

## **Evosys** • Live

Advisory Webinar

## 21A – HR Helpdesk and Recruiting

Empowering you for the next update







Host: Lila Ravve

**Director – Presales** 

Speakers:

Soumili Daspoddar **Consultant - HCM** 

**Abhay Rai** Q/A:

**Consultant-HCM** 



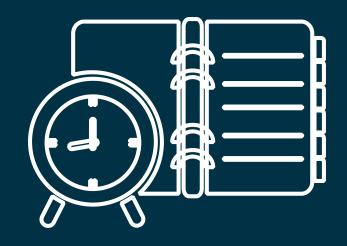
Oracle's Global Partner of Year

(2017, 2019)

**Featured in Gartner** MQ for Oracle Cloud

(2019, 2020)

## **AGENDA**

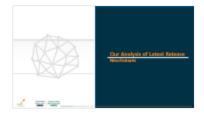


Our Approach to Oracle Update



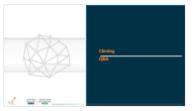
Our Analysis of Latest Release

- New Features
- Known Issues (If any)



Innovation





Closing - Q&A





Evaluate new features to prioritize the uptake of those that improve user experience and productivity.

Plan

Launch

Business and IT teams collaborate on the strategy for the uptake of new features and go-live.



Execute regression and user acceptance testing on key flows.

Go live with new features, documenting feedback for ongoing success along with Post Update Support

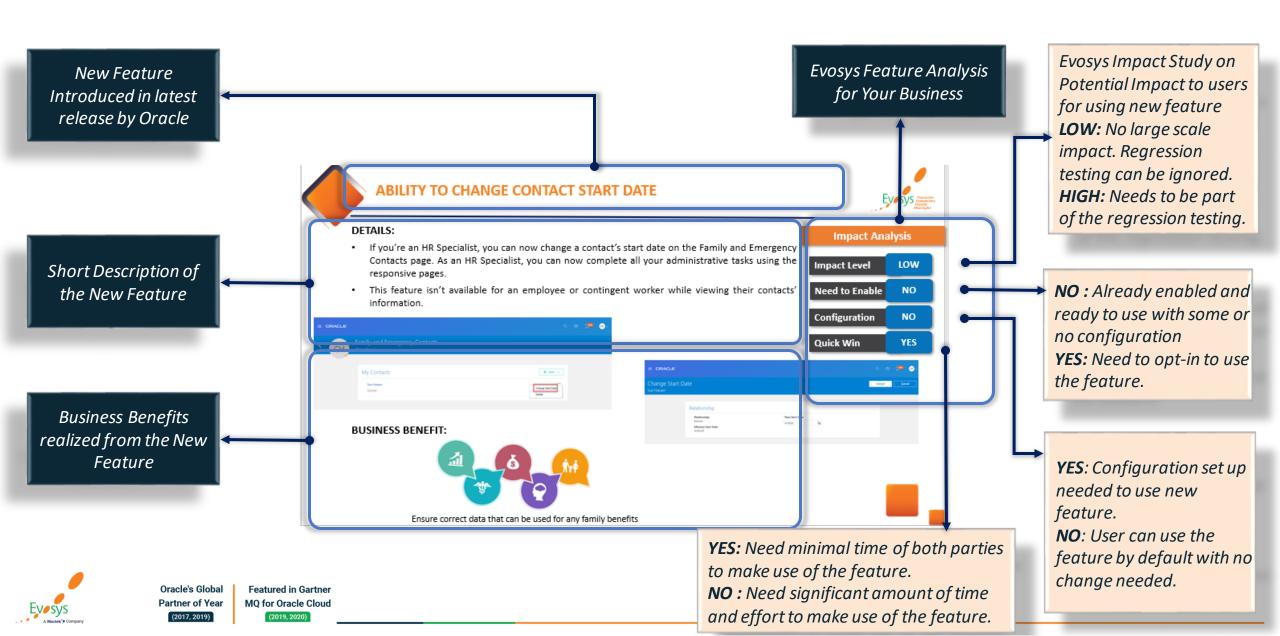
Oracle's Global Partner of Year Featured in Gartner MQ for Oracle Cloud

