Deltek

Deltek Vantagepoint

Talent Management Integration Guide

July 29, 2020

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This edition published July 2020.

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Overview

Welcome to the Deltek Vantagepoint 3.5 Talent Management Integration Technical Guide. This guide provides the data mapping between Vantagepoint objects and Talent Management objects. The mapping is used in the integration process.

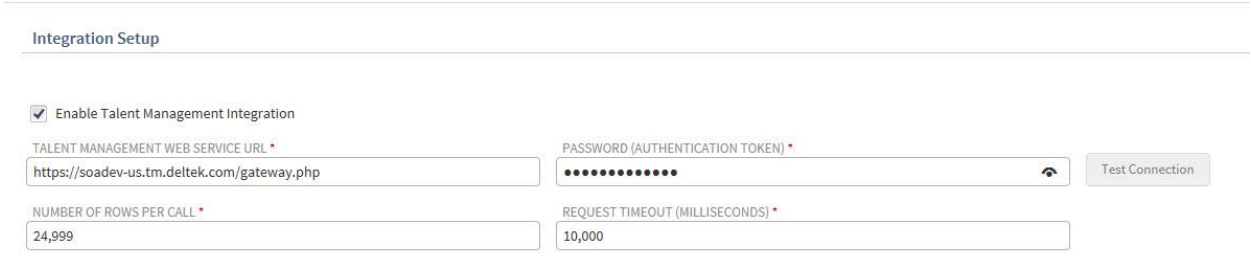
This guide also contains troubleshooting steps for checking issues that may have occurred during the integration.

Integration Overview

The integration between Vantagepoint and Talent Management utilizes APIs in the Talent Management application. In Vantagepoint, the integration is performed in the Talent Management Integration service application. You can run this application on demand or schedule it via the process server. It handles export of data to Talent Management, initial load and synchronization, and import of new hires into Vantagepoint from Talent Management.

Integration Configuration

In order for the Vantagepoint-Talent Management Integration to work, you must enable Talent Management integration in Vantagepoint Configuration and specify the proper connection settings.



To configure the Vantagepoint - Talent Management Integration connection settings:

1. In the Navigation pane, go to Utilities and click **Integrations » Talent Management**.
2. Select the **Enable Talent Management Integration** checkbox.
3. Enter the Talent Management connection details in the following fields:
   - **Talent Management Web Service URL**: Enter the Talent Management URL to connect the web service to the Talent Management database. Contact your system administrator if you need assistance.
   - **Password (Authentication Token)**: Enter the encrypted authentication token for the Talent Management service. Contact your system administrator if you need assistance.
   - **Number of Rows Per Call**: Enter the number of records that are sent to Talent Management in one call. The maximum number of records in a call is 24,999. If there are more records to send, Vantagepoint automatically makes multiple calls and sends data in batches.
   - **Request Timeout (Milliseconds)**: Enter the time in milliseconds that it takes for Vantagepoint to establish a connection to the Talent Management Web Service URL and wait for a response.
4. Click **Test Connection** to check that the settings are correct.

> **Note:** For more information on using the Talent Management Integration service, see the *Deltek Vantagepoint 3.5 Online Help*.

Deltek Vantagepoint to Talent Management Integration

Overview

This section describes the data mapping used in the integration between Vantagepoint and Talent Management. Note the differences in terminology between the two systems:

Vantagepoint Data	Talent Management Data
Company/Organization	Organization Levels
Employees	Users

Note: Custom scripts can be created to map additional data between Vantagepoint and Talent Management. For more information, contact Deltek Consulting.

Data Mapping

Organization Levels

Vantagepoint's organization settings are mapped to Talent Management Organization levels (Company, Division, and Department).

