

Oracle Help Desk

Oracle HR Help Desk delivers personalized HR services to your employees in an engaging, intelligent, and secure way. Natively developed in the Oracle Cloud, Oracle HR Help Desk is a full case management solution that delivers quick and consistent HR services to every employee, by intelligently routing each inquiry to the right HR stakeholder. Oracle HR Help Desk makes it easy for employees to find answers to their questions from any device, and ensures data privacy and security for every employee's unique HR needs.

INTELLIGENTLY ANSWER EMPLOYEE HR INQUIRIES

Employees typically have to spend valuable time searching for the finding the right experts to help them with basic HR transactions, such as taking time off or procuring a company badge to swipe into work. The experience of processing each of these basic HR transactions can be varied, based on who the employee knows or which location they are working out of. Oracle HR Help Desk reduces the time employees spend looking for answers, by providing an intelligent case management system that routes each employee questions to the right HR person, ensuring quick and personalized HR service delivery for each employee.

ENSURE SECURITY AND DATA PRIVACY OF HR REQUESTS

Although HR is often considered an early adopter of cloud when compared to other lines of business - compliance, ever changing data residency laws, and protecting highly sensitive employee data from outside threats should always be top of mind for HR professionals. Companies who operate in multiple countries need to look beyond local HR solutions, to help them effectively manage and store their data in multiple locations across the globe, with the highest security standards in mind. As Oracle HR Help Desk is built natively on the Oracle Cloud, all of the highly sensitive data around employee HR services is protected with the same, single security model used across all Oracle Cloud products with no custom integration required.

Key Features

- Oracle HR Help Desk delivers superior HR services to all employees:
- Intelligent case management system that routes each case to the right person
- Quick, consistent HR service delivery with Tasks and Categories
- 360 Degree View of each employee's HR profile and history
- Knowledge Cloud that helps employees find the right answers
- Social to initiate conversations and find experts
- Embedded Business Intelligence to measure effectiveness of service requests
- Ensure data privacy with a single security model from Oracle
- Natively built on Oracle Cloud, no integration required

BETTER HR SERVICES DELIVERED THROUGH BETTER HCM TECHNOLOGY

HR Help Desk is the only HCM Cloud solution that delivers:

- A native HR Help Desk solution, no custom integration required
- Core HR security for case management
- Ensure data privacy using a single security model
- Minimized implementation costs and effort as customers can leverage Core HR configurations from the same, single data model
- Common Platform
 - Common Extension Framework
 - Extend objects, UI, and logic
 - Shared data model
 - Common Security
 - Single security model
 - User management and identity management
 - Common Platform Services
 - Export/import, Assignment, Email, Search, APIs
 - Common Administration
 - Setup and deployment
 - Lifecycle management
- Service Request Management
 - Service Request Tracking
 - Enable HR reps to easily create service requests for employees
 - Create & track activities associated to service requests
 - Follow-up & Response
 - Follow-up and respond directly via email (or via APIs)
 - Measure HR rep help desk activity with real time analytics
- Collaboration
 - Purposeful Collaboration
 - Leverage experts across the enterprise to help find answers
 - Initiate conversations by topic and audience
 - Easily share and markup documents
 - Persistent Conversations
 - Search historical conversations to find solutions
 - Identify key collaboration threads & move solutions to the knowledgebase
 - Anyone, Anywhere, Anytime
 - Collaborate with experts wherever they are with mobile and web access
 - Collaborate with any user in the enterprise
- Service Request Analytics
 - Service Insights
 - Measure status of open and historical SRs
 - Analyze by channel, product, category, queue and agent
 - Extensible Analytics
 - Create rich interactive reports and infolets
 - Report on custom fields
 - Analytics Platform
 - Consistent data security with transactional UI
- Leverages Oracle Transactional BI (OTBI)

Key Benefits

- Reduced number of HR calls
- Increased employee satisfaction
- Reduce costs and reliance on HR shared services
- Faster, more consistent response times
- Ensure data privacy for employee HR requests

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Integrated Cloud Applications & Platform Services

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