

Mastek

Cloud Enhancement &
Managed Services

Live Webinar

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CEMS Operations Executive

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Consultant II
Human Capital
Management

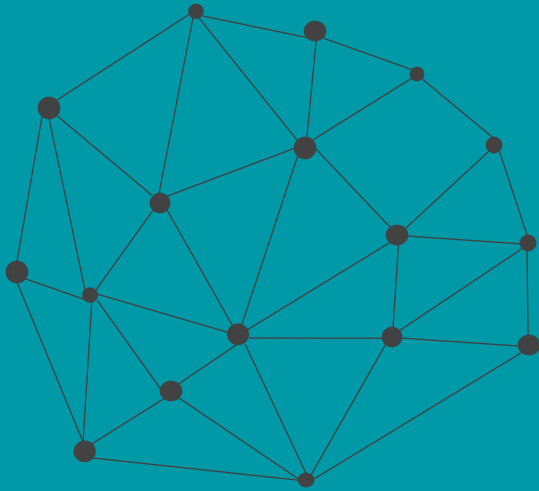
24B -ORACLE RECRUITING CLOUD AND HRHD UPDATE

Empowering you for the next update



ORACLE | Partner





DISCLAIMER

These advisory webinars are organized to equip you with the latest updates.

The content of this session is based on the interpretation of the material and documentation that Oracle has released and is a general guideline/recommendation only.

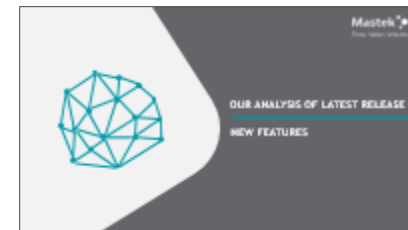
AGENDA



● Our Approach to Oracle Update

● Our Analysis of Latest Release
- New Features
- Known Issues (If any)

● Closing
- Q&A



How to read each Feature Summary?

Mastek Feature Analysis for Your Business

New Feature Introduced in latest release by Oracle

Short Description of the New Feature

Business Benefits realized from the New Feature

ABILITY TO CHANGE CONTACT START DATE

DETAILS:

- If you're an HR Specialist, you can now change a contact's start date on the Family and Emergency Contacts page. As an HR Specialist, you can now complete all your administrative tasks using the responsive pages.
- This feature isn't available for an employee or contingent worker while viewing their contacts' information.

BUSINESS BENEFIT:

Ensure correct data that can be used for any family benefits

Impact Analysis

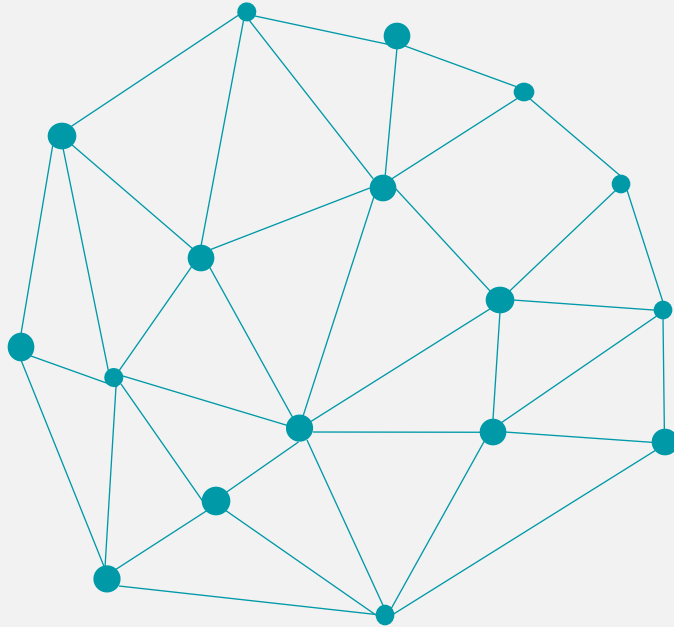
| | |
|----------------|-----|
| Impact Level | LOW |
| Need to Enable | NO |
| Configuration | NO |
| Quick Win | YES |

Mastek Impact Study on Potential Impact to users for using new feature
LOW: No large scale impact. Regression testing can be ignored.
HIGH: Needs to be part of the regression testing.

NO : Already enabled and ready to use with some or no configuration
YES: Need to opt-in to use the feature.

YES: Need minimal time of both parties to make use of the feature.
NO : Need significant amount of time and effort to make use of the feature.

YES: Configuration set up needed to use new feature.
NO: User can use the feature by default with no change needed.