Talent Management Destination	Vantagepoint Source
org_level_code	Top Level (Company) is mapped to the company that is designated as the Orglevel=1 in CFGOrgCodes table. Fully qualified organizations, or those lower-level organizations that have a parent organization, are mapped to the level-2 organizations, level-3 organizations, and so on in Vantagepoint's Organization table. When the data is passed on to the Talent Management application, Vantagepoint determines the parent relationship based on the organizational code and the delimiter. For example, `0A:01:02` means that in Vantagepoint, `0A` is the organizational code of Orglevel =1, `01` is the organizational code of the level-2 organization, and `02` is the organizational code of the level-3 organization.
org_level_name	**For organizations that use the Multicompany feature:** Top Level (Company) is mapped to the Label of the company designated as Orglevel = 1 with the organization code appended. For example, `Company A (0A)`.

Talent Management Destination	Vantagepoint Source
	Fully qualified organizations are mapped to the Name of the organization with the organizational code appended. For example, `Accounting Department (0A:01:02)` **For organizations that do not use the Multicompany feature and that have organizations:** Top Level (Company) is populated with `00` and the Firm Name in Vantagepoint's CFGMainData table. The organization designated as Orglevel=1 becomes the organization designated for Orglevel=2; the organization designated as Orglevel=2 becomes the organization for Orglevel=3 and so on. For organizations that do not use the Multicompany feature and that have no organizations: Top Level (Company) is populated with `00` and the Firm Name in Vantagepoint's CFGMainData table.
org_level_active	Top Level (Company) and higher-level organizations are mapped to the Status of the organization in CFGOrgCodes table. Fully-qualified organizations are mapped to the Status of the organization in Organization table.
org_level_parent_code	Top Level (Company) is populated with `top_level`. Fully qualified organizations are mapped to level-2, -3, and so on organizations in Vantagepoint's Organization table. Org_level_parent_code is mapped to the organization code of the parent of the organization.

Users

Talent Management Users directly relate to Vantagepoint's employee information. Talent Management requires the following fields from Vantagepoint when sending employee data:

- Email (must be a unique value)
- First Name
- Last Name
- Employee ID (Employee)

Talent Management Destination	Vantagepoint Source
user_id	TalentUserID (EMMain)
user_email	Email (EMMain)
user_firstname	FirstName (EMMain)

Talent Management Destination	Vantagepoint Source
user_middlename	MiddleName (EMMain)
user_lastname	LastName (EMMain)
user_employee_id	Employee (EMAllCompany)
user_login	Email (EMMain)
user_lockedout	N/A
user_password	N/A
user_address_one	Address1 (EMMain)
user_address_two	Address2 (EMMain)
user_address_three	Address3 (EMMain)
user_city	City (EMMain)
user_state	State (EMMain)
user_zipcode	ZIP (EMMain)
user_country	Country (EMMain)
phone_work	WorkPhone (EMMain)
phone_data	N/A
phone_home	HomePhone (EMMain)
phone_mobile	MobilePhone (EMMain)
phone_pager	N/A
user_hire_date	HireDate (EMCompany)
user_dob	N/A
user_location	N/A
user_status	N/A
user_org_level	Org (EMCompany)
job_code	N/A
position_code	N/A

Talent Management Destination	Vantagepoint Source
user_manager	Supervisor (EMCompany)
user_peer_appraisers	N/A
user_matrix_managers	N/A
user_approvers	N/A
hrbps	N/A
user_group	“Employee”
active/inactive	Status (EMCompany)
national_identifier	SSN (EMMain)
user_terminated	TerminationDate (EMCompany)
user_time_zone	N/A
user_rehire_eligibility_id	N/A
user_termination_reason	N/A
user_separation_reasons	N/A
user_original_email	N/A
user_separation_comments	N/A
wizard_target_id	N/A