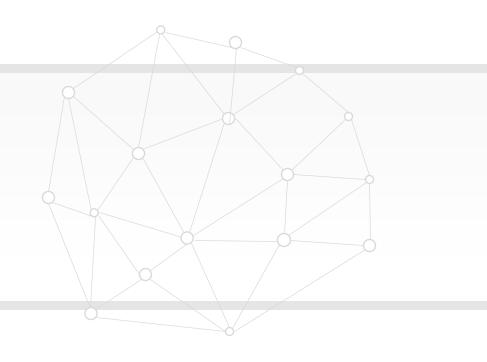




ORACLE UPDATE

## How to read each Feature Summary?





## Our Analysis of Latest Release

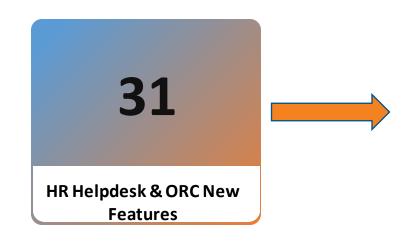
**New Features** 

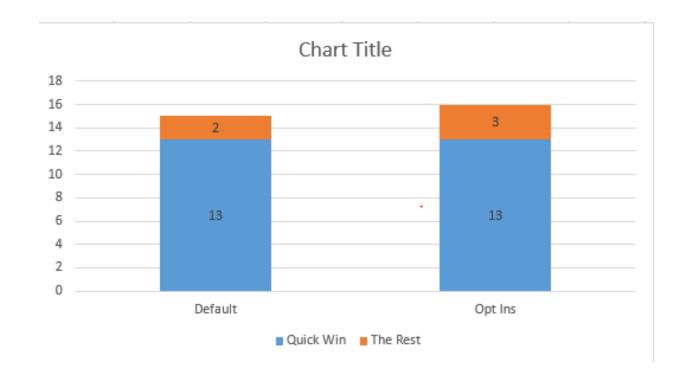


Oracle's Global
Partner of Year

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## **Evosys Analysis- Statistics**







## **Evosys Analysis**

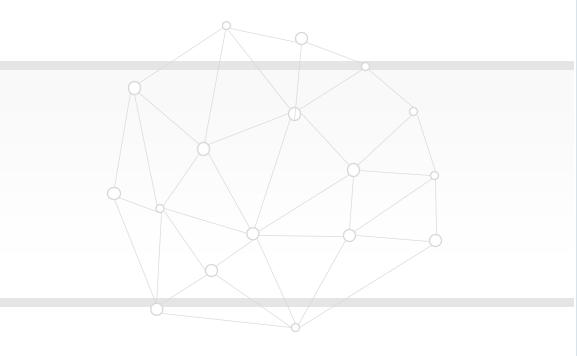














**NEW FEATURES** 

**QUICK WINS – Default with NO Configuration** 



## Invoke individual action plan actions

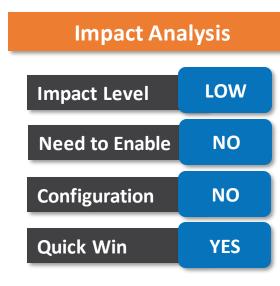
#### **Details:**

- Users can now invoke individual Action Plan Actions directly by associating action plan actions with objects individually, without the need to associate an entire action plan template.
- This greatly simplifies many existing single-step action plan use cases and enables new use cases.

#### **Business Benefit:**



Flexibility to choose action plans without associating the entire template.



## Create a case from an action plan

#### **Details:**

- Admins can now define an Action Plan template to create a new Case as one of the actions.
   Internal users that are using Action Plans on supported objects such as Service Requests can initiate the Case creation from the user interface.
- For example, a service representative may receive a service request that requires a new Case to be opened and assigned to another team for attention.
- The addition of Cases in Action Plans allow these organizations to easily and intelligently create those Cases from other objects like Service Requests.

# Impact Analysis Impact Level MEDIUM Need to Enable NO Configuration NO Quick Win YES

#### **Business Benefit:**



Long running issues can be easily managed by creating new cases from action plan.



## Make categories extensible by using the application composer

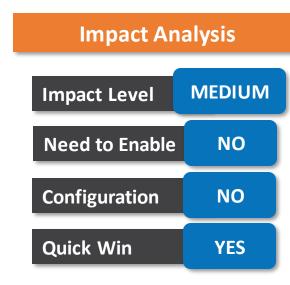
#### **Details:**

- Admins now can define and add fields to the service request category object using Application Composer. You can also write triggers on categories and set additional properties on a category to help implement configuration changes.
- For example, you can set a property that controls whether a category is visible to external support users.
- Extensibility lets you set additional properties on a category to help implement configuration changes.

