

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 (OMPB)
- 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