

Mastek

Cloud Enhancement &
Managed Services

Live Webinar

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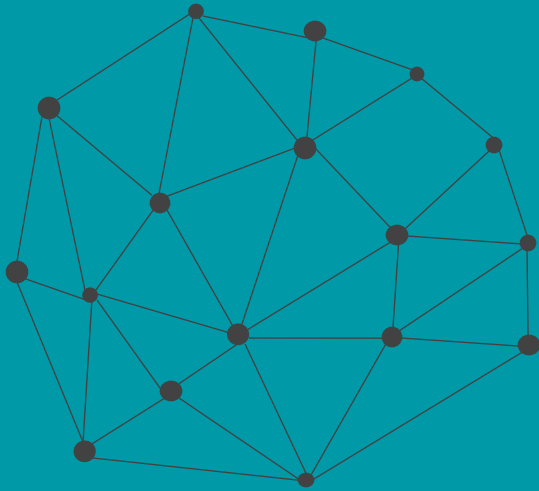
24D -ORACLE RECRUITING CLOUD AND HRHD UPDATE

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.

How to read each Feature Summary?

Mastek Feature Analysis for Your Business

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

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.

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:

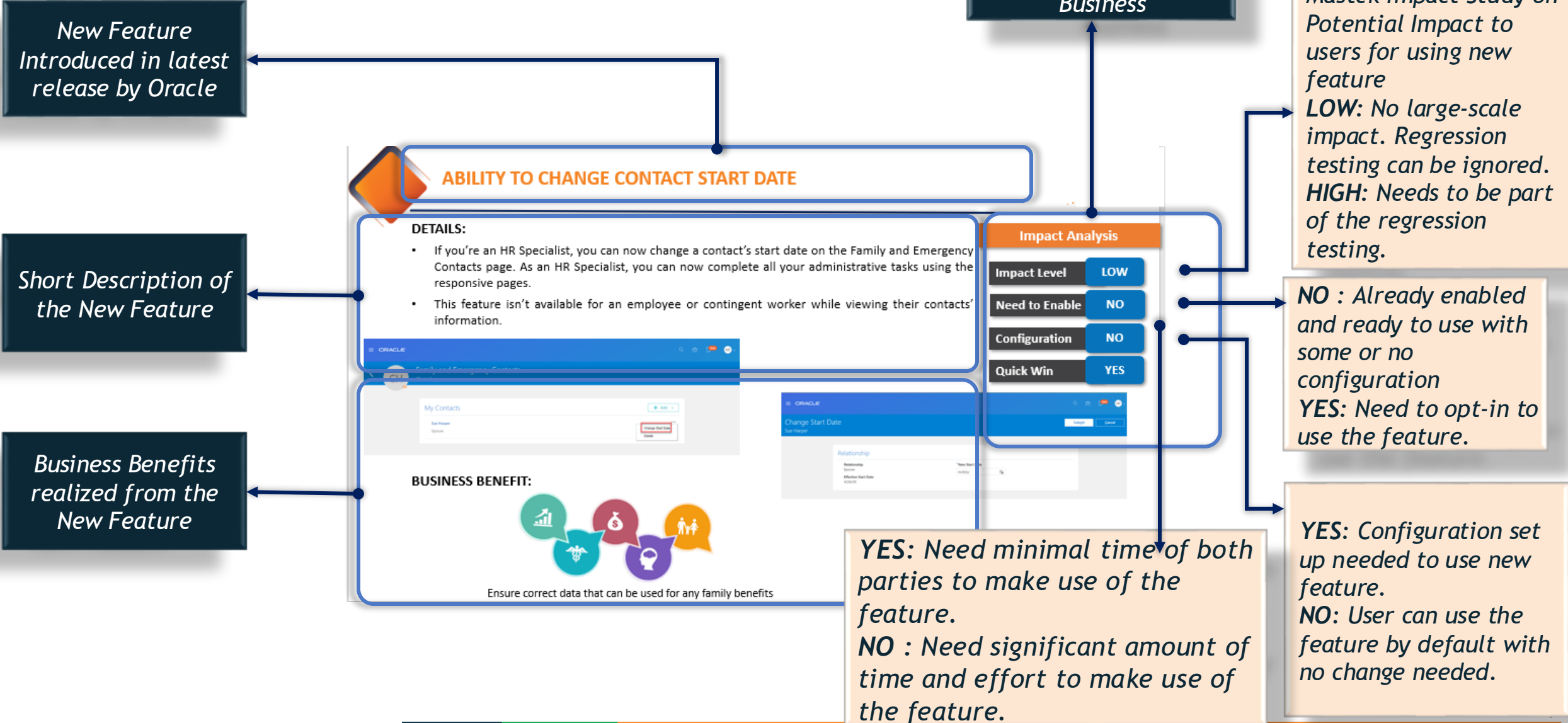
- If you're an HR Specialist, you can now change a contact's start date on the Family and Emergency Contacts page. As an HR Specialist, you can now complete all your administrative tasks using the responsive pages.
- This feature isn't available for an employee or contingent worker while viewing their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

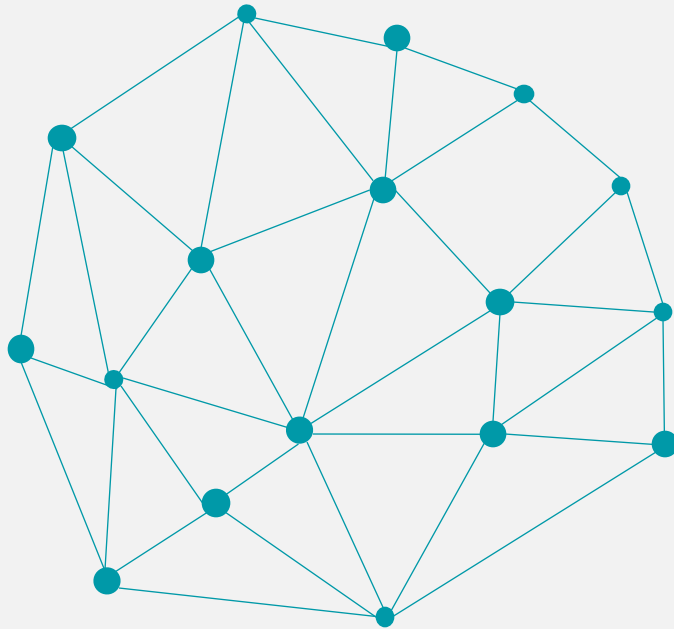
BUSINESS BENEFIT:

