic welcome email that the rest of the cohort had opened.
What is the best first action to understand why the email did not arrive?

A. Check the Email Status in Email Services for that hire to see how the welcome notification was processed.
B. Resend the welcome email to every recent hire in the cohort to force delivery and clear out any hidden backlog.
C. Rebuild the welcome email template from a preconfigured template and re-trigger onboarding for the affected hire.
D. Ask the affected hire to check spam and confirm their address before any system-side review is carried out.

Answer: A

Explanation:
Email Services exposes the Email Status for a notification, so reviewing it for the affected hire shows how the message was processed and points to the underlying cause before any change is made.

Question: 10

CHALLENGE 4 — Diagnosing Welcome Email Delivery
With the inspector's start date close, there is pressure to get first-day instructions out as fast as possible.
Which response best balances speed with getting the delivery right?

A. Turn off the email notifications and phone the hire directly, since a call reaches them fastest before their first day starts.
B. Use the Email Status to identify the failed notification, then correct its underlying cause before re-sending to the hire.
C. Switch the whole intake to a single shared distribution address so one message covers every hire in the cohort at once.
D. Raise the notification send frequency so the template keeps retrying repeatedly until the hire eventually receives it.

Answer: B

Explanation:
Using the Email Status to find the failed notification and fixing its cause before re-sending is both quick and correct, delivering the instructions reliably rather than trading correctness for a shortcut.
Topic: 2
Micro Skill Drill Exam

Question: 11

Kirchmayr Bakeries runs a large industrial bakery in Salzburg, Austria, and onboards production and logistics hires every month. In the onboarding program, the line's hiring managers are named as the participant responsible for a short welcome-and-equipment task that must be completed before a new hire's first shift. Recruiters, who are responsible for a different task in the same program, open their SAP SuccessFactors home page and see their onboarding tasks without any trouble. The hiring managers, however, open the same home page and see none of the onboarding tasks assigned to them, so the welcome-and-equipment step is sitting untouched for every recent hire. The program itself is active and the task is correctly pointed at the hiring-manager participant. The consultant reviewing the setup notes that the recruiter role was given its onboarding task permissions during configuration, but the equivalent task permissions were never assigned to the hiring-manager role.
What is the best action so the hiring managers can see and complete the onboarding tasks assigned to them?

A. Add each hiring manager individually as an administrator of Onboarding, since a broad administrator grant would let them reach the tasks that are missing from their home page.
B. Ask the recruiters, who can already see their own tasks, to complete the managers' onboarding tasks for them, since the work would then get done without changing any permissions.
C. Assign the onboarding task permissions to the hiring-manager role through Role-Based Permissions, so managers in that role can see and complete the tasks routed to them.
D. Recreate the onboarding program and re-add the welcome-and-equipment task, since rebuilding the task should refresh how it is presented to the managers on the home page.

Answer: C

Explanation:
The recruiters can see their tasks because their role holds the matching task permission, and the managers cannot because theirs does not. Assigning the onboarding task permission to the hiring-manager role through Role-Based Permissions closes exactly that gap, so the tasks routed to managers become visible and actionable.

Question: 12

Copperline Distribution supplies beverages to retailers across Arizona from a depot in Phoenix, United States, and hires warehouse and delivery staff throughout the year. As a US employer that participates in E-Verify, the company must have every new hire complete the required employment-eligibility compliance form early in onboarding. During a review of the first group of hires, the HR lead notices that the new hires' onboarding process contains no compliance-form step at all: new hires move through their welcome tasks and paperwork but are never presented with the eligibility form, and E-Verify is not being triggered. The onboarding program, tasks, and email steps were all configured, but the compliance forms available in Onboarding were never enabled or configured for this population, and E-Verify was left switched off. The consultant needs the required form to appear in onboarding and E-Verify to run for these hires.
What is the best way to make the required compliance form part of these new hires' onboarding?

A. Attach a copy of the compliance form to the welcome email and ask new hires to print, sign, and return it, since emailing the document still gets the required form into their hands.
B. Add a manual task telling new hires to visit the HR office in person to complete the form, since an in-person step makes sure the form is filled out and properly handled every time.
C. Create a custom MDF object that collects the same fields the compliance form would capture, since a custom data-collection object can gather the information the form is meant to record.
D. Enable and configure the required form from the compliance forms available in Onboarding and switch on E-Verify, so the form appears in the process and the check runs for these hires.

Answer: D

Explanation:
Enabling and configuring the form from the compliance forms available in Onboarding, and switching on E-Verify, is what actually inserts the step into the process. The form is then presented to these new hires at the right point, and the eligibility check runs as required.

Question: 13

Meridian Coastal Freight operates container terminals in Halifax, Nova Scotia, Canada, and hires dockside operations staff in steady waves as vessel schedules expand. A candidate has just accepted an offer, and the recruiting team has moved the record to hired in SAP SuccessFactors Recruiting. Rather than starting the new hire's onboarding from that recruiting record, an onboarding coordinator opens SAP SuccessFactors Onboarding and creates a brand-new hire entry by hand, re-typing the name, position, and start date from a copy of the offer letter. The onboarding process runs, but the record is not connected to anything in Recruiting: several fields differ from the recruiting data because of typing choices, and the intended hand-off of information from the recruiting stage never takes place. The consultant supporting the rollout wants each hire started the way the process is designed, so recruiting information carries through without being re-entered.
What is the best way to start onboarding for this hire so the recruiting information carries through into Onboarding?