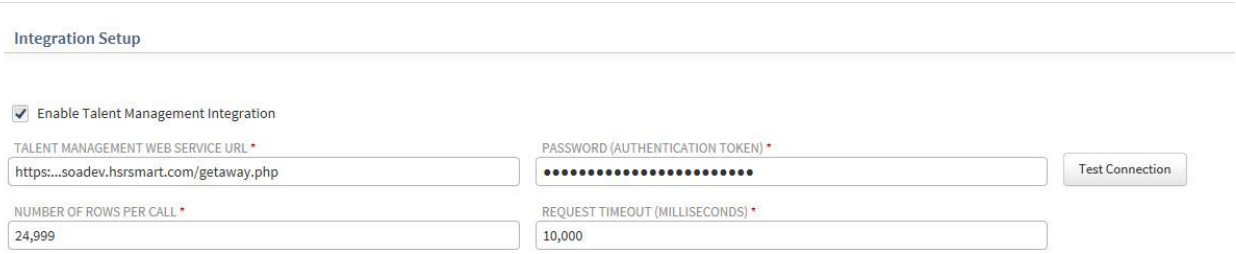
Troubleshooting

If you encounter any issues when running an export of data from Vantagepoint to Talent Management, use the steps in this section to fix the issue or get more information about it:

Verify Talent Management Connection Information

To check if the connection between Vantagepoint’s Talent Management Integration and Talent Management application is working:

1. In the Navigation pane, go to **Utilities** and click **Integrations » Talent Management**.
2. Select the **Enable Talent Management Integration** checkbox.
3. Click **Test Connection** to check that the settings are correct.



Check Errors on the Talent Management Call Log

To check errors on the Talent Management Integration Call Log:

1. In the Navigation pane, go to **Utilities** and click **Integrations » Talent Management**.
2. In the Talent Management Integration Call Log grid, review the log messages and other details.

Check Errors on the Process Queue Manager Screen

To check errors on the Process Queue Manager screen:

1. In the Navigation menu, go to **Utilities** and click **Process Server » Queue Manager**.
2. In the Queue drop-down field, choose **Integrations**.
3. In the Queue Processes grid, review any errors that occurred in sending the data to Talent Management.

> **Note:** For more information, see Monitoring the Status of Talent Management Integrations section.

Important Notes

Organizations

You can use the following special characters as delimiters or separators for organizational codes in Vantagepoint:

Special Character	Description
^	Circumflex accent
	Space
(	Left parenthesis
)	Right parenthesis
[	Left square bracket
]	Right square bracket
\	Backslash

Special Character	Description
_	Low line
.	Full stop
&	Ampersand
/	Slash
-	Hyphen-minus
$	Dollar sign
:	Colon
~	Tilde
+	Plus sign

Talent Management User ID

The Talent Management User ID (TalentUserID) is also stored in the Employee hub in Vantagepoint. When sending employee records from Vantagepoint to Talent Management, the Talent Management User ID is not populated back to Vantagepoint until the next time that the Talent Management Integration service is run. The Vantagepoint Employee ID is used as the unique identifier until the Talent Management User ID has been populated in Vantagepoint.

Vantagepoint Employee ID

You can use the following characters for the Employee ID in Vantagepoint:

Special Character	Description
	Space
&	Ampersand
/	Slash
-	Hyphen-minus
$	Dollar sign
_	Low line
#	Number sign

Unique Email Addresses

Vantagepoint allows duplicate email addresses. However, when sending employee data from Vantagepoint to Talent Management, each employee record must have a unique email address for Talent Management to accept and process the data.

Talent Management to Vantagepoint Integration

Overview

The integration from Talent Management to Vantagepoint currently consists of new hires information. Vantagepoint uses the data provided by Talent Management and populates fields in the following Vantagepoint tables:

- EMMain
- EMCompany

Data Mapping

New Hire

The following table shows the sources of the employee data:

Vantagepoint Destination Table	Vantagepoint Destination Field	Vantagepoint Field Description	Talent Management/Default Source
EMMain, EMCompany	Employee	Employee ID	If employee auto-numbering is enabled, Vantagepoint ignores the Employee ID (user_employee_id) from Talent Management. If employee auto-numbering is disabled, either of the following occurs: ▪ Vantagepoint uses the value of the Employee ID (user_employee_id) from Talent Management ▪ If the employee record does not have a value for the Employee ID field (user_employee_id), Vantagepoint uses the Talent Management User ID (hrsmart_user_id) as the Vantagepoint Employee ID.
EMMain	HomeCompany	Home Company	req_company_code
EMMain	LastName	Last Name	user_lastname
EMMain	FirstName	First Name	user_firstname

Vantagepoint Destination Table	Vantagepoint Destination Field	Vantagepoint Field Description	Talent Management/Default Source
EMMain	MiddleName	Middle Name	user_middlename
EMMain	BillingPool	[Reserved for Future Use]	N/A
EMMain	SSN	Social Security Number	code (get_national_identifier API)
EMMain	Address1	First line of address	user_address_one
EMMain	Address2	Second line of address	user_address_two
EMMain	Address3	Third line of address	user_address_three
EMMain	City	City	user_city
EMMain	State	State	user_state_abbreviation
EMMain	ZIP	ZIP	user_zipcode
EMMain	Country	Country	user_country_abbreviation
EMMain	HomePhone	Home Telephone Number	phones (where type=home)
EMMain	EMail	Email	user_email
EMMain	TKAdminLevel	Time Administration Level	N/A
EMMain	TKAdminEdit	Time Administration Level Editing	N/A
EMMain	TKAdminApproval	Time Administration Level Approval	N/A
EMMain	Memo	Comments	N/A
EMMain	Salutation	Prefix for the Name	N/A
EMMain	Suffix	Suffix for the Name	N/A
EMMain	Title	Job Title	N/A
EMMain	ExportInd	[Reserved for Future Use]	N/A
EMMain	WorkPhone	Work Telephone Number	phones (where type=work)

Vantagepoint Destination Table	Vantagepoint Destination Field	Vantagepoint Field Description	Talent Management/Default Source
EMMain	WorkPhoneExt	Work Telephone Number Extension	N/A
EMMain	MobilePhone	Mobile Phone Number	phones (where type=mobile)
EMMain	AvailableforCRM	Available to CRM users	N/A
EMMain	ReadyForApproval	Available to Accounting users	N/A
EMMain	PreferredName	Preferred Name	N/A
EMMain	HomePhoneFormat	Format for the Home Phone Number	phone format in Vantagepoint of the value of country field (user_country_abbreviation in Talent Management)
EMMain	WorkPhoneFormat	Format for the Work Phone Number	phone format in Vantagepoint of the value of country field (user_country_abbreviation in Talent Management)
EMMain	MobilePhoneFormat	Format for the Mobile Phone Number	phone format in Vantagepoint of the value of country field (user_country_abbreviation in Talent Management)
EMMain	Language	Language	N/A
EMMain	TargetRatio	Percentage of Hours Expected to be Charged to a Project	N/A
EMMain	UtilizationRatio	Utilization Ratio	N/A
EMMain	ConsultantInd	Consultant Indicator	N/A
EMMain	ClientVendorInd	Indicator for Client/Vendor option	N/A
EMMain	ClientID	Client ID	N/A
EMMain	Vendor	Name of the Vendor/Consultant	N/A
EMMain	CreateUser	Username of the User who Created the Record	AuditUser (CFGIntegrationWS)