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



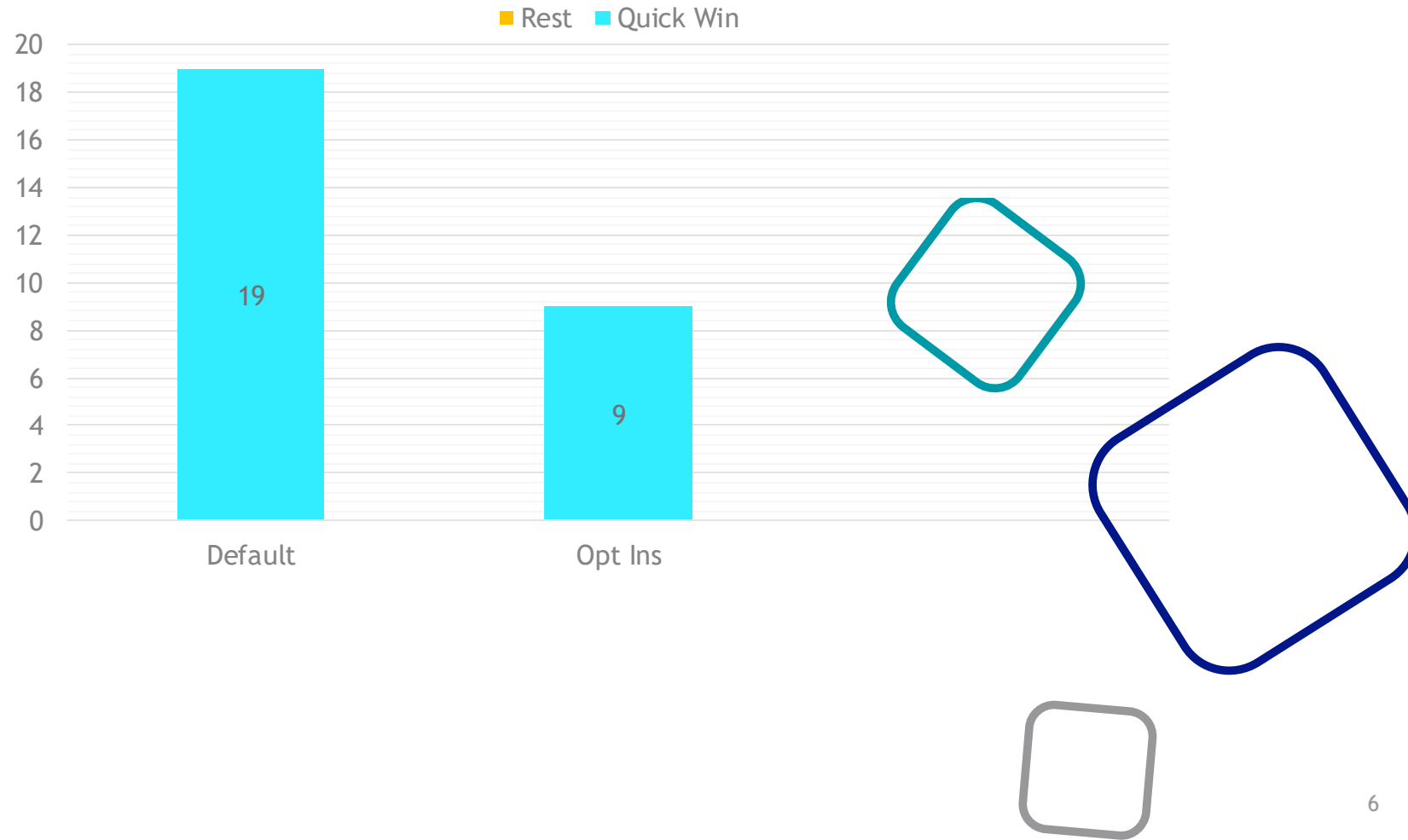


OUR ANALYSIS OF LATEST RELEASE

NEW FEATURES

Oracle Fusion Cloud Recruiting and HR Help-Desk

28
ORC & HRHD New Features



MASTEK ANALYSIS



NEW FEATURES
Quick Wins - Default with NO Configuration



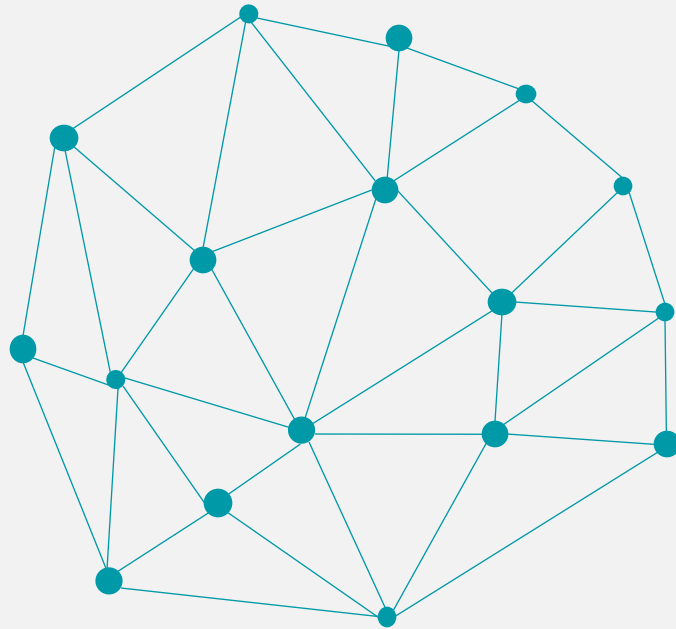
NEW FEATURES
Quick Wins - Default with Configuration



NEW FEATURES
Quick Wins – Opt Ins



NEW FEATURES
Quick Wins – Opt Ins with Configuration



NEW FEATURES

Quick Wins - Default with NO
Configuration

MORE ATTACHMENT INFORMATION

Details:

- Oracle has standardized attachment data across candidate, application, and requisition information, providing a more unified experience.
- Here are the new attributes:
 - Recruiting - Recruiting Real Time
 - Recruiting - Recruiting Events Real Time
 - Recruiting - Candidate Tracking Real Time
 - Recruiting - Sourcing Real Time
 - Recruiting - Setup Real Time
- The following and many more fields have been added to the above attributes.
 - Attachment Category
 - Attachment Description
 - Attachment Type
 - Attachment URL
 - Attachment Uploaded by

ORC

Impact Analysis

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

Business Benefits:

- With this feature, you can include information about attachments in a uniform way in all your recruiting reports.

NEW SALARY FIELDS EXPOSED IN JOB REQUISITION AND JOB REQUISITION TEMPLATE

Details:

- Fields used by Talent Network for agency support are now exposed across job requisitions and job requisition templates.
- Here are the new attributes:
 - Recruiting - Recruiting Real Time
 - Recruiting - Recruiting Events Real Time
 - Recruiting - Candidate Tracking Real Time
 - Recruiting - Sourcing Real Time
 - Recruiting - Setup Real Time
- The following and many more fields have been added to the above attributes.
 - Work Start Date
 - Work End Date
 - Salary Period

Business Benefits:

- With this enhancement, the new fields can be included in reports.

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

SEARCH ENGINE OPTIMIZATION ENHANCEMENTS

Details:

- A new sitemap, Career Site Pages, has been introduced to improve the visibility of all career site pages in search engine results.
- This sitemap includes job postings, event pages, custom pages, and other relevant content.
- A hidden link to this sitemap has been added to the career site's header, and both this new sitemap and the existing Job Postings sitemap will be submitted to Google for indexing.

Business Benefits:

- This feature improves search engine optimization, and the ability for Googlebot to discover career site pages.

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

SHARE REQUISITION DESCRIPTIVE FLEXFIELDS WITH ALL PARTNER CATEGORIES

Details:

- Descriptive Flexfield is now available in Third-Party Partner Category
- Following the previous integration for assessment, background check, and tax credit, Recruiting can now incorporate requisition flexfields into transactions with Direct Apply and job distribution partners.

Business Benefits:

- With this enhancement, you gain posting flexibility when distributing your jobs to Direct Apply or job distribution partners. It aligns with the content displayed in your career site.

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

NEW JOB REQUISITION FIELDS IN HCM DATA LOADER

Details:

- New Field can be used while loading job requisitions and job requisition templates:
 - Work Start Date
 - Work End Date

Business Benefits:

- With these new fields, you can extend your bulk-loading capabilities.

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Details:

- Previously, recruiters and hiring managers could send or reply to emails and text messages with candidates in the Redwood experience, regardless of their communication preferences. Now, administrators have the option to restrict these actions to candidates with verified communication preferences.
- This new setting provides more control over candidate communication and helps ensure that messages are only sent to candidates who have consented to receive them.