A. Continue creating the new-hire record directly in Onboarding by re-keying the offer details, since entering the data by hand gives the coordinator full control over exactly what each field contains.
B. Ask the new hire to fill in all of their own details at first login rather than copying them, since self-entry means the coordinator never has to re-key anything from the offer.
C. Initiate the onboarding process from SAP SuccessFactors Recruiting for the hired candidate, so the recruiting information carries into Onboarding through the intended hand-off instead of being re-entered.
D. Export the candidate's details from Recruiting into a spreadsheet and load them into Onboarding as a file, since a batch load moves the same information without needing a live connection.

Answer: C

Explanation:

Initiating onboarding from the hired candidate's recruiting record is how the process is designed to begin. The information captured during recruiting carries into Onboarding through the built-in hand-off, so the record stays connected and the fields are not retyped or left to differ.

Question: 14

Belmonte Hospitality Group operates a chain of city hotels headquartered in São Paulo, Brazil, and is standardizing how it onboards front-desk and housekeeping staff across properties. An implementation consultant created a single onboarding program and added the tasks each new hire should move through, including several tasks that internal participants — not the new hire — are meant to complete. When the first hires start, those internal tasks do not reach anyone: they appear in the program but are not assigned to any participant, so nobody is prompted to act and the tasks stall. The new-hire-facing tasks work as expected. Reviewing the configuration, the consultant sees that while the program and its tasks were built, the responsible groups that determine which set of people each internal task is routed to were never defined for the program. The consultant needs each internal task to reach the people accountable for completing it.
What is the best action so the internal onboarding tasks reach the people accountable for them?

A. Re-add the internal tasks a second time as central orientation meetings, since scheduling them as meetings would put them in front of the participants who must act on them.
B. Assign every internal task directly to the central HR administrator, since routing all of the tasks to one owner makes sure each one has somebody responsible for completing it.
C. Delete the program and rebuild it with the tasks placed in a different order, since reordering the tasks should make them appear for the correct participants during onboarding.
D. Define the responsible groups for the onboarding program so each internal task routes to the group accountable for it, and its members receive and complete the task.

Answer: D

Explanation:
The internal tasks stall because the program has no responsible groups to route them to. Defining the responsible groups for the program gives each internal task a group accountable for it, so its members receive the task and can complete it, while the new-hire-facing tasks continue to work.

Question: 15

Nordfjord Marine builds and services marine deck equipment in Ålesund, Norway, and brings on seasonal technicians ahead of each fitting-out season. Several new hires in the latest group have told their managers that they never received the onboarding welcome email that should reach them shortly after they are added, even though the onboarding program includes a welcome email step and the email templates look configured. Some new hires progressed anyway by finding tasks on their home page, but others waited for an email that, as far as they can tell, never came. The consultant on the account wants to establish what actually happened to those messages — whether they were sent and delivered, held, or failed for some reason — before changing anything in the configuration, so that any fix addresses the real cause rather than a guess.
What is the best first action to find out what happened to the missing welcome emails?

A. Switch off the welcome email and rely on a home-page card to greet new hires instead, since removing the email step avoids the delivery problem for the group altogether.
B. Ask every new hire to search their spam folder and add the sender as a contact, since the messages were most likely delivered and simply filtered on the recipient side.
C. Check the Email Status in Email Services to see whether the welcome emails were sent or failed and why, so the real delivery problem is identified before any change is made.
D. Recreate the welcome email template from scratch and resend it to every new hire, since a fresh template would replace whatever might be wrong with the current one right away.

Answer: C

Explanation:
The Email Status in Email Services shows what happened to each message, so the team can see whether the welcome emails were sent, delayed, or failed and why. Establishing the actual delivery outcome first means any subsequent fix targets the real cause instead of a guess.

Question: 16

Sundara Textiles manufactures woven fabrics in Coimbatore, India, and is expanding its onboarding to capture one extra piece of information from every new hire before their first day. To do this, the implementation consultant created a custom MDF object for that additional data collection and added it to the onboarding configuration. When administrators open a new hire's record, the object is there and can be edited. New hires, however, never encounter it: as they move through their onboarding steps, the object is not shown to them, and the field it is meant to collect stays empty for the whole group. The object was created and is available to administrators, but the step that controls whether new hires themselves can see the object during onboarding was not carried out. The consultant wants new hires to be presented with the object so they can enter the data it collects.
What is the best action so new hires can see and complete the custom MDF object during onboarding?

A. Move the fields into the standard onboarding data model instead of a custom object, since standard fields are shown to everyone in the process without any extra setup being required.
B. Email each new hire to collect the information and have HR type it into the object afterwards, since HR can populate the object's fields on the new hire's behalf instead.
C. Define the visibility of the custom MDF object to new hires, so the object is presented to them during onboarding and they can enter the data it collects.
D. Grant the new hires administrator permissions for the object, since giving them the same access that administrators already have would let them open and fill in the object themselves.

Answer: C

Explanation:
The object exists and works for administrators; what is missing is the setting that shows it to new hires. Defining the visibility of the custom MDF object to new hires presents it to them during onboarding, so they can enter the additional data and the field is no longer left empty.

Thank You for Trying Our Product

Special 16 USD Discount Coupon: NSZUBG3X

Email: support@examsempire.com

Check our Customer Testimonials and ratings available on every product page.

Visit our website.

https://examsempire.com/