Vantagepoint Destination Table	Vantagepoint Destination Field	Vantagepoint Field Description	Talent Management/Default Source
EMMain	CreateDate	Date and Time when the Record was Created	current date_time
EMMain	ModUser	Username of the User who Modified the Record	AuditUser (CFGIntegrationWS)
EMMain	ModDate	Date and Time when the Record was Modified	current date_time
EMMain	TalentModDate	Date and Time when a Mapped Record Between Vantagepoint and Talent Management was Last Modified in Vantagepoint	N/A
EMCompany	JobCostRate	Job Cost Rate	N/A
EMCompany	JobCostType	Job Cost Type (Hourly or Salaried)	N/A
EMCompany	JCOvtPct	Overtime Percentage	N/A
EMCompany	HoursPerDay	Number of Hours Worked Per Day	N/A
EMCompany	HireDate	Hire Date	user_hire_date or candidate_hire date, whichever is more recent
EMCompany	RaiseDate	Date of Next Raise	N/A
EMCompany	Status	Status	N/A
EMCompany	Type	Employee Type (Principal or Employee)	N/A
EMCompany	Org	Organization	req_division_code for databases with 1-2 organizational levels req_department_code for databases with 3 or more organizational levels
EMCompany	Region	Regional Office	N/A
EMCompany	BillingCategory	Default Category when By category labor billing method is used	N/A

Vantagepoint Destination Table	Vantagepoint Destination Field	Vantagepoint Field Description	Talent Management/Default Source
EMCompany	TKGroup	Time group	N/A
EMCompany	EKGroup	Expense group	N/A
EMCompany	PayRate	Pay Rate	N/A
EMCompany	PayType	Pay Type (Hourly or Salary)	N/A
EMCompany	PayOvtPct	Overtime Percentage Rate	N/A
EMCompany	PaySpecialOvtPct	Special Overtime Percentage Rate	N/A
EMCompany	ADPFileNumber	ADP File Number	N/A
EMCompany	ADPCompanyCode	ADP Company Code	N/A
EMCompany	ADPRateCode	ADP Rate Code	N/A
EMCompany	ProvCostRate	Provisional Cost Rate	N/A
EMCompany	ProvBillRate	Provisional Billing Rate	N/A
EMCompany	ProvCostOTPct	Provisional Cost Rate for Overtime	N/A
EMCompany	ProvBillOTPct	Provisional Billing Rate for Overtime	N/A
EMCompany	DefaultLC1	Level 1 default labor code	N/A
EMCompany	DefaultLC2	Level 2 default labor code	N/A
EMCompany	DefaultLC3	Level 3 default labor code	N/A
EMCompany	DefaultLC4	Level 4 default labor code	N/A
EMCompany	DefaultLC5	Level 5 default labor code	N/A
EMCompany	ChangeDefaultLC	Indicator for Changing the Default Labor Code	N/A
EMCompany	TerminationDate	Termination Date	N/A

Vantagepoint Destination Table	Vantagepoint Destination Field	Vantagepoint Field Description	Talent Management/Default Source
EMCompany	UseTotalHrsAsStd	Indicator for Using Total Hours Worked as the Standard for Time Analysis Reporting	N/A
EMCompany	JCSpecialOvtPct	Job Costing Special Overtime Percentage	N/A
EMCompany	ProvCostSpecialOTPct	Provisional Cost Percentage for Special Overtime	N/A
EMCompany	ProvBillSpecialOTPct	Provisional Billing Percentage for Special Overtime	N/A
EMCompany	YearsOtherFirms	Years Worked in Other Firms	N/A
EMCompany	Supervisor	Supervisor	manager_employee_id
EMCompany	ReadyForProcessing	Indicator for Approved for Use in Transaction Processing	N/A
EMCompany	CheckHours	Indicator if actual hours in Timesheet match expected hours	N/A
EMCompany	Locale	Payroll Tax Locale	N/A
EMCompany	LocaleMethod	Method for specifying the Payroll Tax Locale	N/A
EMCompany	OtherPay	The first Other Pay amount	N/A
EMCompany	OtherPay2	The second Other Pay amount	N/A
EMCompany	OtherPay3	The third Other Pay amount	N/A
EMCompany	OtherPay4	The fourth Other Pay amount	N/A
EMCompany	OtherPay5	The fifth Other Pay amount	N/A
EMCompany	CostRateMeth	Cost Rate Method	N/A