ORC

Impact Analysis

Impact Level LOW

Need to Enable NO

Configuration NO

Quick Win YES

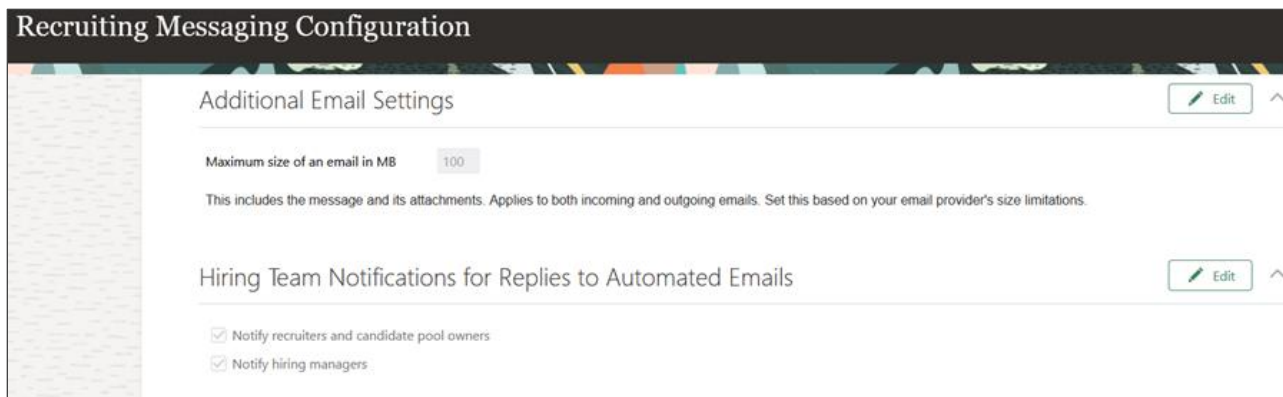
Business Benefit:

- This feature allows emails and text messages to be sent only through verified communication channels.
- It also enables administrators to enable or disable the Compose and Reply buttons using a configuration setting in Setup and Maintenance.

CONFIGURE RECIPIENT EMAILS FOR CANDIDATE REPLIES TO AUTO-GENERATED EMAILS

Details:

- When candidates reply to auto-generated emails that are sent from a vanity email ID, user can now configure who from the hiring team should be notified about this.
- Until the previous release, both the hiring manager and recruiter were notified, but with this update, user can choose whether one of them or both of them should receive the notifications.



ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Business Benefit:

- This feature enhancement provides greater flexibility in deciding who should receive candidate replies to auto-generated emails.

SUPPORT CUSTOM DASHBOARDS FOR HELP DESK

Details:

- Enable business administrators to define custom dashboards and have them displayed under the Help Desk offering
- A business administrator can swiftly design and create personalized dashboards by utilizing the framework.
- These dashboards can subsequently be shared with specific groups of agents based on their respective roles.

Business Benefit:

- This enables customers to fulfill their unique business needs by creating customized dashboards, each aimed at a particular set of agent users.

HRHD

Impact Analysis

Impact Level LOW

Need to Enable NO

Configuration NO

Quick Win YES

ANALYZE CREATION AND USAGE OF TAGS IN INTERNAL HELP DESK REQUESTS

HRHD

Details:

- Tags are keywords or terms that you can assign to Help Desk Requests.
- Tags help you describe, classify, or organize Requests based on your requirement.
- A tag-based analysis of Requests yields valuable insights into support health across the business.

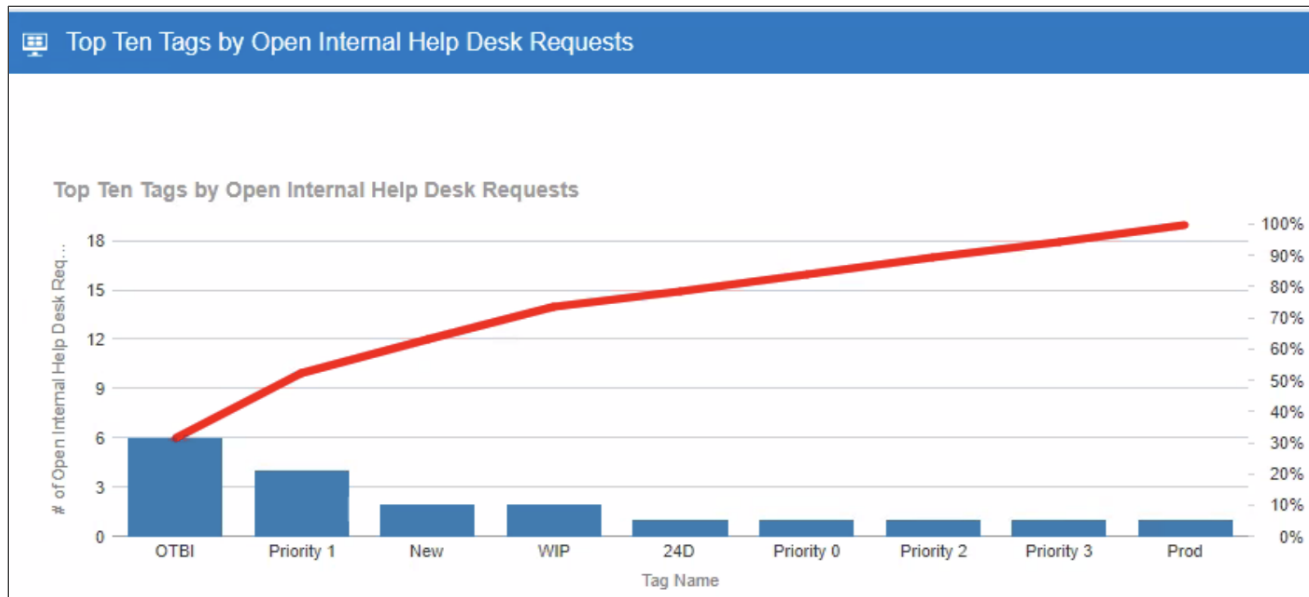
Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**



Business Benefit:

- This enables customers to fulfill their unique business needs by creating customized dashboards, each aimed at a particular set of agent users.

SAVE TIME AND EFFORT WITH THE BUTTON BAR

Details:

- The new Button Bar on the Case Detail page enables Case workers with easy 1-click access to common Smart Actions like 'Assign to Me', 'Create Appointment' or 'Compose Note'.
- In the extensible button bar area, administrators can configure any number of new or additional Smart Action buttons to meet your Case team's needs.

Business Benefit:

- The Button Bar reduces the think-time and clicks required of Case workers to manage their Cases with common actions on the Case Details page.

The screenshot shows a configuration interface for 'HRHD'. At the top is a teal header with the text 'HRHD'. Below it is an orange header with the text 'Impact Analysis'. Underneath are four rows, each with a dark grey label and a blue button:

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

AUTHORING USER EXPERIENCE ENHANCEMENTS

Details:

- Oracle has updated many of our authoring UIs to give authors more space to analyze and do their work. The UI has increased in width for the translate and compare flows.
- Optimized utilization of screen space for:
 - work that requires comparison, like translation and side-by-side versions.
 - work that requires working with a large set of data attributes, like tables on a list page.
- Our new designs are consistent across fusion applications.
- Our most popular workflows are significantly faster and more intuitive for authors.

Business Benefit:

- The updated authoring UIs provide significant benefits to businesses by improving efficiency, enhancing user experience.