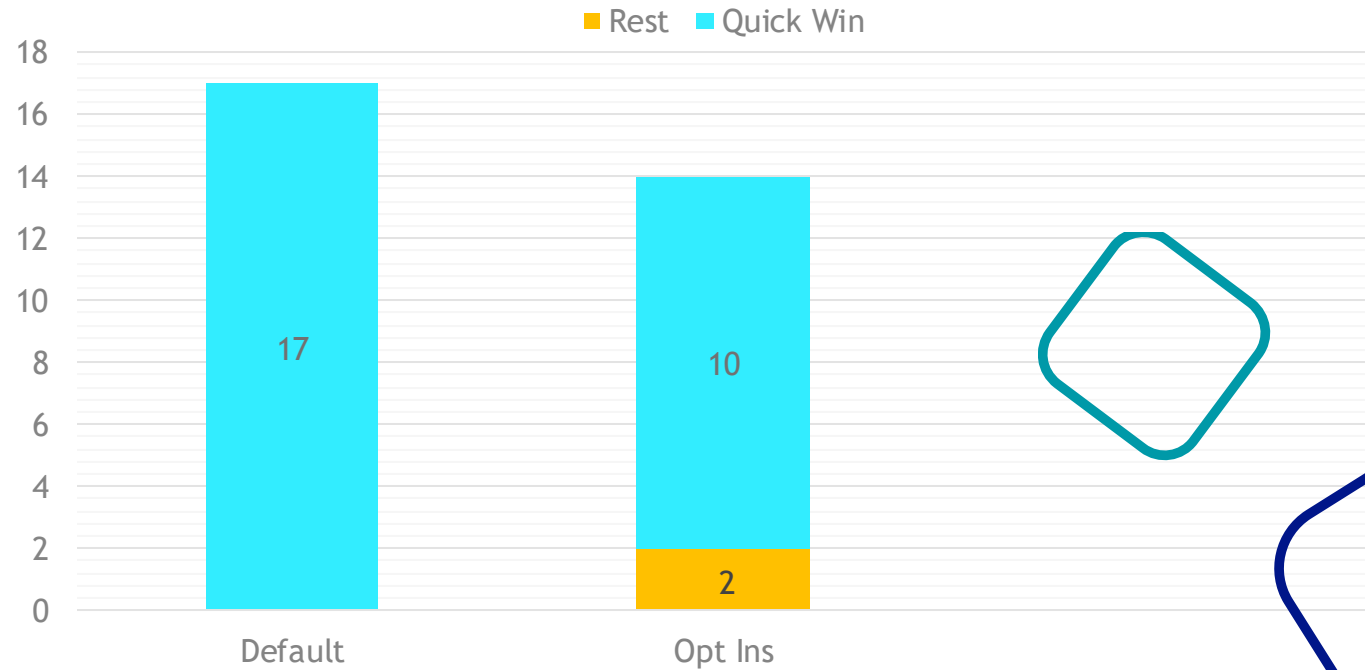
OUR ANALYSIS OF LATEST RELEASE

NEW FEATURES

29
ORC & HRHD New Features



Oracle Fusion Cloud Recruiting and HR Help-Desk



MASTEK ANALYSIS



NEW FEATURES
Quick Wins - Default with NO Configuration



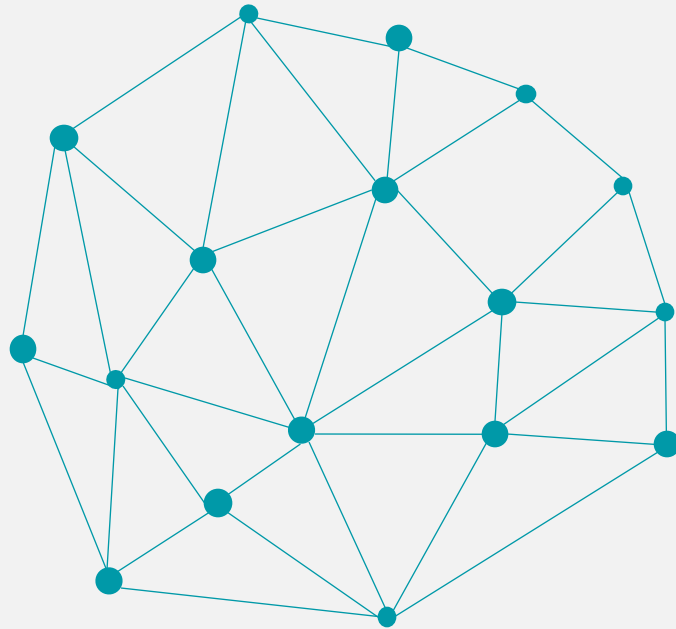
NEW FEATURES
Quick Wins - Default with Configuration



NEW FEATURES
Quick Wins – Opt Ins



REST



NEW FEATURES

Quick Wins - Default with NO
Configuration

IMPORT PHONE AND EMAIL DURING THE APPLY FLOW

Details:

- Oracle now allows to import Communication preferences (email and phone) from any source candidates use (LinkedIn, Indeed, or their resume) when importing their profiles.

Business Benefits:

This feature optimizes the profile import process which lets candidates spend less time applying.

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

MANAGE COMMUNICATION PREFERENCE IN THE APPLICATION FLOWS

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Details:

- Oracle now allows candidates to edit their email addresses and phone numbers during the apply flow.
- Previously, this could only be done from the candidate profile in self-service.

The screenshot shows a web form for 'ZFRCE ZBEN Medical and Clinical Laboratory Technicians'. It includes fields for First Name, Title, Middle Name, Email Address, and Phone Number. A notification bubble says 'Your email address was changed.' A red square highlights a small circular edit icon on the right side of the email address field.

Business Benefits:

This feature provides a better user experience for candidates, because they can easily edit their communication preference, which reduces the time they spend in the apply flow.

RECRUITING ACTIVITY CENTER - JOB OFFER PREVIEW

ORC

Details:

- Oracle now provide you feature to preview job offer details within the Recruiting Activity Center.
- When we click on a job offer activity, a drawer opens, and you can view job offer information in the following sections :-

- Basic info
- Assignment
- Offer team
- Payroll info
- Salary
- Other compensation
- Additional info
- Offer letter
- Candidate facing attachments
- Key Info

Break PRPWK
Waiting to be submitted

Key info

| | | |
|--------------------------------------|-------------------------------|-------------------------|
| Candidate Name Break PRPWK | Candidate Number 205797 | Offer State Draft |
| Requisition Title CHK_Requisition | Requisition Number CHK5436 | Days in Status 1,532 |
| Expiration Date | | |

Basic info

| | | |
|------------------------------------|-------------------------------------|-------------------------|
| Proposed Start Date 27-Sep-2019 | Legal Employer ZFRCE_US_LE1_ZBEN | Worker Type Employee |
| Action Add Pending Worker | | |

Assignment info

| | | |
|--|--------------------------------------|------------------------------------|
| Business Unit ZBEN_Common_Business Unit | Department ZFRCE Executive Office | Location Fusion FRCE Location 1 |
|--|--------------------------------------|------------------------------------|

Offer team

| | | |
|---|---|---|
| Hiring Manager Marian Seyes Chief Executive Officer | Recruiter Duscha Aaron Administrative Assistant | Recruiter Duscha Aaron Administrative Assistant |
|---|---|---|

Offer letter

| | | |
|-----------------------|--|-----------------|
| Offer Letter Template | Candidate Preferred Language American English | Expiration Date |
|-----------------------|--|-----------------|

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Business Benefits:

This enhancement, allows to preview key job offer information without having to navigate to a different user interface and review job offer details more quickly and process job offers.

MULTILINGUAL SUPPORT FOR THE CANDIDATE EXPERIENCE V2 SKILL

Details:

- Candidates can now chat with the Oracle Recruiting Assistant through the career site in any of these languages - **English, Portuguese, German, Italian, Arabic, Dutch, French, and Spanish**. The Candidate Experience V2 skill (CE V2) has been enhanced to provide support for these languages.

NOTE:-Brazilian, Portuguese and Canadian French aren't currently supported.

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

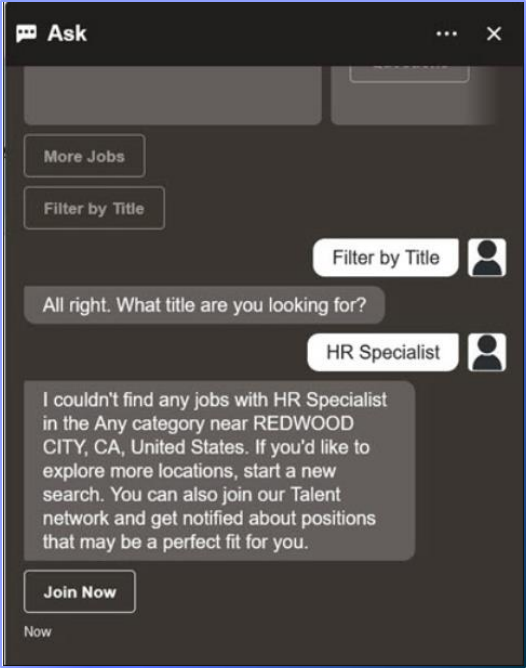
Business Benefits:

With this feature, candidates can have a seamless experience interacting with the Recruiting Assistant in the same language as that of the career site.

SUBSCRIBE TO TALENT POOL USING THE INTERNAL CANDIDATE EXPERIENCE V2 SKILL

Details:

- With the enhanced Internal Candidate Experience V2 (ICE V2) skill, employees can join the talent community when they want to get regular updates based on their job preferences.
- If they don't find jobs that match their interests while searching for jobs, they're prompted to join the talent community to get notified about jobs of their interest.



ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Business Benefits:

This feature upgrades the ICE V2 skill by enabling employees to join the talent community when they search for jobs.