#### **Business Benefit:**



More flexibility in terms of categorizing the service request and accordingly create alerts if required.





## Include opportunities in action plans

#### **Details:**

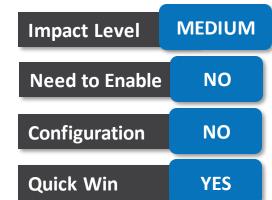
- Admins can now define an Action Plan template to create a new Opportunity as an action.
   Internal users that are using Action Plans on supported objects, such as Service Requests,
   can initiate these Opportunity creations from the Action Plan user interface.
- For example, a service representative may discover that a customer has a need that can be solved by selling an additional product, resulting in a new potential sales opportunity.
- Enabling the assignment of Action Plans to Opportunities and Action Plans that contain Opportunity Actions allows organizations to support complex use-cases that span both sales and service functions.

#### **Business Benefit:**

Helps business to create new opportunities based on the service requests received.









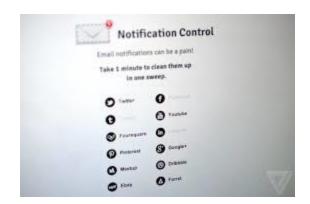
## User personalization for notifications

#### **Details:**

- Use the User Notification Preferences page to control the notifications you receive, from the available notifications.
- For notification rules where your administrator allows personalization, you can opt out of receiving certain notifications and manage the preferred delivery channels for each notification.
- This feature will enable much greater flexibility for individual users to control which
  notifications are important to them and manage the delivery channel by which they want to
  receive each notification.

#### **Business Benefit:**

More flexibility towards the control of notifications.







## Use localized conversation markers in service request message history

#### **Details:**

- The past conversations in the message history of a service request are enclosed within start and end markers. These markers use localized display values in the same language as that of the service request.
- This enhancement greatly improves usability for agents, since they're able to see the conversation markers in their preferred language. Thus, this enhancement reduces cognitive effort for the agents, while increasing their productivity.

# Impact Analysis Impact Level LOW Need to Enable NO Configuration NO Quick Win YES

#### **Business Benefit:**



Track all the old conversation for better clarity in SR history



## Migrate smart actions from test to production

#### **Details:**

- When moving configurations from test to production environments, your migration set will now include smart actions.
- Smart action can be migrated from Test to Production.

# Impact Analysis Impact Level LOW Need to Enable NO Configuration NO Quick Win YES

#### **Business Benefit:**



Ease of work, as it helps us migrating the configurations from test to production.

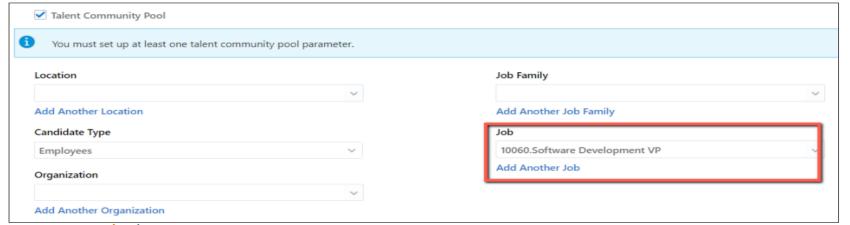


### Internal job alerts: job preference

#### **Details:**

Internal candidates can now select jobs while defining their job preferences, Internal
candidates can also subscribe to receive alerts for careers appearing in the Career
Development's Careers of Interest. When job requisitions are posted, internal candidates will
receive a notification which contains links to job postings and to the job search list under
Current Jobs.







#### **Business Benefit:**



Career growth and Employee engagement



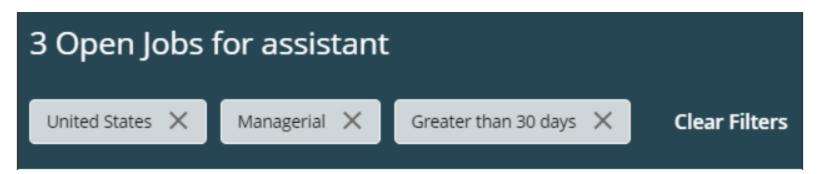
(2017, 2019)

(2019, 2020)

### Improved job search user experience

#### **Details:**

- In the minimal splash page template, tags were added for used search filters. External candidates can now see the applied filters for a given job search results list.
- The applied filters can also be modified / removed using remove or clear filter.