HRHD

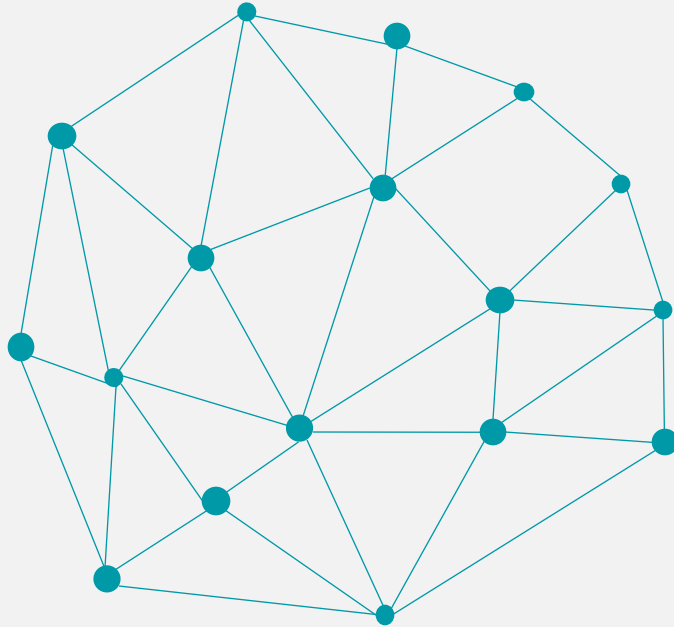
Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

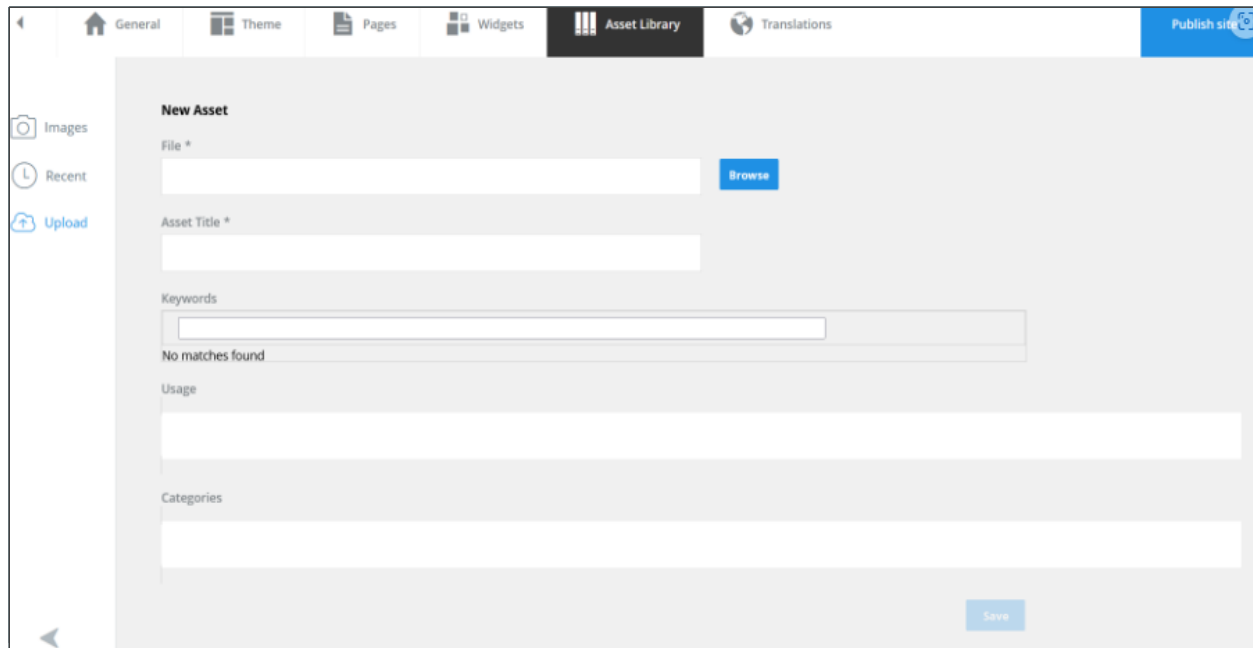


NEW FEATURES

Quick Wins - Default with
Configuration

Details:

- The Career Site Asset Library allows you to store and serve images within the career site builder. This is a global library for use with all career sites.
- User can upload assets from any site and include metadata for images (such as title and keywords), define AI specific usage types, and indicate category links to support the dynamic selection of images using Generative AI.



The screenshot shows the 'New Asset' form in the Career Site Asset Library. The form includes the following fields and options:

- File ***: A text input field with a 'Browse' button.
- Asset Title ***: A text input field.
- Keywords**: A text input field with a search icon and the text 'No matches found' below it.
- Usage**: A text input field.
- Categories**: A text input field.

Navigation tabs at the top include: General, Theme, Pages, Widgets, Asset Library (selected), and Translations. A 'Publish site' button is visible in the top right corner. A 'Save' button is located at the bottom right of the form.

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

Business Benefits:

- This feature lets you manage and use assets from a localized library within the career site, rather than using a third-party storage.

GENERATIVE AI RECOMMENDED CATEGORY TILE ASSETS

Details:

- Let Generative AI select and recommend tile images and corresponding category page hero images from the career site asset library when an admin creates category tiles.
- The selection is based on keywords, the category for which the tile is being created, and the usage type of the asset.

Client Success

Category Tile Title: Client Success

Introduction Text: point of contact for customers, responsible for fostering strong relationships and ensuring their satisfaction and success in utilizing the company's products or services. From listening to client needs to developing tailored solutions, this role offers an opportunity to directly impact customer experiences.

Client Success professionals need a strong work ethic, attention to detail, and the ability to juggle multiple projects simultaneously. Excellent communication skills are a must, as you'll frequently collaborate with cross-functional teams, including Sales, Product Development, and Management, to create tailored client solutions. If you have a problem-solving mindset and the ability to think outside the box, this role will allow you to showcase your skills. You'll need to be

Additional Settings

URL: Custom URL

Hero Image URL

Tile Image URL

Generate Category Pages

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

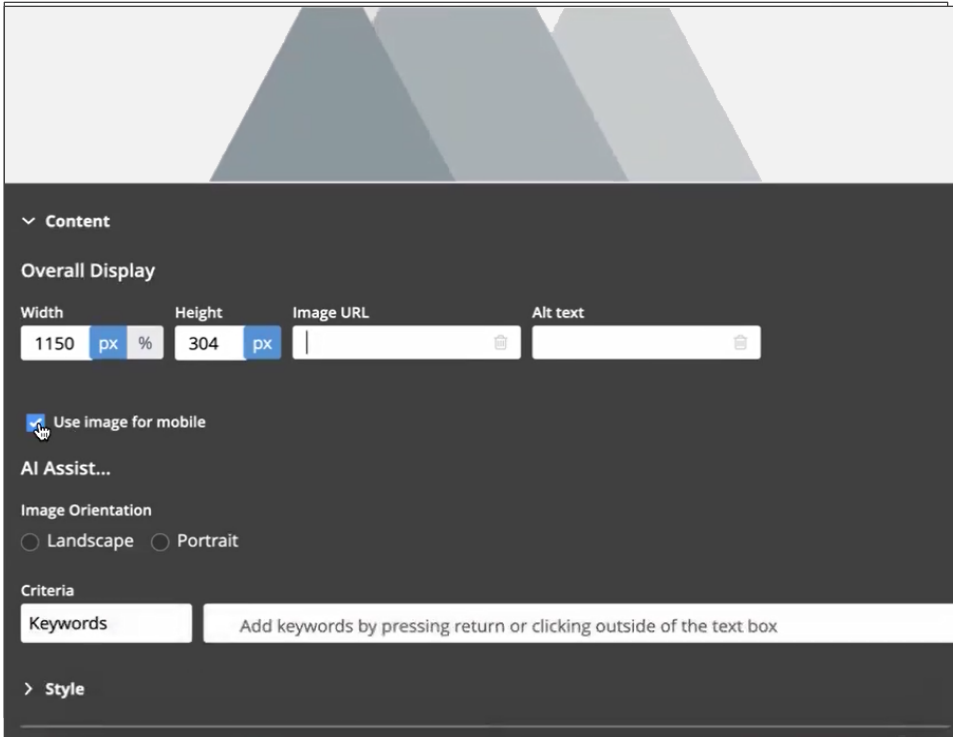
Business Benefits:

- This feature lets admins quickly set up category tiles with corresponding portal pages, dynamically suggesting images from the Asset Library. It reduces the time to create category pages.

GENERATIVE AI INTELLIGENT ASSET ELEMENT FOR JOB DETAILS

Details:

- Let Generative AI select a new image daily from the career site asset library and display it on the job details page.
- The image chosen is based on the job category and job description of the requisition.



ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

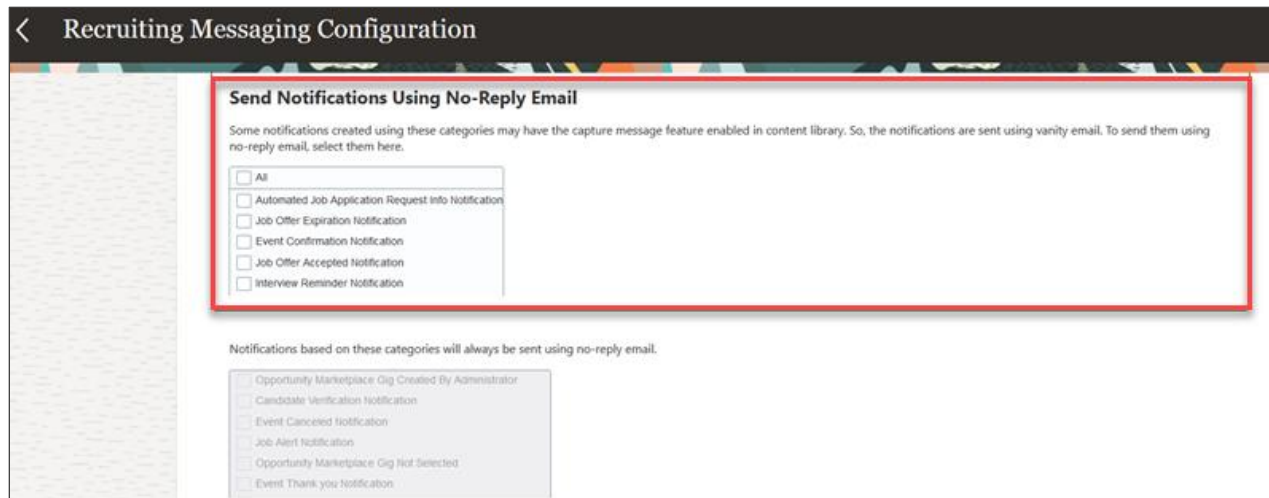
Business Benefits:

- This feature provides you with an alternative method for dynamically adding images to the job details display and saves time because you no longer have to upload them to the requisition.
- It also provides image display independent from the map feature.

CONFIGURE THE 'FROM' EMAIL ADDRESS FOR AUTOMATED EMAILS

Details:

- User can now choose to send some automated email notifications from a no-reply email instead of vanity email.
- This is useful in cases where some notifications have the capture message feature enabled in Recruiting Content Library, which sends the emails from a vanity email ID by default.
- Here user will see a set of notifications for which you can change the “From” email to a no-reply email instead of a vanity email.



ORC

Impact Analysis

Impact Level HIGH

Need to Enable NO

Configuration YES

Quick Win YES

Business Benefits:

- This feature allows greater flexibility in using the no-reply email for certain notifications according to your business needs.

ADDITIONAL CONFIGURATION FOR MICROSOFT GRAPH INTEGRATION

Details:

- User can now use certificates for authentication with Microsoft Graph.
- User can also configure endpoints for different Microsoft Graph national clouds.
- When setting up Microsoft Graph integration, a user can choose between certificate and password authentication.
- National clouds are supported, and a user can configure endpoints to connect to the desired cloud.
- The default endpoints connect to the global Microsoft environment.

Business Benefits:

- With these enhancements, certification-based authentication provides enhanced security, and the Microsoft Graph integration can be used with national clouds.

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

DIRECT APPLY JOB APPLICATION STATUS NOTIFICATIONS

Details:

- User can send notifications to Direct Apply partners to inform them of the status of their job applications.
- As an administrator, user can configure a candidate selection process to automatically send notifications to Direct Apply partners when their job applications are moved to a phase or state.

Business Benefits:

- With this feature, partners are notified in real time of the status of their job applications, without having to make get calls. In previous releases, the only option was to make get calls without knowing if the job applications had changed, thus generating useless traffic.

ORC

Impact Analysis

Impact Level **LOW**

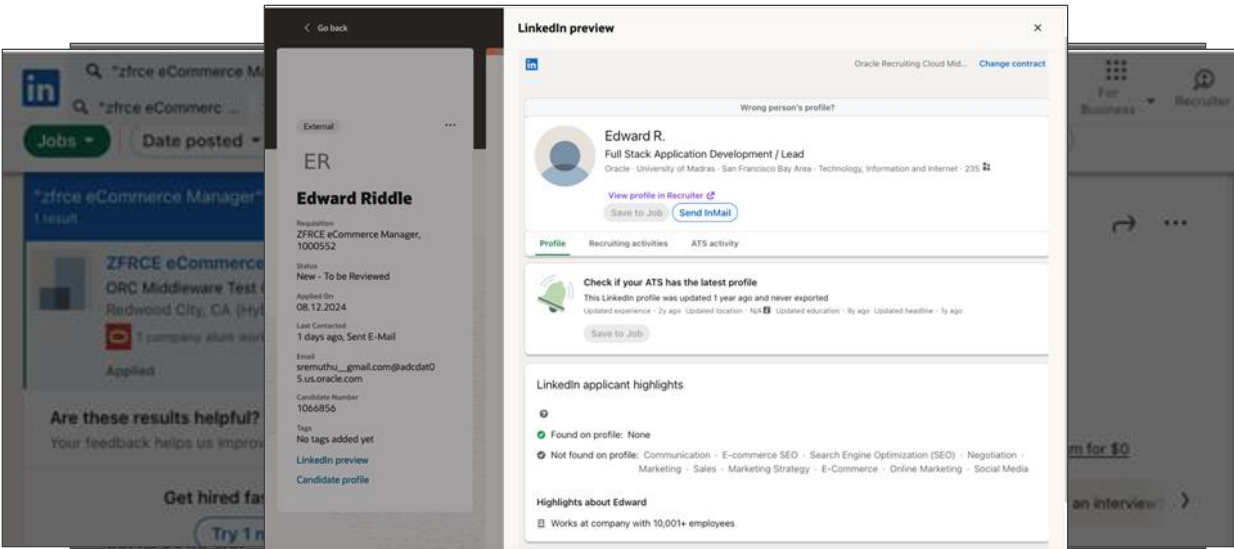
Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

Details:

- Candidates can apply for jobs on LinkedIn by clicking the Easy Apply button on the job posting.
- User can send job application status notifications to LinkedIn. The job application status can be viewed by the candidate.
- User can view the LinkedIn applicant profile while viewing job applications.



ORC

Impact Analysis

Impact Level **HIGH**

Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

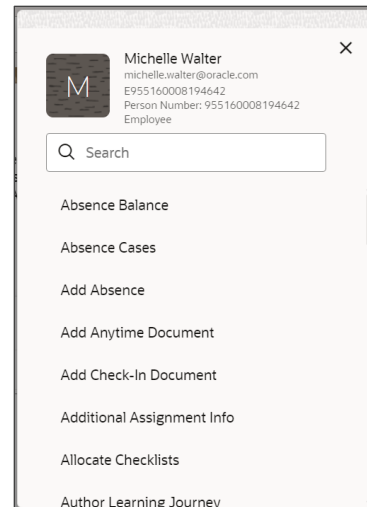
Business Benefits:

- With these enhancements, Apply Connect enables an easy apply experience for candidates on the LinkedIn site. Candidates can view and apply for jobs on the LinkedIn site without having to navigate to the customer specific career site.

IMPROVED HCM NAVIGATOR

Details:

- A new HCM Navigator is being introduced in 24D that will allow links to the new HCM Redwood pages.
- This new Navigator is delivered out-of-the-box for the HR Help Desk. For Internal Help Desk, it can be enabled via extension app by mapping the HCM navigator template to the field.
- The former version of the HCM Navigator is now deprecated and should no longer be used.