ANSWER EMPLOYEE QUESTIONS USING THE INTERNAL CANDIDATE EXPERIENCE V2 SKILL

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Details:

- Employees can now get more information about a job requisition by asking questions such as the location of the job, skills and qualifications required and so on, which increases their chances of applying for the job.
- Some Examples:
 - What is the job description?
 - What’s the education level required for the job?
 - What’s the job location?



| Question Intent | Job Requisition Field |
|------------------------------------|--|
| Job Corporate Description Question | Employer Description |
| Job Education Level Question | Education Level |
| Job Location Question | Primary Location, Other Locations, Primary Work Location, Other Work Locations |
| Job Qualifications Question | Qualifications for Internal Candidates |
| Job Responsibilities Question | Responsibilities for Internal Candidates |
| Job Shift Question | Job Shift |
| Job Skills Question | Skills |
| Job Summary Question | Short Description for Internal Candidates |
| Job Type Question | Job Family |
| Job Organization Question | Recruiting Organization Description |

Business Benefits:

With this feature, employees can quickly get information about the job they’re interested in, make informed decisions and then apply for the job.

DEFINE SCHEDULE OWNER ON INTERVIEW SCHEDULES

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Details:

- Oracle has introduced a new feature where you can define an interview schedule owner on interview schedules, who is different than the schedule creator.
- This enhancement is available on:
 - Interview schedule templates.
 - Interview schedules, both shared schedules and requisition-specific schedule.

Basic Information

| | |
|--|---|
| Template Human Resources Advisor (HR Advisor_001) | *Schedule Title <input type="text" value="Human Resources Advisor"/> |
| Interview Title <input type="text"/> | *Schedule Owner <input type="text" value="Duscha Aaron"/> |
| Schedule Type Candidate Managed | |

Business Benefits:

With this enhancement, it allows to change the owner of an interview schedule to align it with the new responsibilities of people in the organization.

GENERATIVE AI: PARAGRAPH ELEMENT CONTENT

ORC

Details:

- There is a new area in the career site builder for paragraph called AI Assistant.
- Enter a **topic**, **number of words** you want, and **paste some text**. When you click Generate, Generative AI creates additional text in the career site paragraph element

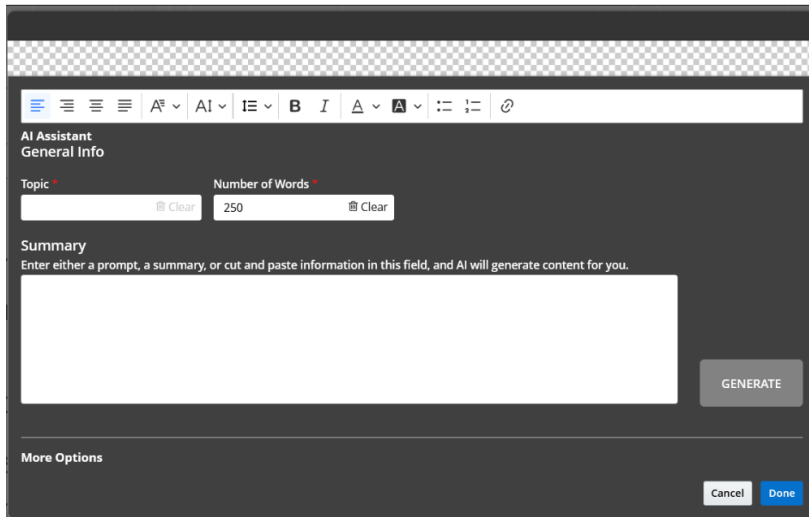
Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**



AI Assistant
General Info

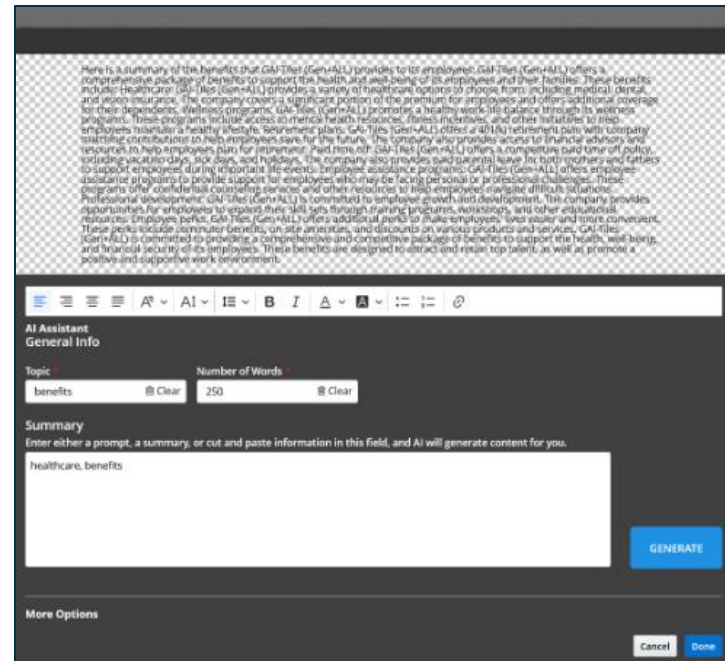
Topic: Clear

Number of Words: Clear

Summary
Enter either a prompt, a summary, or cut and paste information in this field, and AI will generate content for you.

GENERATE

More Options
Cancel Done



Here is a summary of the benefits that GM Tires (GenAI) provides to its employees. GM Tires (GenAI) offers a comprehensive package of benefits to support the health and well-being of its employees and their families. These benefits include: Healthcare: GM Tires (GenAI) provides a variety of healthcare options to choose from, including medical, dental, and vision insurance. The company covers a significant portion of the premium for employees and offers additional coverage for their dependents. Wellness programs: GM Tires (GenAI) promotes a healthy work-life balance through its wellness programs. These programs include access to mental health resources, fitness incentives, and other initiatives to help employees maintain a healthy lifestyle. Retirement plans: GM Tires (GenAI) offers a 401(k) retirement plan with company matching contributions to help employees save for the future. The company also provides access to financial advisors and resources to help employees plan for retirement. Paid time off: GM Tires (GenAI) offers a competitive paid time off policy, including vacation days, sick days, and holidays. The company also provides paid parental leave for both mothers and fathers to support employees during important life events. Employee assistance programs: GM Tires (GenAI) offers employee assistance programs to help employees deal with personal or professional challenges. These programs offer confidential counseling services and other resources to help employees navigate difficult situations. Professional development: GM Tires (GenAI) is committed to employee growth and development. This company provides opportunities for employees to expand their skill sets through training programs, workshops, and other educational resources. Employee perks: GM Tires (GenAI) offers additional perks to make employees' lives easier and more convenient. These perks include commuter benefits, on-site services, and discounts on various products and services. GM Tires (GenAI) is committed to providing a comprehensive and competitive package of benefits to support the health, well-being, and financial security of its employees. These benefits are designed to attract and retain top talent, as well as promote a positive and supportive work environment.

AI Assistant
General Info

Topic: Clear

Number of Words: Clear

Summary
Enter either a prompt, a summary, or cut and paste information in this field, and AI will generate content for you.

healthcare, benefits

GENERATE

More Options
Cancel Done

Business Benefits:

This feature lets you quickly create paragraphs of text for career site pages.

IDENTIFY EMAIL AND PHONE IN CANDIDATE DETAILS

Details:

- The following new fields have been added where the candidate's email address and phone number are exposed.
- In general, for external candidates, this data is easy to retrieve because candidates usually have a single phone number or a single personal email address. **However, some candidates, mainly ex-workers, can have multiple personal email addresses or phone numbers.**
 - Communication Email
 - Communication Country Code
 - Communication Area Code
 - Communication Phone Number

Business Benefits:

With this feature, it's easier to know which email address or phone number to use for candidates who have multiple email addresses or phone numbers.