# Impact Analysis Impact Level LOW Need to Enable NO Configuration NO Quick Win YES

#### **Business Benefit:**



Search experience is more intuitive for candidates

## **Enhanced job application progress bar**

#### **Details:**

When external candidates apply for a job or provide additional info, a progress bar is displayed to show the status of their application or of the info they provided. The following info is displayed:

- > Your profile information is being saved.
- Your application is being submitted
- Your info is being submitted

## Impact Analysis Impact Level Medium Need to Enable NO Configuration NO Quick Win YES

#### **Business Benefit:**



Streamlined process and more engaging candidate experience

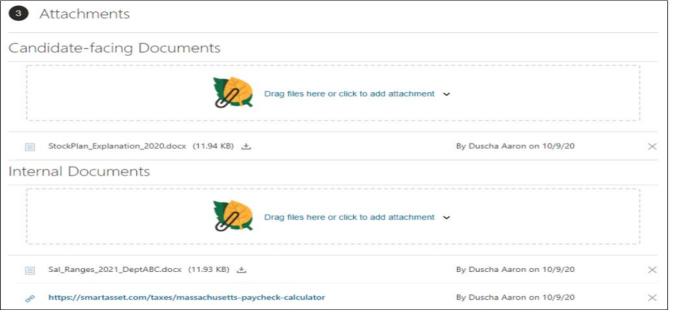


### Attachments for job offers and document records

#### **Details:**

Job offers can have attachments that are intended for internal viewers. These files or links are attached while drafting the offer and are visible to all users including the hiring manager, the offer team, and any approvers who will review the offer. These attachments are not shared with candidates.

All attachments from the recruiting process that are candidate facing now get stored in the person's Document Records after their hire or transfer process is successfully completed. This includes all attachments that candidates provided as they applied to the job and all attachments that were shared with them in their job offer.





#### **Business Benefit:**



Accurate and consistent information sharing.

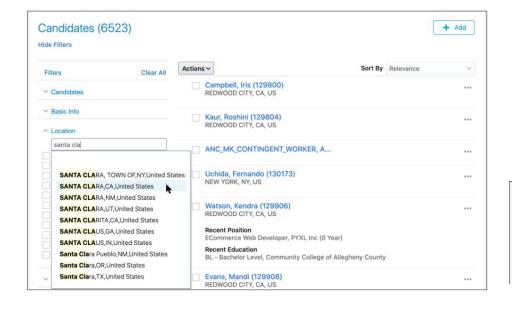


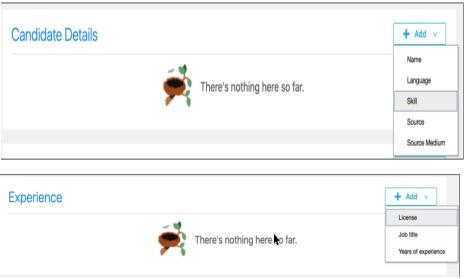
#### **Enhanced candidate search**

#### **Details:**

When you search for candidates, you can now search using Skill (from Candidate Details), License (from Experience) and Candidate Number (from Keyword Search). Skill and License fields are also available as auto-suggested fields from Keyword Search.

You can also search for candidates using a dynamic filter on Location, Source, Pool, Language, License, Job, Degree, Company, and Assessment Package facets. When the desired location isn't available in the first 10 values that are shown, simply start searching for the value and add it to the list of values to filter from.







#### **Business Benefit:**



Accurate and consistent information sharing.



## **Enhanced job sharing for external career sites**

#### **Details:**

Open Graph tags were added to job details page. When you share the URL of a job posted on an external career site with social platforms such as LinkedIn or Twitter, the job title, the external job description, and image (logo) are now shared.

