

PEOPLESOFT ENTERPRISE EMPLOYEE SELF-SERVICE



*Reduce internal
support costs.*

Resolve issues quickly.

*Improve employee
productivity.*

The need to provide higher levels of service and support with fewer resources is as critical for an organization's employees as it is for its customers. One important way to achieve this is through self-service, which provides your employees with tools to access and update information, get answers to questions, and solve their own problems at their convenience.

With Oracle's PeopleSoft Enterprise Employee Self-Service, the workload of your internal help desk and human resources department decreases, while employee satisfaction increases. As more employees help themselves, the cost of providing support goes down—and everyone in the organization becomes more focused and productive.

Lower the Cost of Providing Internal Support

For most organizations, providing around-the-clock employee access to human resources personnel or help desk agents is simply too expensive. And yet, with instant online access to a growing number of other services, employees are coming to expect internal support when and where they need it.

Self-service—which is available around the clock, 365 days a year—is an extremely cost-effective way to meet the needs of all of your employees. With PeopleSoft Employee Self-Service, you're able to provide answers to questions, access to employment and benefits information, and even technical knowledge base access at the exact time it's needed, increasing satisfaction while reducing live agent intervention and related costs.

Provide Quick Resolution to Internal Issues

With PeopleSoft Enterprise's self-service solution, you can optimize the use of automated channels for problem resolution. When technical issues arise, your employees can access extensive self-help functionality, including intelligent solutions and the ability to interact or collaborate with agents if and when necessary. And because many of these capabilities are available 24/7, resolution is faster and more convenient than ever before.

The solution is tightly integrated with other PeopleSoft Enterprise solutions and functionality—including Enterprise Human Capital Management, case management, and knowledge bases—which ensures a seamless, end-to-end self-service solution.

Improve Productivity Through Self-Help

When employees have access to a variety of self-service tools, their productivity can dramatically improve. For example, human resources departments can reduce time spent on the phone by posting commonly asked questions and answers regarding policies and benefits, and can cut paperwork by providing easy-to-use web forms that make it possible to instantly update employee information. IT departments

could make password related FAQs available via self-service, for example.

Designed for ease of use, PeopleSoft Enterprise's self-service solution allows employees to take the lead on a number of human resources and support activities.

They can:

- Update profile information.
- Submit a new service request or check the status of an existing service request on a 24/7 basis.
- Review solutions automatically suggested when a case or chat request is submitted.
- Use natural language processing to search a common knowledge base.
- Review relevancy and usage scores and a brief excerpt from the solution to quickly determine which solutions to consider.
- Use links on every self-service page to quickly obtain assisted service via email or real-time chat.
- Review frequently asked questions (FAQs).
- Add notes and attach files to a case.
- Close resolved cases and, if necessary, reopen them.
- Review current service level agreements.
- Check case resolution status.
- Order and, if necessary, configure products.

Self-service not only makes it easier for employees to do their jobs, but also reduces the amount of time help desk and human resources employees spend on mundane, repetitive issues that can lessen their job satisfaction. As more employees use self-service, these knowledge workers are able to spend their time focusing on strategic projects that benefit the organization as a whole.

Oracle's PeopleSoft Enterprise Advantage

With Oracle's PeopleSoft Enterprise Employee Self-Service, your employees become more self-sufficient and satisfied through the ability to solve their own problems, update information, and check the status of service requests whenever and wherever they want. Your help desk personnel are able to better focus their efforts, increasing their effectiveness and job satisfaction. Best of all, your organization can create an internal service organization that's available around the clock—without adding additional staff.

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