HRHD

Impact Analysis

Impact Level **LOW**

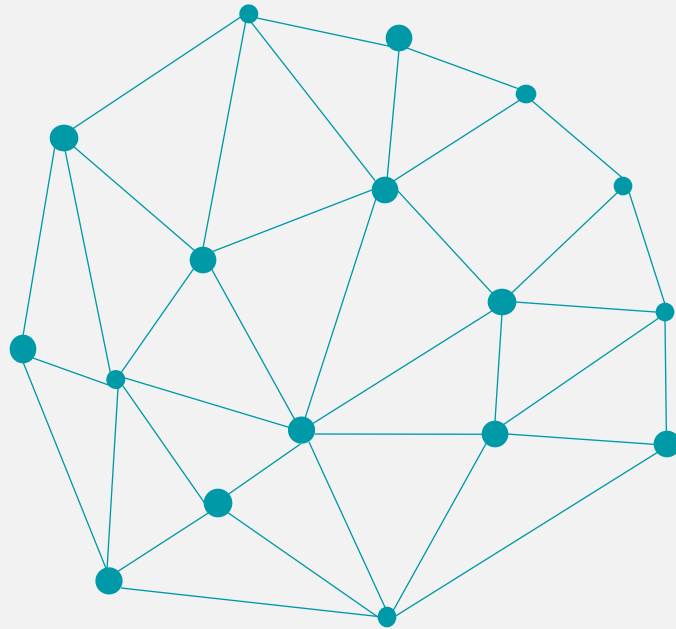
Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

Business Benefit:

- The new HCM Navigator in 24D offers several benefits, including improved user experience, increased productivity, enhanced collaboration, cost savings, and improved compliance.



NEW FEATURES

Quick Wins – Opt Ins

ENHANCEMENTS TO THE CANDIDATE LISTS

Details:

- These enhancements are available for these candidate lists: candidate search, pool members, prospects, and event audience.
- Bulk actions:
 - Send Message
 - Save as PDF
- Filters:
 - Location search, with radius
 - Postal Code search, with radius
- General capabilities:
 - View candidate data with grid view and easily access resume previews directly from the candidate list.
 - Boolean operators for more precise keyword searches and leverage search archiving to manage your search history.

Business Benefit:

- With these enhancements, users can search and refine candidate lists and interact with candidates.

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **YES**

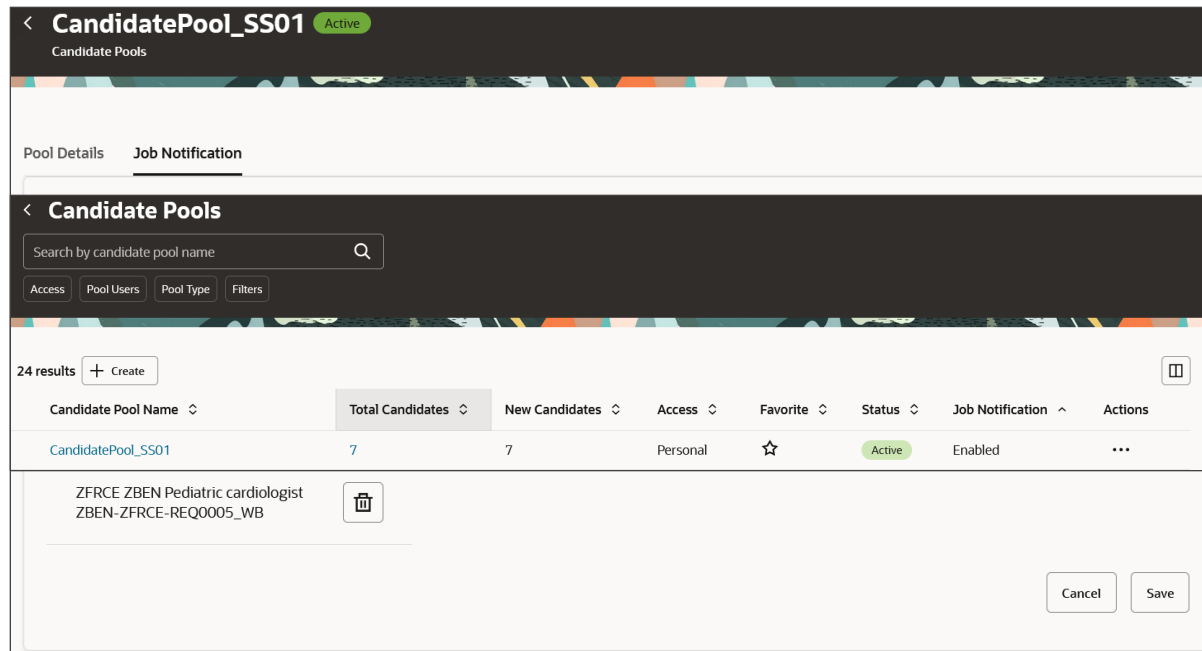
Configuration **NO**

Quick Win **YES**

PROMOTE JOB REQUISITIONS TO POOL MEMBERS

Details:

- As a recruiter, user can send automated emails to candidate pool members to promote jobs to them.



ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **YES**

Configuration **NO**

Quick Win **YES**

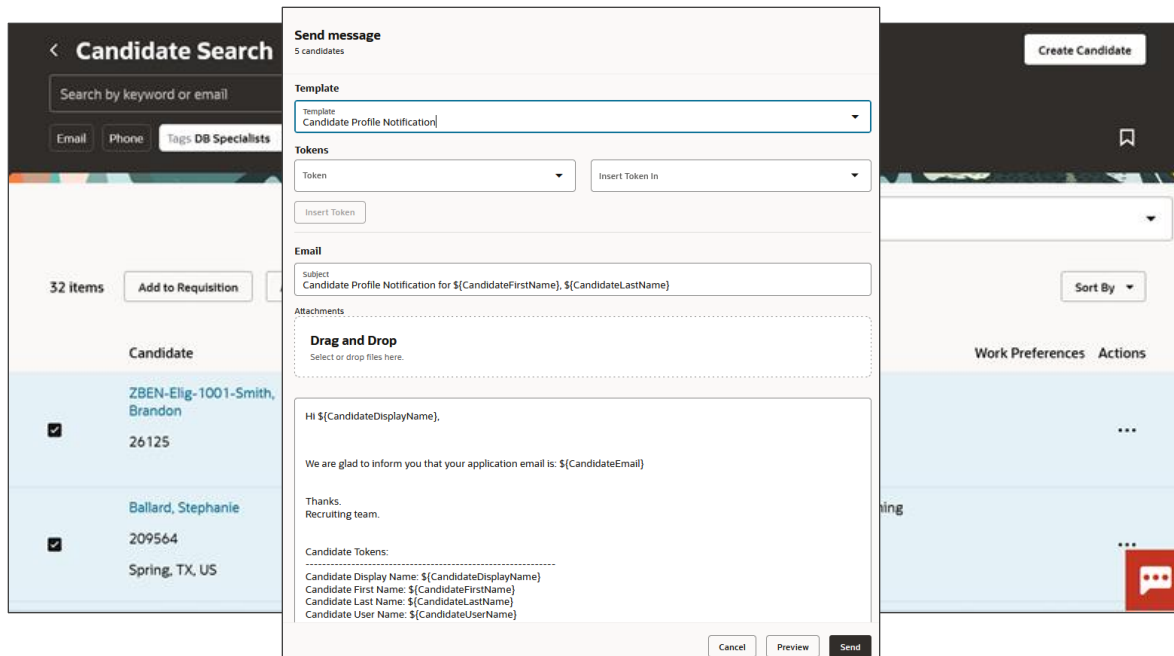
Business Benefit:

- This capability offers you highly specific targeting of both candidates and requisitions, as you can promote precisely the jobs you want to promote, to the precise set of candidates which you define that should receive those jobs.

SEND MESSAGES TO MULTIPLE CANDIDATES

Details:

- Using the Redwood experience for candidate lists that appear in candidate pools, job applications, prospects, events and search pages, user can now send emails and text messages to multiple candidates at once.
- User can use the Send Message option on the More Actions menu (shown as three dots) on these pages to send bulk messages.