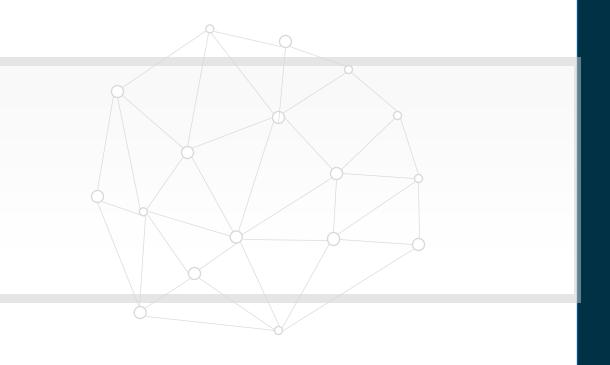
#### **Business Benefit:**





Better control and candidate engagement for content shared on social platform







**NEW FEATURES** 

**QUICK WINS – Opt Ins** 



Oracle's Global
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Featured in Gartner MQ for Oracle Cloud (2019, 2020)

## Report on shared and helpful linked articles using the sr links subject area

#### **Details:**

- We can use the SR Article Linking subject area to report on articles linked in service requests that were shared or that were resolved as helpful.
- Knowledge managers can use this subject area to increase their understanding of the content in the knowledge base. Knowing which articles are most frequently linked in SRs provides opportunities to improve the knowledge base. Knowledge managers can use the subject area to investigate whether the helpful articles being linked are:
  - 1) not visible to customers
  - 2) not easy enough to find with typical customers' search methods
  - 3) not informative enough to prevent customers from filing a service request

# Impact Analysis Impact Level LOW Need to Enable YES Configuration NO Quick Win YES

#### **Business Benefit:**



Business enhancement to report on articles for future uses.

Partner of Year

Featured in Gartner MQ for Oracle Cloud

## Secure the ability to create a service request tag by using a privilege

#### **Details:**

- An agent without the Create Tag privilege can't create new tags, but s/he can associate existing tags with the SR as long as s/he can create or edit an SR.
- An agent needs the Create Tag privilege to create a new tag when they're on the SR page. The Create Tag privilege is provided to all the predefined service roles by default. But as an administrator, you can remove this privilege from any role.

#### **Business Benefit:**



Security enhancement to restrict agents from creating/updating a tag in the SR.



## Create installed base assets from landing page

#### **Details:**

- We can create installed base assets directly in the employee user interface using the create button on the installed base asset landing page..
- Allowing end users to create assets directly in the UI makes it easier to identify and track the
  products your end customers own. This is especially useful when tracking competitor assets to
  target replacement and in situations where customers purchase your products through third
  party or retail channels.

#### **Business Benefit:**



**Business** enhancement



## Send inline images up to a maximum size of 10 mb in an outbound email

#### **Details:**

- Now we can send inline images up to a maximum size of 10MB in an outbound email to a
  customer, if your administrator sets the Inline Attachments for Outbound Email Enabled
  profile option to yes. These inline images are saved to the service request as attachments, so
  that their size isn't included in the overall message content size..
- Agents can send embedded images up to a maximum size of 10MB in an outbound email to a customer.

# Impact Analysis Impact Level MEDIUM Need to Enable YES Configuration NO Quick Win YES

#### **Business Benefit:**



Enhancement to ease the work of attaching multiple files.



## Set the attachment behavior for the first inbound email to associate with the service request header or the service request message

#### **Details:**

- We can now define whether the images or attachments from the first email received on a service request are copied to the SR message or the SR header.
- Agents can view the images or attachments from the first email received for an SR in both the SR message and the SR header.

# Impact Analysis Impact Level MEDIUM Need to Enable YES Configuration NO Quick Win YES

#### **BUSINESS BENEFIT:**



Ease of understanding.



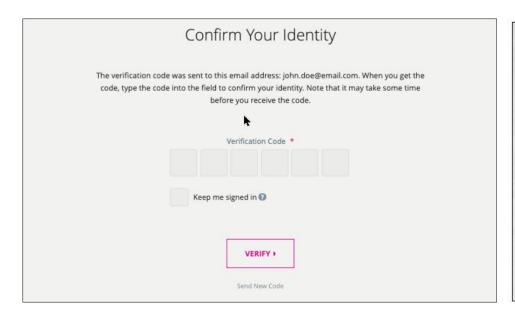
## Keep me signed in

#### **Details:**

External candidates can now be signed in instantly when they go to a career site to schedule interviews, provide more information, view offers, or apply to another job.

When the feature is enabled, a new option is available on the verification screen of the external career sites: Keep me signed in.

On the career site header, there is a new visual indicator for a signed in user. Candidates can easily access profile management or sign out.







