

# Oracle HCM Cloud: Human Resources Help Desk Ed 3

Oracle Global Human Resources Cloud

DURATION

**3 Days**

MODULES

**16 Lectures**

COURSE CODE

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## Course Overview

This Oracle HCM Cloud: Human Resources Help Desk (HRHD) course is intended to build on the knowledge you already have to enable you to perform an initial HRHD implementation.

## What You Will Learn

### Oracle Modern Best Practices

- Common Questions
- Business Challenge: How do you design an optimal business process to increase employee productivity?
- Business Solution: Oracle Modern Best Practices (OMP)
- Benefits of Using OMBP
- What is included in an OMBP process?
- How do I read an OMBP?
- How does OMBP impact me?
- Workforce Issue to Resolution
- Where can I find more information?
- Instructor Demonstration
- Key Points

### HR Help Desk: Overview

- Common Questions
- HR Help Desk: Purpose
- HR Help Desk: Simple Scenario
- Service Request Processing Flow
- Status and Status Types
- The User Interface: Employee
- The User Interface: Help Desk Agent/Manager
- HR Help Desk Dashboard

- The User Interface: Knowledge Management
- Notifications: Worklist
- Other Notifications
- Interactive Notifications
- Notification Preferences Manager
- Instructor Demonstration
- Key Points
- Practices

## Configuration Overview

- Common Questions
- Configuration Components
- Key Points

## Before You Start

- Common Questions
- Enabling HR Help Desk
- Enabling the Help Desk Offering
- Enable Elastic Search
- Configure Global Knowledge Locale
- Job Roles
- Instructor Demonstration
- Configure Lookups
- Enable Profile Options
- Manage Scheduled Processes
- Key Points
- Practices

## Categories and Product Groups

- Common Questions
- Categories
- Product Catalog
- Instructor Demonstration
- Key Points
- Practices

## Understanding Queues

- Common Questions
- Work Assignment Process: Overview
- Default Queue
- Recommended Practices
- Rule-Based Queue Assignment
- Further Considerations
- Instructor Demonstration

- Key Points
- Practices

## Service Request Routing

- Common Questions
- Omnichannel
- Routing Considerations
- Work Item Type
- Channel Capacity Limits
- Agent Presence and Capacity Options
- Work Starvation Prevention
- Queue Overflow
- Instructor Demonstration
- Key Points
- Practices

## Email Channel

- Objectives
- Email Processing Overview
- Inbound Email Processing
- Email to SR Fields Mapping
- Auto-Populated SR Fields
- Implement Inbound Email Processing
- Enable Default Processing
- Redirect Inbound Email
- Create an Email Channel
- Create Email Filters
- Configure Profile Options
- Register Inbound Email Channels
- Set Up the Scheduled Process
- Periodically Purge Inbound Email Messages
- Troubleshooting
- Outbound Email
- Outbound Email Profile Options
- Instructor Demonstration
- Email Templates
- Email Template Examples
- Creating and Editing Email Templates
- Fields and Data in the Email Template
- Assigning Templates to Message Types
- Using Templates
- Troubleshooting
- Instructor Demonstration
- Key Points
- Practices

## Service Entitlements

- Common Questions
- Service Entitlements Explained
- Objects Related to Service Entitlements
- Set Up Considerations
- Milestones
- Milestone Types
- Milestone Configuration
- Coverage
- Coverage Levels
- Schedules and Exceptions
- Coverage Rules
- Apply a Default Coverage to All Employees
- Monitor Service Entitlements
- Run a Scheduled Process
- Take Actions Based on Milestone Status
- View Milestone Diagnostics
- Report on Entitlement Performance
- Instructor Demonstration
- Summary
- Practices

## Action Plans

- Objectives
- Action Plans
- Action Precedence
- Admin Tasks
- Creating Actions
- Attribute Mappings
- Status Mapping
- Action Plan Templates
- Action Plan Default Calendar
- Action Plan Analytics
- Instructor Demonstration
- Key Points
- Practices

## Outcomes and Resolutions

- Objectives
- Resolving a Service Request
- Outcome and Resolution Mapping
- Instructor Demonstration
- Key Points
- Practices

## Adaptive Intelligence and Search

- Objectives
- Help Desk Request Classifications
- Required Roles
- Required Connections and Validations
- Setup Steps
- Enable Request Classification
- Configure the Profile Options
- Validate Authentication
- Start the Data Ingestion and Model Learning
- Validate the Setup
- Testing the Setup
- The Insights Dashboard
- Adaptive Search
- Instructor Demonstration
- Key Points

## Productivity Tools

- Objectives
- Productivity Tools
- Enabling Productivity Tools
- SmartText Considerations
- More SmartText Considerations
- Instructor Demonstration
- Key Points

## Workflows

- Objectives
- Workflows
- Object Workflows
- Example: Escalating a Service Request
- Example: Requiring Approval to Resolve an SR
- Example: When an SR Is Updated by Email, Send an Agent Notification
- Example Groovy Script
- Instructor Demonstration
- Key Points

## Implementing Knowledge Management

- Common Questions
- Implementation Overview
- Implementing Knowledge Tasks
- Enable the Knowledge Management Feature
- Implementing Knowledge Profile Options

- Manage Locales
- Manage Knowledge Users
- Manage Content Types
- Configure User Groups
- Configure Knowledge Search
- Manage Article Statuses
- Manage Roles and Privileges
- Run Knowledge Search Processes
- Instructor Demonstration
- Knowledge Authoring
- Knowledge Article Authoring
- Employee Knowledge Access
- Agent Knowledge Access
- Author Access
- Authoring Process
- Content Collections
- Content Collection Creation Process
- Instructor Demonstration
- Key Points
- Practices

## Information Resources

- Information Resources
- Oracle Help Center
- Oracle Help Center Learn
- My Oracle Support
- Oracle Cloud Customer Connect
- Oracle University
- Oracle Partner Community