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

ADDITIONAL FIELDS IN CANDIDATE SEARCH ARCHIVING REPORTS

Details:

- The following fields have been added to the candidate search archiving feature. This can now be included in OTBI reports.
 - Search by Phone
 - Search by Email
 - Candidate Label Filter
 - Marketing Communications Filter
- The fields are available in this subject area: Recruiting - Recruiting Real Time / Candidate Search / Search Queries.

Business Benefits:

With this enhancement, you get the complete search picture when creating a candidate search archiving report.

ORC

Impact Analysis

| | |
|----------------|------|
| Impact Level | HIGH |
| Need to Enable | NO |
| Configuration | NO |
| Quick Win | YES |

HRHD

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Details:

- The My Knowledge page in the Redwood UI now allows agents to mark a **knowledge article as a favorite** and allows users to leave suggestions on knowledge articles.

Business Benefits:

- Help Desk agents can filter on Favorite Knowledge Articles to easily and quickly identify an article that they may wish to include in a response to the employee. Also, suggestions allow the knowledge to be improved by the author if additional details or clarifications are needed to enhance understanding.

ANALYZE INTERNAL HELP DESK REQUEST RELATIONSHIPS

HRHD

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

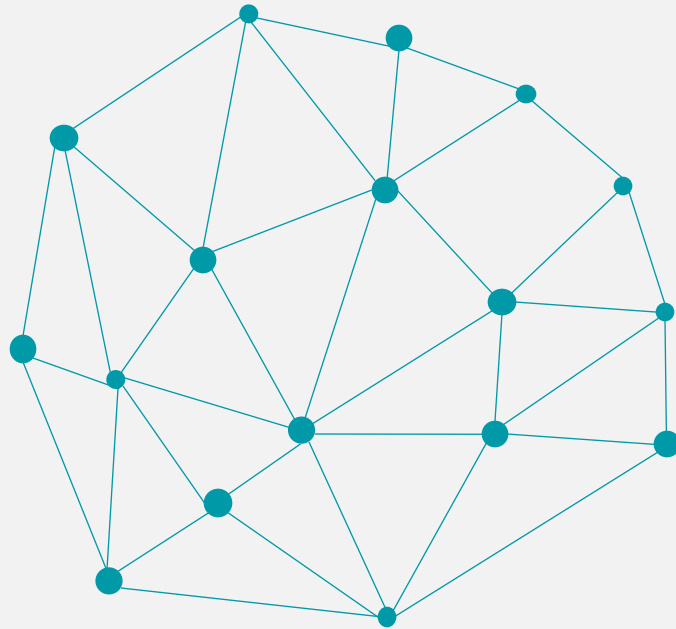
Details:

- Relationships enhance the efficiency of your agents by making it easier to track interrelated issues.
- Visibility to relationships between Internal Help Desk Requests themselves or relationships with Cases help agents understand dependencies that might block speedier resolutions.

| Source Request | Title | Status | Assigned to | Reported Date | Related Requests | Related Cases |
|----------------|-----------------------|--------|----------------------|---------------|------------------|---------------|
| ISR0000006009 | 24B_Relationship_ISR7 | New | automisrhda ant1 svc | 01/03/2024 | 0 | 1 |
| ISR0000006007 | 24B_Relationship_ISR5 | New | automisrhdmgr1 svc | 01/03/2024 | 1 | 0 |
| ISR0000006006 | 24B_Relationship_ISR4 | New | automisrhdagent1 svc | 01/03/2024 | 0 | 1 |
| ISR0000006005 | 24B_Relationship_ISR2 | New | automisrhdmgr1 svc | 01/03/2024 | 1 | 0 |
| ISR0000006004 | 24B_Relationship_ISR | New | automisrhdmgr1 svc | 01/03/2024 | 1 | 0 |
| ISR0000000006 | BIQA_ISR_Test5 | New | autouihcmadm1 svc | 04/28/2021 | 1 | 0 |
| ISR0000000004 | BIQA_ISR_Test3 | New | autouihcmadm1 svc | 04/28/2021 | 1 | 0 |

Business Benefits:

Reports in the BI Catalog targeted at Manager and Agent roles provide summary and detailed views of relationships between source Internal Requests and other business objects.



NEW FEATURES

Quick Wins - Default with
Configuration

NEW ACTION TO ADD AND REMOVE CANDIDATE LABELS

Details:

- Administrator can now automatically assign labels to candidates or remove them by using the new Add or Remove Candidate Labels action while configuring the candidate selection process.
- Administrator can Add or Remove Candidate Labels action:
 - To a phase, when entering a phase.
 - To a phase, when leaving a phase.
 - To a specific state.

Action: Add or Remove Candidate ...

Process: Upgrade_CSP Mandatory Restricted Phases_Draft (Upgrade_CSP Mandatory Restricted Phases_Draft)
Phase: Interview and Selection

Labels to Add

Add Label: Premium Candidate

+ Add Another Row

Labels to Remove

Remove Label:

+ Add Another Row

ORC

Impact Analysis

Impact Level HIGH

Need to Enable NO

Configuration YES

Quick Win YES

Business Benefits:

This decreases the level of manual intervention to update candidate profiles.

ADDITIONAL REQUISITION FIELDS IN THE JOB SEARCH RESULTS LIST

Details:

- Oracle has now provided more job requisition fields to external candidates in a job search results list.
- Additional fields and functions can be added to jobs on the list using a custom search results page configuration.

NOTE: Only independent flexfields are supported at this time.

| | |
|---|---|
| 1 Requisition Number | 14 Work Duration Months |
| 2 Organization | 15 Work Duration Years |
| 3 Job Category (career site label = Job Family) | 16 Work Hours |
| 4 Job Function | 17 Work Days |
| 5 Worker Type | 18 Legal Employer |
| 6 Regular or Temporary | 19 Business Unit |
| 7 Management Level | 20 Department |
| 8 Full Time or Part Time | 21 Posting expiration date |
| 9 Job Shift | 22 Primary Work Location and other Work Locations |
| 10 Job Type | 23 Responsibilities |
| 11 Education Level | 24 Qualifications |
| 12 Domestic Travel Required | 25 Job Requisition Flexfields |
| 13 International Travel Required | |

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

Business Benefits:

This feature allows relevant information to appear in a job search results list for external candidates and makes it easier for them to apply, which enhances the user experience.

COOKIE CONSENT FEATURE ENHANCEMENTS

Details:

- Oracle has enhanced cookie consent feature to allow cookie categorization and to let candidates consent to the cookies they want to allow.