#### **Business Benefit:**



## Filter jobs by organizations

#### **Details:**

External candidates can now filter job search results by organizations.

With this new feature, candidates have more options to filter jobs.

#### **Business Benefit:**



Easy and Timesaving

## Impact Analysis Impact Level Medium Need to Enable YES Configuration YES Quick Win YES

## **Configure interactions in notifications**

#### **Details:**

As an administrator, when you create or edit a notification in the Recruiting Content Library, you can decide if the notification will be logged in the Interactions tab of the candidate profile. When you enable the feature, you can define which content of the interaction will be captured using tokens and you can also translate the content.





#### **Business Benefit:**



Flexibility and enhances discoverability



## Mark apply flow attachments as required

#### **Details:**

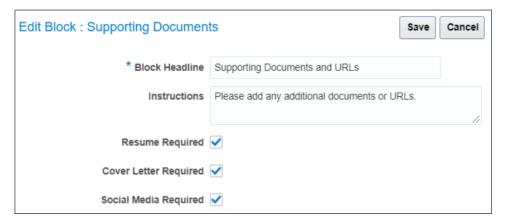
This feature is available for the three types of flow: Apply, Request Information, Talent Community. The blocks where you can mark attachments as being required.

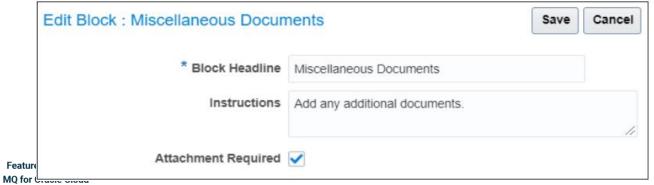
Supporting Documents

Oracle's Global

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Miscellaneous Documents







#### **Business Benefit:**





## Check and merge duplicates after job offers

#### **Details:**

After a candidate accepts a job offer and is moved to the HR phase, a check can be automatically done to verify if the candidate is a duplicate of any person in the system, including workers, ex-workers, contingent workers, ex-contingent workers, beneficiaries.

#### **Business Benefit:**



Better control, reduce rework and manual effort



## Default job requisition short description from profile

#### **Details:**

When you create a job requisition using a job or position, the short description can now be defaulted from the job or position.

If the feature is enabled, the internal short description and external short description of the requisition will be defaulted to the value of the "Profile Description" field of the profile associated to the job or position used for the requisition creation if such a profile is associated.

#### **Business Benefit:**



Time saving and reduce manual effort



## Automatically unpost job requisitions

#### **Details:**

When you create or update a job requisition, you can specify if the requisition will be automatically unposted from career sites. A new field called "Automatically Unpost Requisition" is available in the Configuration section.

You need to select the condition when the unpost will happen using the new field called Automatically Unpost Condition.

#### **Business Benefit:**



Streamlined and automatic process



### Linkedin recommended matches

#### **Details:**

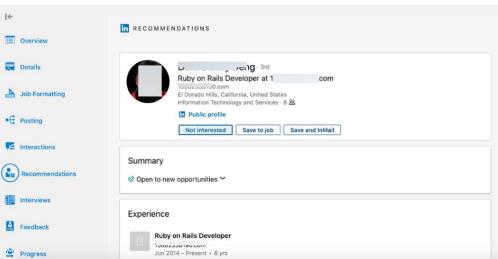
If you have the LinkedIn Recruiter System Connect enabled, you can review the Recommended Matches who match your job description from job requisition details menu.

LinkedIn's Recommended Matches widget provides the ability for the user to initiate specific actions such as:

**Not Interested** - Ability to specify that they are not interested in the displayed member.

**Save to Job** - Ability to 1-Click Export Candidates' Stub Profile information as a prospect for specific job requisition.

**Save and InMail** - Ability to 1-Click Export Candidates' Stub Profile information as a prospect for specific job requisition and send an InMail.