ORC

Impact Analysis

Impact Level **HIGH**

Need to Enable **YES**

Configuration **NO**

Quick Win **YES**

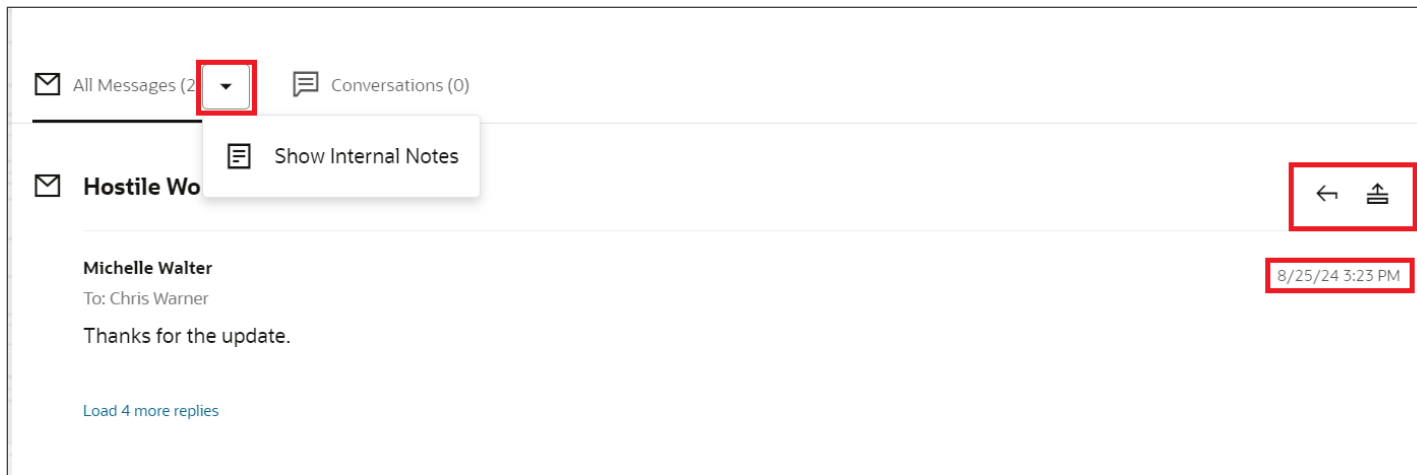
Business Benefit:

- This feature saves time in sending messages for multiple candidates.

MESSAGE OPTIONS FOR GREATER EFFICIENCY

Details:

- Administrators can now configure Help Desk so that message threads are always sorted in reverse chronological order.
- The Reply button is also shown at the top of the messages, as well as an option to expand to see all messages in the thread.
- Also, there is a new option to filter messages to show message threads of type Internal Notes only or to Show All Messages.



HRHD

Impact Analysis

Impact Level **LOW**

Need to Enable **YES**

Configuration **NO**

Quick Win **YES**

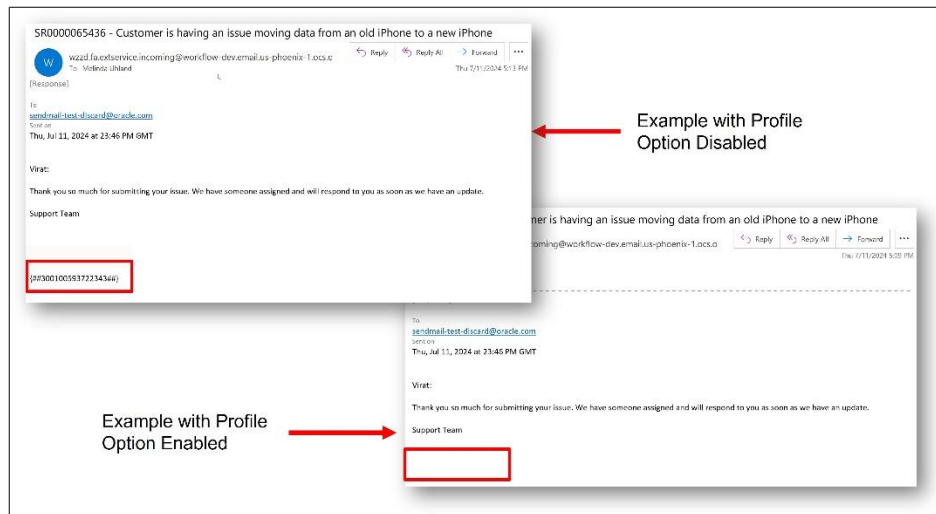
Business Benefit:

- The new Help Desk configuration improves user experience, efficiency.

HIDE THE MESSAGE IDENTIFICATION NUMBER IN RESPONSE EMAILS

Details:

- A new feature allows help desk agents to hide the message identification number from customer emails.
- This change enhances the visual appeal of the emails and reduces distractions for both agents and customers.
- The identification number remains on the email for internal tracking purposes, ensuring accurate message association.



HRHD

Impact Analysis

Impact Level **LOW**

Need to Enable **YES**

Configuration **NO**

Quick Win **YES**

Business Benefit:

- This change will improve the user experience when working with SR messages since users will not be distracted by the message identifier.

BUSINESS UNIT OPTIONS FOR ORACLE DIGITAL ASSISTANT HELP DESK SKILL

HRHD

Impact Analysis

Impact Level **LOW**

Need to Enable **YES**

Configuration **NO**

Quick Win **YES**

Details:

- The Oracle Digital Assistant (ODA) Help Desk Skill will now allow administrators to choose how the business unit is identified.
- There are now three options, including using the existing profile option, having the employee user select the business unit in a drop-down within ODA, or to use the Business Unit of the logged in employee.

The screenshot shows the 'Edit Parameter' dialog box in the Oracle Digital Assistant configuration interface. The dialog has the following fields and content:

- Name:** BuOrgID
- Display Name:** BuOrgID
- Type:** String
- Value:** LoggedInUser_BuOrgID
- Description:**
 1. Default -> Use this value to choose value from profile option. (Default)
 2. User_Input -> Use this value to provide user an option to enter BuOrgId manually while creating request.
 3. LoggedInUser_BuOrgID -> Use this option to select BuOrgId of Logged-In user.

Business Benefit:

- This gives administrators more flexibility in the way that they use business units within Oracle Digital Assistant.