Vantagepoint Destination Table	Vantagepoint Destination Field	Vantagepoint Field Description	Talent Management/Default Source
EMCompany	CostRateTableNo	Cost Rate Table Number	N/A
EMCompany	PayRateMeth	Pay Rate Method	N/A
EMCompany	PayRateTableNo	Pay Rate Table Number	N/A
EMCompany	PriorYearsFirm	Prior Years with this Firm	N/A
EMCompany	PaychexCode1	Paychex code for regular hours	N/A
EMCompany	PaychexCode2	Paychex code for overtime hours	N/A
EMCompany	PaychexCode3	Paychex code for special overtime hours	N/A
EMCompany	IncludeLocalJurisOnly	Indicator for Include Local Jurisdictions option	N/A
EMCompany	AllowChargeUnits	Indicator for Allow Employee to Charge Units in Timesheet option	N/A
EMCompany	RequireStartEndTime	Indicator for Require Employee to Enter Start and End Times option	N/A
EMCompany	AllowBreakTime	Indicator for Allow Employee to Enter Meals and Breaks option	N/A
EMCompany	DefaultBreakStartDateTime	Date and time selected in Default Meal Start Time	N/A
EMCompany	DefaultBreakEndDateTime	Date and time selected in Default Meal End Time	N/A
EMCompany	PaychexRateNumber	Default Paychex Rate Number	N/A
EMCompany	EmailPayrollRemittance	Option for Receiving Payroll Check Remittance reports	N/A

Vantagepoint Destination Table	Vantagepoint Destination Field	Vantagepoint Field Description	Talent Management/Default Source
EMCompany	EmailExpenseRemittance	Option to Allow Employees to Receive Expense Check Remittance reports	N/A
EMCompany	OccupationalCode	Occupational code for Alaska	N/A
EMCompany	GeographicCode	Geographical code for Alaska	N/A
EMCompany	StatutoryEmployee	Statutory Employee option	N/A
EMCompany	RetirementPlan	Retirement Plan option	N/A
EMCompany	ThirdPartySickPay	Amount from Third Party Sick Pay	N/A
EMCompany	ClieOpTransactionType	Transaction type for the ClieOP format	N/A
EMCompany	ClieOp	ClieOp format option	N/A
EMCompany	ClieOpAccount	Account number for the ClieOP format	N/A
EMCompany	ClieOpAccountType	Account type for the ClieOP format	N/A
EMCompany	SEPAIBAN	Employee IBAN number for SEPA format	N/A
EMCompany	SEPABIC	Employee BIC number	N/A
EMCompany	TaxRegistrationNumber	Tax Registration Number	N/A
EMCompany	DisableTSRevAudit	Disable Timesheet Revision Auditing	N/A

Default Values

Below are Vantagepoint fields that have default values when a new employee record is received from Talent Management.

Vantagepoint Destination Field	Vantagepoint Field Description	Default Value
AvailableforCRM	Available to CRM users	Yes

Vantagepoint Destination Field	Vantagepoint Field Description	Default Value
ReadyForApproval	Available to Accounting users	Yes
ConsultantInd	Consultant Indicator	No
JobCostType	Job Cost Type	Hourly
Status	Status	Active
PayType	Pay Type	Hourly
ChangeDefaultLC	Indicator for Changing the Default Labor Code	Yes
ReadyForProcessing	Indicator for Approved for Use in Transaction Processing	No

Troubleshooting

Verify Talent Management Connection Information

To check if the connection between Vantagepoint's Talent Management Integration service and Talent Management application is working:

1. In the Navigation menu, go to **Utilities** and click **Integrations » Talent Management**.
2. Select the **Enable Talent Management Integration** checkbox.
3. Click **Test Connection** to check if the settings are correct.

Check Errors on the Talent Management Web Service Log

To check errors on the Talent Management Integration Call Log:

1. In the Navigation menu, go to **Utilities** and click **Integrations » Talent Management**.
2. In the Talent Management Integration Call Log grid, review the log messages and other details.