ORC

Impact Analysis

Impact Level **LOW**

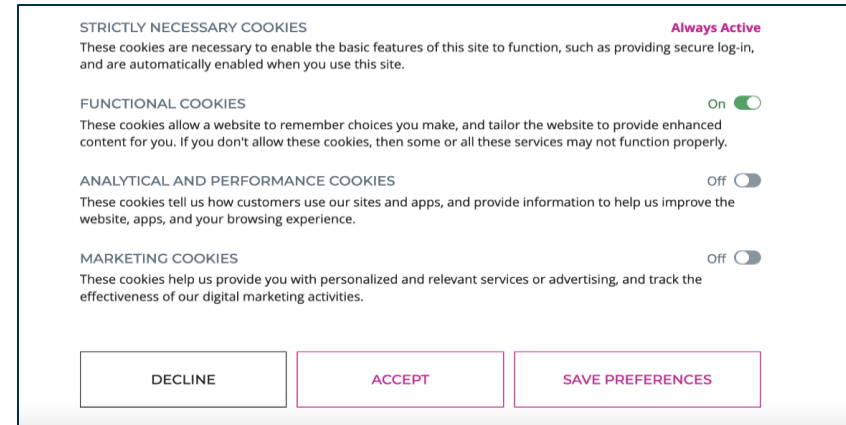
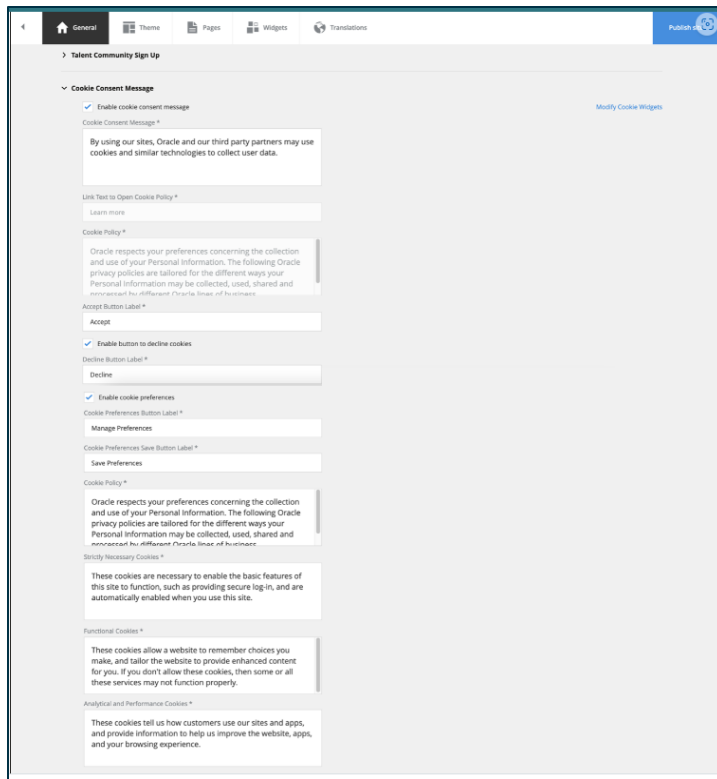
Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

Business Benefits:

These enhancements provide additional capabilities to comply with the regulations governing cookies under GDPR in EU and other countries.



SCHEDULING OF EVENT POSTING AND UNPOSTING

Details:

- Event owners can now schedule event postings, and un-postings.
- There's a new option in the Posting Schedule drop-down list: Post Later.

NOTE: Recruiting Booster must be enabled to run this process.

External Career Sites

Save Cancel

Posting Phase
Not Posted

Posting Schedule
Post Later

*Start Date
2/1/24 10:00 PM

Expiration Date
m/d/yy h:mm a

Time Zone
(UTC+05:30) Kolkata - India Time (IT)

*Career Sites

ORC

Impact Analysis

Impact Level LOW

Need to Enable NO

Configuration YES

Quick Win YES

Business Benefits:

This feature streamlines operations, improves efficiency, and enhances the effectiveness of event marketing efforts.

INITIATE HCM JOURNEYS FROM THE HELP DESK

HRHD

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **YES**

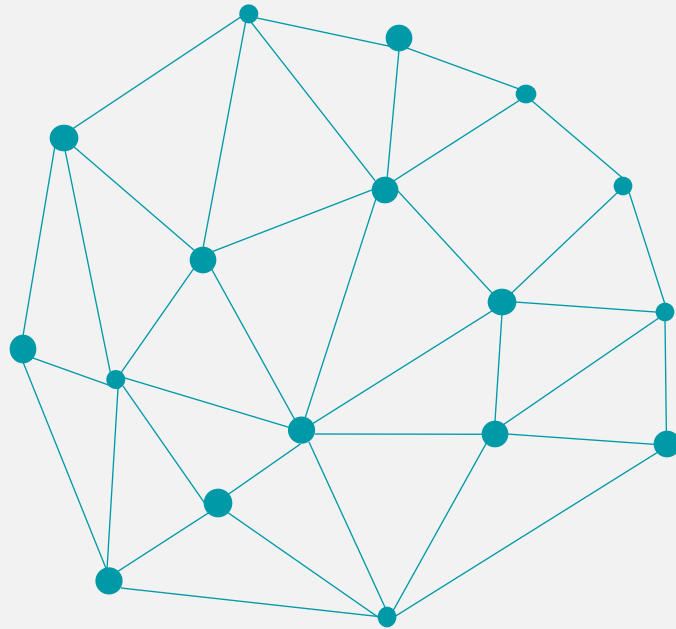
Quick Win **YES**

Details:

- HR Help Desk is now connected with HCM Journeys, so that an agent can assign a Journey to the Primary Contact on a request, allowing the employee to take appropriate actions with the guidance of an HCM Journey.
- Employees can also view a new section of the My Help page to browse or search popular Journey resources and initiate a journey that may help resolve their issue, if configured.

Business Benefits:

Integration of Journeys allows agents to assign journeys to help an employee through a process, avoiding future questions. Having assignable journeys show up on the My Help page and in search results also can prevent help desk requests from being initiated if a journey provides the answer or guidance that the employee needs.



NEW FEATURES

Quick Wins – Opt Ins

RECRUITING ACTIVITY CENTER - CONFIGURE ACTIVITY PRIORITY

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

Details:

- While viewing the list of activities on the Activity Center page, now user can easily view the most important items to act upon. Each activity item is tagged as High, Medium, or Low priority.

| Activity | Candidate | Requisition | Hiring Manager | Date | Priority | Actions |
|---------------------------|---------------------|---|----------------|-------------|----------|-----------------------|
| Waiting to be extended | Yeon-1 Ah-1 | AutoDupCheckCSP-01 - AutoDupCheckCSP-01 | Marian Seyes | 06-Dec-2023 | High | Extend ... |
| Candidate to accept offer | GHR-Cortez PR-Cahal | RN001 - RN001 | Marian Seyes | 28-Nov-2023 | High | Message Candidate ... |
| Waiting to be submitted | Break PRPWK | CHK5436 - CHK_Requisition | Marian Seyes | 27-Oct-2023 | Low | View Offer ... |

Business Benefits:

This feature allows to set activity priority to align with business processes and ensure users act on the most important activities.

AUTO-PROVISIONING OF RCHILLI

ORC

Impact Analysis

Impact Level **HIGH**

Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

Details:

- If organization has opted in to Recruiting Booster, the RChilli resume parsing partner is automatically provisioned for Recruiting Booster.
- Once the partner enablement is done, RChilli can be seen for Booster on the Profile Import Partners page (in the Recruiting Category Provisioning and Configuration task).

| Partner Name | Reference Key | Client ID | Client Secret | Language | Active |
|---------------------|---------------|------------------------|---------------|------------------|-------------------------------------|
| RChilli | 0000 | Tk84CsXsvJfoqBa9Ip4VQf | ***** | American English | <input type="checkbox"/> |
| RChilli for Booster | 4722013202058 | 6AWUpXjsrxP2pG7uuziB | ***** | All | <input checked="" type="checkbox"/> |
| RP Partner | 0000 | 12345 | ***** | | <input type="checkbox"/> |
| Talemetry | 0000 | d01fd4a7832b6454bfb6i | ***** | All | <input type="checkbox"/> |
| Textkernel | 0000 | oracle-sales-demo | ***** | All | <input type="checkbox"/> |

Business Benefits:

With this feature, Recruiting Booster customers don't need to enter a service request and upload a zip file to activate RChilli.