ENHANCED CASE NOTE MANAGEMENT WITH SMARTTEXT, EDIT AND DELETE OPTIONS

HRHD

Impact Analysis

Impact Level **LOW**

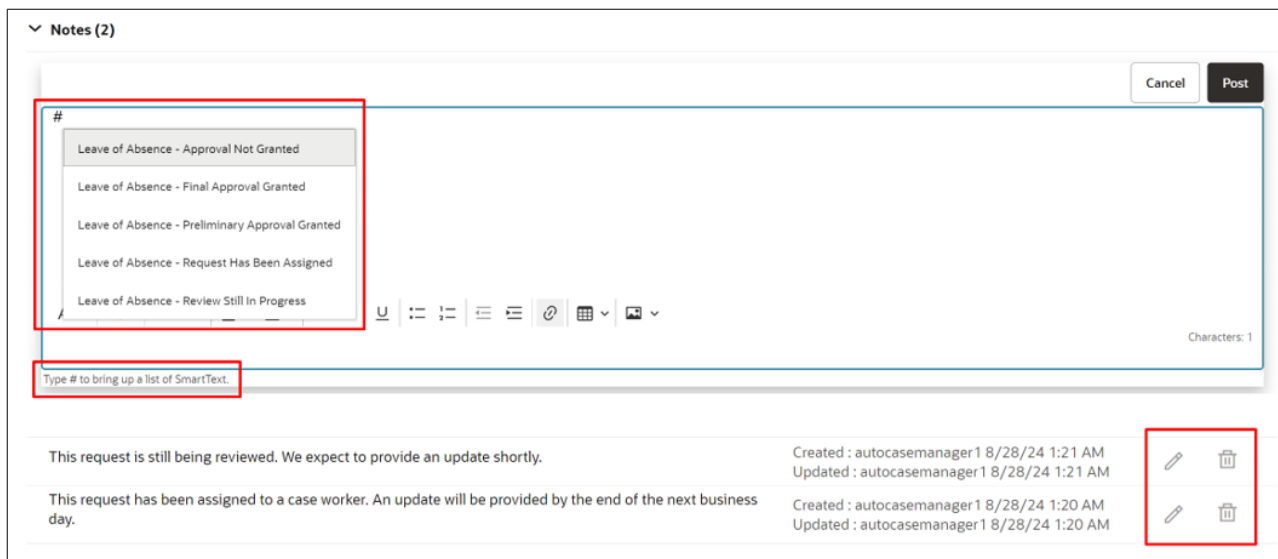
Need to Enable **YES**

Configuration **NO**

Quick Win **YES**

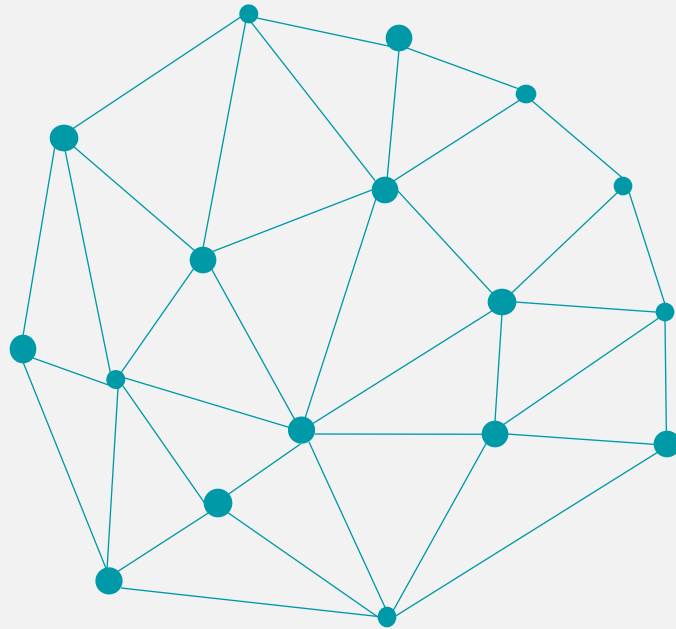
Details:

- Case Notes can now be created using SmartText. Use the hashtag keystroke within the text area to select from the list of available Smart Texts in order to quickly populate the text of the case note.
- Additionally, case workers with the appropriate privileges can edit or delete case notes that they created.



Business Benefit:

- Users can compose their case notes more quickly and make subsequent changes to the notes that they create.



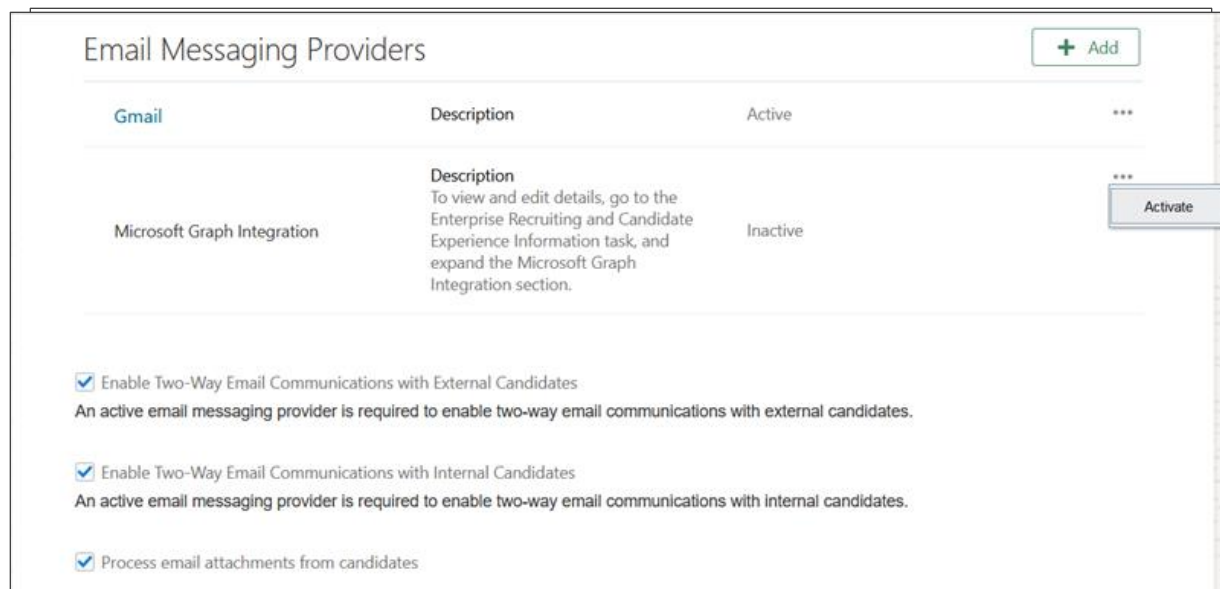
NEW FEATURES

Quick Wins – Opt Ins with Configuration

MICROSOFT GRAPH API INTEGRATION FOR TWO-WAY EMAIL COMMUNICATION

Details:

- User can now read candidate emails sent to a vanity mailbox on Office 365 using Microsoft Graph API integration.
- This new feature supports both client secret and client certificate-based authentication.
- This is an upgrade over previous releases, which only supported email reading using IMAP with limited authentication options.



ORC

Impact Analysis

Impact Level HIGH

Need to Enable YES

Configuration YES

Quick Win YES

Business Benefit:

- This enhancement provides a unified approach for scheduling interviews and candidate communications, while also providing administrators with a simple and robust solution to integrate Microsoft 365 with Oracle Recruiting Cloud.

USE GENERATIVE AI TO CREATE A SUMMARY IN START CONVERSATION WITH DETAILS

HRHD

Impact Analysis

Impact Level **LOW**

Need to Enable **YES**

Configuration **YES**

Quick Win **YES**

Details:

- This feature allows help desk agents to include AI-generated summaries in their internal conversations.
- The summarization feature generates a Help Desk Request summary on demand when an agent checks the box to include generated summary.
- This feature can save time for help desk agents and provide a more comprehensive overview of the customer's issue.

The screenshot shows the Oracle HRHD interface for starting an internal conversation with details. The title is 'Start Internal Conversation with Details' with ID 'HRHD0000027320'. There are 'Select' and 'Submit' buttons at the top. Below is a 'Select Attributes' section with a dropdown menu showing 'Status, Severity, Category, Subject'. The 'Summarization' section has a checked checkbox for 'Include Generated Summary' and a text area containing a sample summary: 'Chris is upset that his supervisor schedules him for overtime at inconvenient times, but not consistently. He wants to be asked before being scheduled for overtime. The agent asks if Chris has spoken to his supervisor about this.' There is also an 'Attachments' section at the bottom.

Business Benefit:

- This feature allows agents to include an overview of the help desk request when forwarding the details of a help desk request by using Start Internal Conversation with Details in the Action Bar.

Closing Q&A

CLOSING NOTE

1. What happens next?
 1. Presentation
 2. Session Recording
2. Speak with your CES Support Manager or CES Service Manager
 1. for additional services around quarterly updates
 2. Learn more about Innovation
3. Next Sessions

Session	Track	Date	Timing
Supply Chain Management (Inventory & Order Management) Oracle Quarterly Updates 24D	SCM	9-Oct-24	4:30 PM GMT / 5:30 PM CEST / 11:30 AM EST
Talent & OLC Oracle Quarterly Updates 24D	HCM	15-Oct-24	3:00 PM GMT / 4:00 PM CEST / 10:00 AM EST
Benefits & Compensation Oracle Quarterly Updates 24D	HCM	16-Oct-24	3:00 PM GMT / 4:00 PM CEST / 10:00 AM EST

MASTEK
is here to
help you!



THANK YOU