Check Errors on the Queue Manager Form

To check errors on the Queue Manager form:

1. In the Navigation menu, go to **Utilities** and click **Process Server » Queue Manager**.
2. In the **Queue** drop-down field, choose **Integrations**.
3. In the Process Options area, select the **Failed** checkbox and click the **Refresh List** button.
4. In the Queue Processes grid, select the failed process and click the hyperlink in the **Description** column.
5. In the Process Queue Detail dialog box, review details about the error.

> **Note:** For more information, see Monitoring the Status of Talent Management Integrations section.

Enter the Recipient Email Address for Errors

Errors might occur during the initial import of employee data from Talent Management to Vantagepoint or when transferring between the two systems. An alert is sent to the email address entered in the **Default Email Recipient for Help Desk** field.

To set up the value for the Default Email Recipient for Help Desk:

1. In the Navigation menu of Vantagepoint, go to **Settings** and click **General » Communications**.
2. Enter a valid email address in the **Default Email Recipient for Help Desk** field.
3. To test if the email address is working, click the **Send Test Email to Help Desk** link.
4. Click **Save**.

Check Errors When New Employee Records are Sent to Vantagepoint

When an error occurs while sending employee data from Talent Management to Vantagepoint, Vantagepoint sends an email to the email address entered in the Default Email Recipient for Help Desk field.

The email indicates the following:

- Employee records that were rejected and the cause of the error
- Number of records received
- Number or records rejected
- Number of errors encountered
- Number of warnings issued by Vantagepoint

You can also view other log messages in the Talent Management Integration Call Log grid.

Check Errors During Data Initialization

When an error occurs during the data transfer from Vantagepoint to Talent Management, Talent Management sends a control report to the email address entered in the **Default Email Recipient for Help Desk** field.

The Vantagepoint Import Control Report indicates the following:

- Employee records that were rejected and the cause of the error
- Number of records processed
- Number of errors encountered
- Number of warnings issued by Talent Management (for example, a record that was accepted by Talent Management, but a field in Talent Management may have been left blank)

Monitoring the Status of Talent Management Integrations

The Queue Manager form in Vantagepoint monitors all data integrations between Vantagepoint and other systems. You can use this screen to view the status of the following:

- Importing Talent Management new hire employee-related information into Vantagepoint.
- Exporting Vantagepoint employee-related information and organizations to Talent Management.

Access the screen in the following location: go to **Utilities** and select **Process Server » Queue Manager**

The Queue Manager form displays the following information for every integration instance:

- Status of the process
- Description of the process
- Date/Time when the process will be run in the future (Start After)
- Date/Time when the process started (Started)
- Date/Time when the process finished (Finished)
- User who ran the process (Submitter)

To view only the processes that involve data import and transfer to and from Vantagepoint, in the Navigation menu, go to **Utilities** and then select **Integrations » Talent Management**. The Talent Management Integration Call Log grid displays log messages and other details.

Guidelines for Talent Management Users

This section contains guidelines for using and setting up data in Talent Management in order to successfully run the data integration process between Vantagepoint and Talent Management systems.

National Identifier

When there is no value for the **national_identifier** field in Talent Management, you can add a value for the **SSN** field in Vantagepoint. If you need to modify the value for **national_identifier**, you should change the value of the **SSN** field. The value of **national_identifier** in Talent Management will be updated on the next data transfer between the two systems.

The **national_identifier** field is only supported for the US, UK, Brazil, Canada, India, France, Italy, and South Africa. If there is no national_identifier for the employee record, Talent Management does not populate the **SSN** field in Vantagepoint.

Organizational Structure

Data initialization will populate the Organizational Structure in Talent Management with the organization codes and subcodes from Vantagepoint.