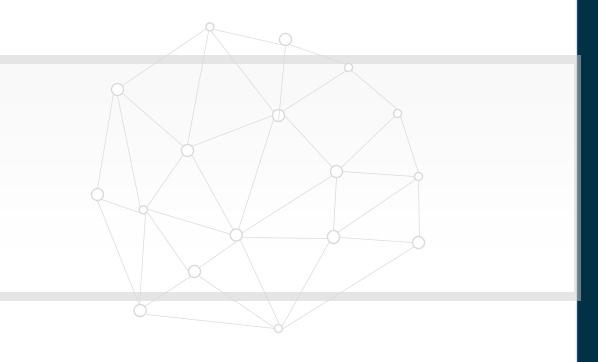
#### **Impact Analysis**



#### **Business Benefit:**









**NEW FEATURES** 

**The Rest** 



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(2019, 2020)

### Create custom smart actions for standard and custom objects

#### **Details:**

• We can now create smart actions for standard and custom objects based on a REST URL or object function, for a specific application and role. Smart actions, which can display to users based on conditions you define, are available for use with Workspace.



# Impact Analysis Impact Level LOW Need to Enable NO Configuration NO Quick Win NO

#### **Business benefit:**

**Business** enhancement



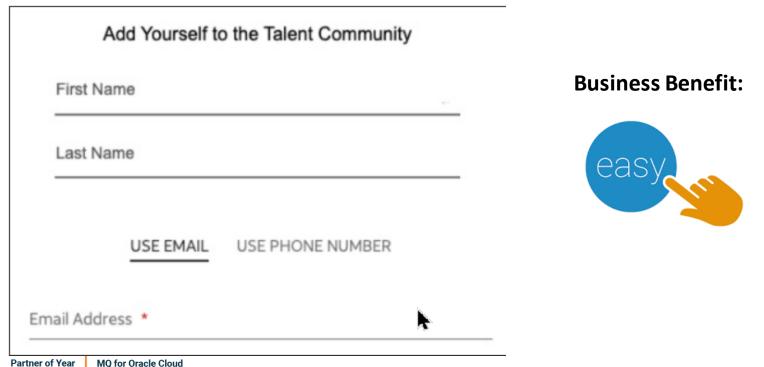


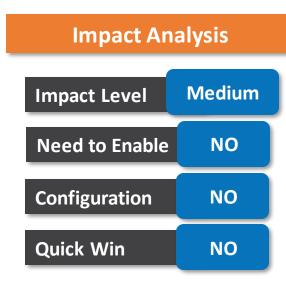
## Verification of candidates in social media campaigns

#### **Details:**

When candidates join a talent community from a social media campaign, they're now asked to indicate whether they want to use their email or phone number to confirm their identity. Depending on the choice made, the candidate will receive an email or SMS containing a 6-digit verification code. The candidate will enter the code on the talent community page and click the Verify button.

**Note:** A valid SMS provider license is required before you enable the SMS communications.







(2019, 2020)

## Configure notification delivery methods from object workflow

#### **Details:**

- We can now send notifications from an object workflow using the notification dispatcher by creating a Groovy function in the context of an object workflow, where you can define the notification recipients and delivery channels.
- This feature will allow an object workflow configuration greater flexibility in the delivery of notifications. Please note that Notification Preference Manager is not available to manage notifications created this way.

## Impact Analysis Impact Level MEDIUM Need to Enable YES Configuration YES Quick Win NO

#### **Business Benefit:**



**Business Enhancement** 



#### Inline tax credit assessment

#### **Details:**

External candidates can fill their inline tax credit assessments before they submit their job applications. When the assessment is completed and is successful on the partner portal, the partner returns the candidate back to the application flow to complete and submit the assessment. Assessment results are visible to recruiters once the job application is submitted.

This new feature increases the probability that job applications have completed tax credit assessments. It also makes the process more reliable and it allows to see more eligible candidates.

#### **Business Benefit:**



Streamlined process and reliable

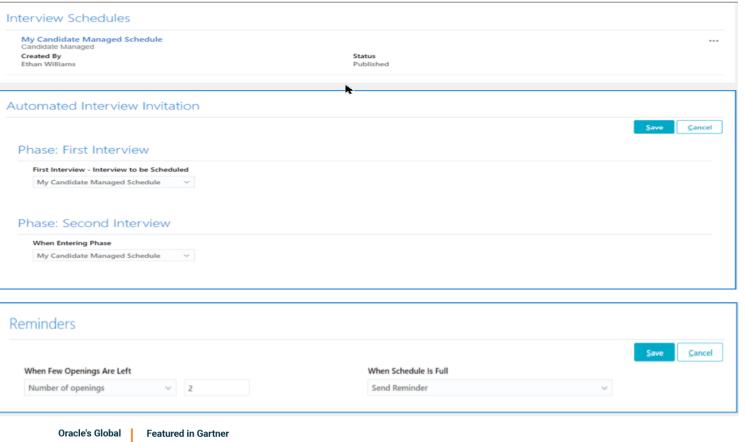


## **Automatically send interview invitations**

#### **Details:**

Interview invitations can now be sent automatically to candidates when their job applications reach a given point in the candidate selection process.