AUTHENTICATE EMAIL SIGN IN AND ALLOW EMAIL ADDRESS REUSE

Details:

- Oracle now allow returning candidate to claim email addresses as being genuinely their own by verifying either their **date of birth** or **last name** (depending on what information has been entered for that candidate in the past).

Confirm Your Identity

We first need to verify your date of birth.

Date of Birth *

Month: March | Day: 5

The date of birth you entered doesn't match the one on file. Try again. Alternatively, you can [create a new profile](#) with the email you used.

← BACK | NEXT →

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

Business Benefits:

This feature brings another layer of security to email verification and the associated candidate profile and allows candidates to create new profiles even though the email address they used belonged to another candidate in the past.

NEW SCHEDULED PROCESS FOR JOB ALERT PROCESSING

Details:

- There's a new scheduled process called **Process Recruiting Jobs Alert**, which separates job alert processing from the scheduled processes that handle emails for Recruiting campaigns and HCM Communicate campaigns (Prepare Campaign Email and Send Campaign Email).
- The new scheduled process provides analytics on:
 - External alerts sent
 - Internal alerts sent
 - No jobs matched - external candidates
 - No jobs matched - internal candidates.

ORC

Impact Analysis

Impact Level HIGH

Need to Enable YES

Configuration NO

Quick Win YES

Business Benefits:

Using this new scheduled process optimizes the performance of job alert processing.

REPORTING FOR OUTBOUND MESSAGES

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **YES**

Configuration **NO**

Quick Win **YES**

Details:

- Oracle now allows to generate reports for outbound SMS messages to analyze how many were successfully sent or blocked.
- Reports can be generated for these periods:
 - Daily - Lists the number of SMS messages sent and blocked per hour of the day
 - 30 Days - Lists the number of SMS messages sent and blocked in the past 30 days.
 - Historical - Lists the number of SMS messages sent and blocked over the past two years.

| SMS Volume | | | |
|-------------------------------------|----------------------|------------------------------|---------------------------------|
| SMS Volume summary for the day | | | |
| Count of SMS Sent | Count of Blocked SMS | Report Creation Time | |
| 4 | 0 | 07:52:42 | |
| Hourly Volume | | | |
| Hours | Count of SMS Sent | Cumulative Count of SMS sent | Cumulative Count of Blocked SMS |
| 0-1 | 1 | 1 | 0 |
| 1-2 | 3 | 4 | 0 |
| 2-3 | 0 | 4 | 0 |
| 3-4 | 0 | 4 | 0 |
| 4-5 | 0 | 4 | 0 |
| 5-6 | 0 | 4 | 0 |
| 6-7 | 0 | 4 | 0 |
| 7-8 | 0 | 4 | 0 |
| Detailed Report by Category | | | |
| Category | Count of SMS Sent | Count of Blocked SMS | |
| Candidate Verification Notification | 1 | 0 | |
| Event Thank you Notification | 3 | 0 | |

Business Benefits:

This feature lets users generate reports to analyze the volume of SMS messages that are sent versus blocked

REDWOOD EXPERIENCE FOR CANDIDATE POOL DETAILS PAGE

ORC

Impact Analysis

Impact Level **HIGH**

Need to Enable **YES**

Configuration **NO**

Quick Win **YES**

Details:

- Redwood candidate pool details page can be used for viewing and editing candidate pools, which have been recreated in the Redwood tool set called Visual Builder Studio (VBS).

The screenshot shows the 'UX Design Interns 2024' candidate pool details page. The page is titled 'UX Design Interns 2024' with a status of 'Active' and 'Candidate Pools'. It features three main sections: 'Pool info', 'Pool type', and 'Pool access'. The 'Pool info' section includes the name 'UX Design Interns 2024', creation date '2/6/24', and a description: 'Includes candidates from California who have applied from multiple universities to join the summer program 2024.' The 'Pool type' section shows 'Standard - manually'. The 'Pool access' section shows 'Personal - only me'. Each section has an edit icon.

Business Benefits:

- The new Redwood candidate pool details page greatly improves the user experience.

REDWOOD EXPERIENCE FOR JOB REQUISITION DETAILS PAGE

ORC

Impact Analysis

Impact Level **HIGH**

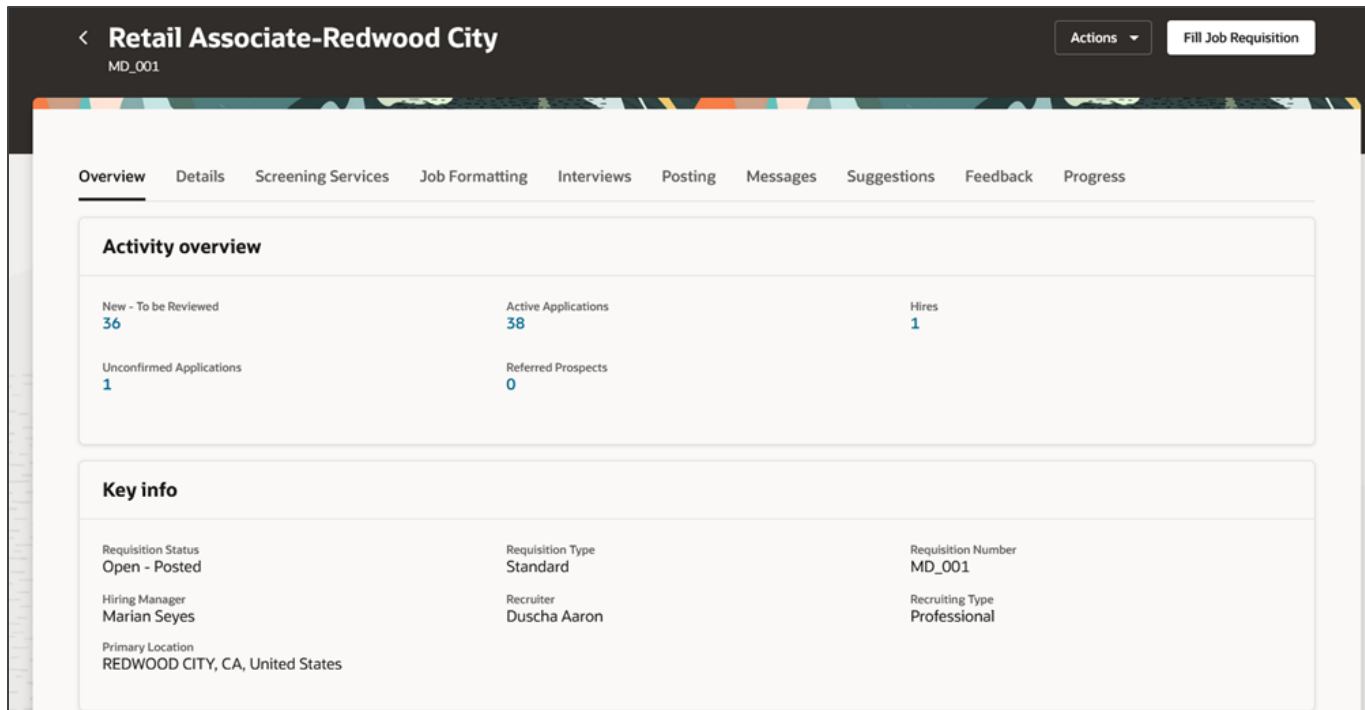
Need to Enable **YES**

Configuration **NO**

Quick Win **YES**

Details:

- Take advantage of the Redwood job requisition details page used for viewing and editing job requisitions, which has been recreated in the Redwood toolset Visual Builder Studio (VBS).