The organization that is selected for an employee record in Talent Management must match an existing organization in Vantagepoint. Otherwise, Vantagepoint will reject the record.

After the initial import of organization data from Vantagepoint into Talent Management, make sure to select a fully-qualified organization (a lowest-level organization) in Vantagepoint for the employee. Changes on the organizational structure will be reflected in Talent Management on the next data transfer.

Users

You should maintain employee records in Vantagepoint. Changes will be synchronized between the two systems on the next data transfer.

Talent Management User ID

If the employee record does not have a value for the **user_employee_id** field in Talent Management and auto-numbering is disabled in Vantagepoint, Vantagepoint uses the value of the **Talent Management User ID** field as the Vantagepoint **Employee ID**.

If auto-numbering is enabled in Vantagepoint, Vantagepoint will ignore the values of the **user_employee_id** field and the **Talent Management User ID** field. Vantagepoint automatically generates an employee ID for the record.

Employee ID in Talent Management and Vantagepoint

The value of **Employee ID** is used to match the records between Vantagepoint and Talent Management. Before the integration and data initialization, it is recommended that the values for the **Employee ID** in both systems match. Also, note that Vantagepoint has an auto-numbering feature that can affect the value of the **Employee ID**.

Phone Numbers

Enable **empty_phone_fields** in Talent Management to delete the corresponding phone number in Talent Management when the phone number in Vantagepoint has been deleted. The phone number in Talent Management is updated in the next data run.

Disable **merge_phones_per_type** to overwrite an existing phone number of the same type (home, work, or mobile) in Talent Management with an updated number in Vantagepoint during a data run. If enabled, Talent Management creates another phone number of the same type.

To change the type of the phone number (for example, making the work phone number the mobile number), delete the value of the original phone number type first (in the example, the work phone number), run the Talent Management Integration service, then update the value of the correct phone number type (in the example, the mobile phone number).

Appendix A: If You Need Assistance

If you need assistance installing, implementing, or using Vantagepoint, Deltek makes a wealth of information and expertise readily available to you.

Customer Services

For over 30 years, Deltek has maintained close relationships with client firms, helping with their problems, listening to their needs, and getting to know their individual business environments. A full range of customer services has grown out of this close contact, including the following:

- Extensive self-support options through the Deltek Support Center.
- Phone and email support from Customer Care analysts
- Technical services
- Consulting services
- Custom programming
- Classroom, on-site, and Web-based training

Attention: Find out more about these and other services from the Deltek Support Center.

Deltek Support Center

The Deltek Support Center is a support Web site for Deltek customers who purchase an Ongoing Support Plan (OSP).

The following are some of the many options that the Deltek Support Center provides:

- Search for product documentation, such as release notes, install guides, technical information, online help topics, and white papers
- Ask questions, exchange ideas, and share knowledge with other Deltek customers through the Deltek Support Center Community
- Access Cloud-specific documents and forums
- Download the latest versions of your Deltek products
- Search Deltek's knowledge base
- Submit a support case and check on its progress
- Transfer requested files to a Customer Care analyst
- Subscribe to Deltek communications about your products and services
- Receive alerts of new Deltek releases and hot fixes
- Initiate a Chat to submit a question to a Customer Care analyst online

Attention: For more information regarding Deltek Support Center, refer to the online help available from the Web site.

Access Deltek Support Center

To access the Deltek Support Center:

1. Go to https://deltek.custhelp.com.
2. Enter your Deltek Support Center **Username** and **Password**.
3. Click **Login**.

> **Note:** If you forget your username or password, you can click the **Need Help?** button on the login screen for help.

About Deltek

Better software means better projects. Deltek is the leading global provider of enterprise software and information solutions for project-based businesses. More than 23,000 organizations and millions of users in over 80 countries around the world rely on Deltek for superior levels of project intelligence, management and collaboration. Our industry-focused expertise powers project success by helping firms achieve performance that maximizes productivity and revenue. www.deltek.com