When the feature is configured by your administrator, a new section called Automated Interview Invitation is available in the Interviews tab of a requisition.

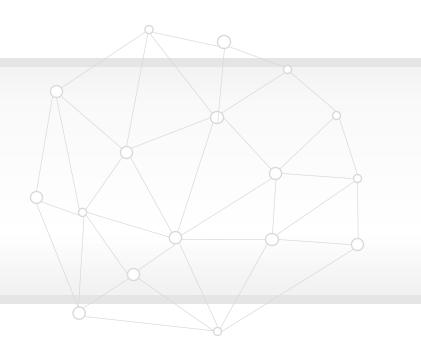












## **Innovation**



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## Working with innovative technologies

**RPA** 

## **Ui** Path Partner

- √ 70% saving via Updates using UiPath testing automation tool
- ✓ Cycle testing robots for cross module process cycles – P2P, Invoice to Pay, GL reconciliation
- ✓ Saved time and effort for identifying processes that can be automated to remove critical process bottlenecks

#### **Analytics**

- ✓ **50% time improvement** ETL performance which tend to slow down with time and as data increases. Reduced BI Apps ETL time from **8 hrs. to 4.5 hrs.**
- ✓ Recommend DW aggregates to improve report performance. Reduced long running reports to run within 1 min.
- ✓ Recommend removal of silos for better analytics. Enable wider analytics and data utilization across organization.

#### Chatbot

- ✓ Improve adoption of Fusion technology as chatbot improves user experience and speed of transaction
- ✓ Utilize Knowledge Base to answer employee and customer queries
- ✓ Reduce learning curve of Oracle Fusion application



## **Upgrade Testing & Process Automation**

#### **Upgrade Testing Automation**

Fusion Cloud updates with new features and patches every quarter. Oracle has a fixed cycle and only a few changes can be differed to next quarter.

The testing tool runs all processes and captures all required screenshots and lists status of all processes. Failed processes can be reviewed, and Oracle can be alerted for fixing those processes.

Following are approximate count of processes which are currently available as a part of testing tool.

• HCM: 70 processes

• Finance: 116 processes

SCM: 50 processes

• CX: 10 processes (development in progress)

Evosys team leverages the tool for quarterly updates and utilizes the saved time and resources in an optimum way and focus on critical issues and bugs.

#### **Identify Candidates for Automation**

Based on key improvement areas identified by using Evosys Value Based Analytics the system help you identify root-cause issues and opportunities to transform business operations and achieve those KPIs.

Use smart tags and KPIs to identify automation opportunities with the biggest impact. Then measure performance after you automate.







## **Evosys RPA Readiness – Cloud HCM Standard Processes**

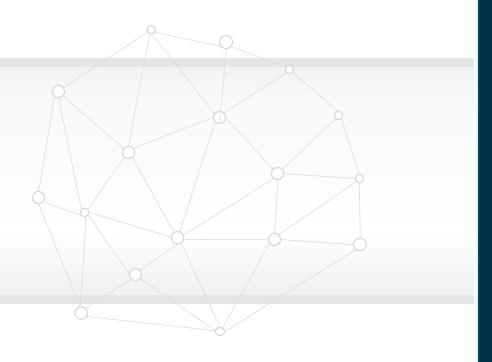
Module	Standard Process	RPA Developed	Readiness Ratio
Core HR	40	40	100%
Absence Management	17	17	100%
Total	116	116	100%

#### **WIP for below modules**

Module	Standard Process	RPA Status
Goal and Performance Management	43	WIP
Approvals for various HR transactions	20	WIP

20 %
Time Saving in 20D upgrade testing compare to 20C







Q&A



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## **Closing Note**

- What happens next?
  - Presentation
  - 2. Session Recording
  - 3. Test Scripts
- 2. Feedback Form
- Speak with your Project Manager or business@evosysglobal.com
  - for additional services around quarterly updates
  - Learn more about Innovation
- Next Sessions →















## EVOSYS is here to help you!

It is always best to clear your doubts

Thank You!

**Contact Us** 