Business Benefits:

The new Redwood job requisition details page greatly improves the user experience. Also, the functional enhancements made to the tabs and sections help users save time by easily accessing the information.

REDWOOD EXPERIENCE FOR RULE-BASED CANDIDATE POOLS

Details:

- Create candidate pools which are automatically populated based on rules you create using tags (labels) and location as criteria. This capability is available only in the Redwood experience.

Which conditions are used to populate this pool?

● **Candidate pool would be too large** ×

Your conditions would return over 10000 candidates. Change the conditions to reduce the number of candidates.

16453 candidates + Add

Attribute
Location ▼

Operator
Is one of ▼

Location
United States ×

ORC

Impact Analysis

Impact Level **HIGH**

Need to Enable **YES**

Configuration **NO**

Quick Win **YES**

Business Benefits:

With this feature, you can easily group candidates of a similar nature.

REDWOOD EXPERIENCE FOR RECRUITING LIST PAGES

ORC

Impact Analysis

Impact Level **HIGH**

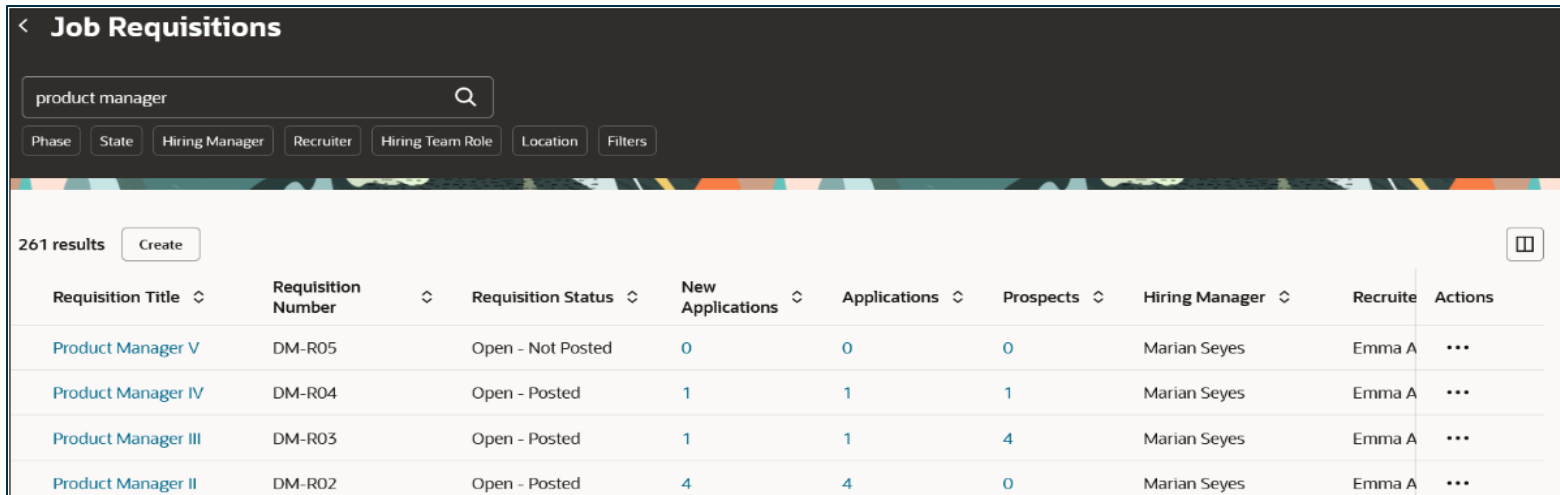
Need to Enable **YES**

Configuration **NO**

Quick Win **YES**

Details:

- Redwood job requisitions, job offers, candidate pools, campaigns, and events list pages have been recreated in the Redwood toolset Visual Builder Studio (VBS)..
- When the Redwood profile option is enabled, upon clicking Hiring user can see a new landing page which provides access to the Redwood list pages.
- The tiles to which user have access based on the privileges assigned to your role.



| Requisition Title | Requisition Number | Requisition Status | New Applications | Applications | Prospects | Hiring Manager | Recruite | Actions |
|---------------------|--------------------|--------------------|------------------|--------------|-----------|----------------|----------|---------|
| Product Manager V | DM-R05 | Open - Not Posted | 0 | 0 | 0 | Marian Seyes | Emma A | ... |
| Product Manager IV | DM-R04 | Open - Posted | 1 | 1 | 1 | Marian Seyes | Emma A | ... |
| Product Manager III | DM-R03 | Open - Posted | 1 | 1 | 4 | Marian Seyes | Emma A | ... |
| Product Manager II | DM-R02 | Open - Posted | 4 | 4 | 0 | Marian Seyes | Emma A | ... |

Business Benefits:

The new Redwood lists greatly improve the user experience. Also, the new landing page provides a single access point and facilitates navigation.

PROVIDE ANSWERS TO CANDIDATE QUESTIONS USING AI ASSIST

ORC

Impact Analysis

Impact Level HIGH

Need to Enable YES

Configuration YES

Quick Win YES

Details:

- Candidate questions can be now answered regarding job requisitions or the company using Oracle's AI Assist, which is powered by Generative AI.
- Recruiter needs to define information about the job requisition or company using the features available in Recruiting, and AI Assist will retrieve the answers from these sources and display the response in an engaging and conversational manner.

| Name of Internal Candidate Experience Skill | Lowest Version of Selected Skill |
|---|----------------------------------|
| InternalCandidateExperienceV2QA24B | 24.01.00 |

Response to Candidate Questions

Add relevant content about the company to help answer generic questions asked by candidates.

ABC Bank fosters diversity in our workforce. We recognize that our people are our strength and the diverse talents they bring to our global workforce are directly linked to our success. We are an equal opportunity employer and place a high value on diversity and inclusion at our company. We do not discriminate on the basis of any protected attribute, including race, religion, color, national origin, gender, sexual orientation, gender identity, gender expression, age, marital or veteran status, pregnancy or disability, or any other basis protected under applicable law. In accordance with applicable law, we make reasonable accommodations for applicants and employees religious practices and beliefs, as well as any mental health or physical disability needs.

ABC Bank implements health and safety policies. The health and safety of our colleagues, candidates, clients and communities has been a top priority in light of the COVID-19 pandemic. ~~Foodbar Bank~~ was awarded the WELL Health-Safety Rating for all of our 6,200 locations globally based on our operational policies, maintenance protocols, stakeholder engagement and emergency plans to address a post-COVID-19 environment. As a part of our commitment to health and safety, we have implemented various COVID-related health and safety requirements for our workforce. Employees are expected to follow the Firm current COVID-19 or other infectious disease health and safety requirements, including local requirements.

Compensation for your employees: We offer a competitive total rewards package including base salary determined based on the role, experience, skill set, and location. For those in eligible roles, discretionary incentive compensation which may be awarded in recognition of individual achievements and contributions. We also offer a range of benefits and programs to meet employee needs, based on eligibility. These benefits include comprehensive health care coverage, on-site health and wellness centers, a retirement savings plan, backup childcare, tuition reimbursement, mental health support, financial coaching and more. Additional details about total compensation and benefits will be provided during the hiring process. Equal Opportunity Employer Disability Veterans.

Maximum characters: 10000 3055 Characters

Business Benefits:

This feature, can enhance the candidate experience by using the power of generative AI to provide engaging and customized responses to their questions.

HRHD

Impact Analysis

- Impact Level: **LOW**
- Need to Enable: **YES**
- Configuration: **YES**
- Quick Win: **YES**

Details:

- From the My Help page in the Redwood UI experience, employees can use the chat widget to request a live chat which is then routed to an available agent.

NOTE:- Rules must be set up so that the screen pop will act appropriately based on the application and types of data known.

| * Rule Set Name | * Application Classification | User Interface Type | Active | * Description |
|---|------------------------------|-----------------------------------|-------------------------------------|--|
| Default Redwood Rule Set | Sales; Service | Redwood | <input checked="" type="checkbox"/> | Default seeded Redwood based Rule Set |
| Agent Care Ruleset | Agent Care | Redwood | <input checked="" type="checkbox"/> | Agent Care |
| Default HRHD Rule Set | Human Resources Help Desk | Redwood | <input checked="" type="checkbox"/> | Default Redwood HRHD Rule Set |
| Default Advanced Customer Care Rule Set | Advanced Customer Care | Redwood | <input checked="" type="checkbox"/> | Default seeded Advanced Customer Care rule set |
| Additional Sales RuleSet | Sales | Application Development Framework | <input type="checkbox"/> | additional |
| Default Service RuleSet | Sales; Service | Application Development Framework | <input checked="" type="checkbox"/> | Default |

| Priority | Enable | Channels | Tokens | Page to Pop |
|----------|-------------------------------------|----------|-----------------------------------|------------------------------------|
| 1 | <input type="checkbox"/> | All | HR Help Desk Request Number | VB Edit HR Help Desk Request |
| 2 | <input checked="" type="checkbox"/> | All | Internal Help Desk Request Number | VB Edit Internal Help Desk Request |
| 3 | <input checked="" type="checkbox"/> | All | Person Id | VB Edit Employee |
| 4 | <input checked="" type="checkbox"/> | All | Contact Id | VB Edit Employee |

Business Benefits:

Employees can connect with Help Desk agents over live chat when they need immediate interactive assistance.

ASSESS, UPDATE, AND CLOSE HELP DESK REQUESTS USING INTELLIGENT ADVISOR

HRHD

Impact Analysis

| | |
|----------------|------|
| Impact Level | HIGH |
| Need to Enable | YES |
| Configuration | YES |
| Quick Win | YES |

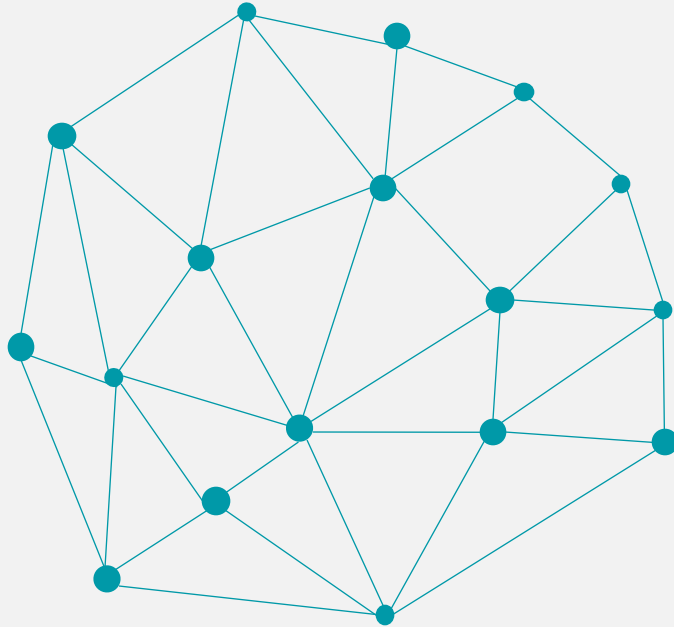
Details:

- Help Desk users in the Redwood Experience can now use Intelligent Advisor as a way to process requests.
- Integrating with Intelligent Advisor allows decisions to be made on what information to collect, based on answers previously provided, and can be as simple or as complex as necessary for the particular situation.

NOTE:-Note that Intelligent Advisor is licensed separately, and this feature requires a license for Oracle Intelligent Advisor.

Business Benefits:

The interview can provide step-by-step guidance which can help make certain that agent is following the defined process and is performing all necessary tasks or collecting all necessary information before taking the next action, such as closing the request or escalating to a Case.



REST

MODERN CAREER SITE TEMPLATE PHASED OUT

Details:

- Oracle will no longer modify career sites that use the deprecated Modern template.
- You'll need to use the new framework, which is based on the Minimal design template is suggested to use.

Business Benefits:

This will allow to configure different layouts, including one matching Modern template look and feel.

ORC

Impact Analysis

Impact Level HIGH

Need to Enable NO

Configuration NO

Quick Win NO

ALLOW MANUAL SUBMISSION OF BI SCHEDULED PROCESSES

HRHD

Impact Analysis

Impact Level **HIGH**

Need to Enable **NO**

Configuration **NO**

Quick Win **NO**

Details:

- This applies only if you are an existing Fusion Service/Help Desk customer running any of the following scheduled processes (ESS jobs):
 - Execute Incremental Load of SR Audit data for Reporting
 - Aggregate Service Requests
 - Execute Incremental Load of Cross-Channel Interaction Data for Reporting
 - Execute Incremental Load of HCM Person Mapping Data for Reporting
- All the above jobs are auto submitted by the system. In 24B, they are being replaced with new manually submitted jobs that were initially released in 23B

| Auto-submitted Scheduled Processes/Jobs (Existing) | New additional Schedule Process/Job to be started |
|--|---|
| Execute Incremental Load of SR Audit data for Reporting | Loads Service Request Life Cycle Data |
| Aggregate Service Requests | Loads Service Request and Interaction Data |
| Execute Incremental Load of Cross-Channel Interaction Data for Reporting | Loads Interaction Cross Channel Data |
| Execute Incremental Load of HCM Person Mapping Data for Reporting | Loads HCM Person Mapping Data |

Business Benefits:

Reports in the BI Catalog targeted at Manager and Agent roles provide summary and detailed views of relationships between source Internal Requests and other business objects.

Closing Q&A



**CLOUD
ENHANCEMENT &
MANAGED SERVICES**

CLOSING NOTE

1. What happens next?

1. Presentation

2. Session Recording

2. Speak with your CEMS Support

Manager or CEMS Service Manager

1. for additional services around quarterly updates

2. Learn more about Innovation

3. Next Sessions ?

| | | |
|---|-----------|---|
| Talent & OLC Oracle Quarterly Updates 24B | 11-Apr-24 | 4:30 PM GMT / 5:30 PM CEST / 11:30 AM EST |
| SCM (Inventory & Order Management) Oracle Quarterly Updates 24B | 16-Apr-24 | 3:00 PM GMT / 4:00 PM CEST / 10:00 AM EST |
| Benefits & Compensation Oracle Quarterly Updates 24B | 16-Apr-24 | 4:30 PM GMT / 5:30 PM CEST / 11:30 AM EST |

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THANK YOU



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