

HELPDESK FOR HUMAN RESOURCES



Deliver world-class service.

Increase productivity and reduce costs.

Leverage existing investments.

The efficiency and effectiveness of your human resources help desk is an important factor in maximizing employee satisfaction and productivity. And yet most companies implement solutions that duplicate other HR efforts, don't leverage agent talent, and slow problem resolution. As a result, HR departments find themselves overwhelmed, low-cost service channels aren't leveraged, and organizations are plagued with inefficient service delivery models.

Oracle's PeopleSoft Enterprise HelpDesk for Human Resources is an intelligent, integrated solution that optimizes HR practices across the workforce. It gives organizations the ability to operate a comprehensive internal support organization that maximizes productivity, increases worker satisfaction, and enables a lower total cost of ownership by leveraging existing investments. With Oracle's PeopleSoft Enterprise solutions, you can provide support for the extended workforce through its full lifecycle—from initial employment acceptance to retirement and every step in between.

HelpDesk for Human Resources leverages a pre-built, secure, real-time integration between Oracle's PeopleSoft Enterprise Customer Relationship Management (CRM) and Human Capital Management (HCM). HelpDesk for Human Resources provides direct view-and-edit accessibility to HR data and applications in real time, making the help desk a one-stop shop for all HR support activities.

Rise to High Expectations

In today's competitive environment, customer service is a key differentiator. This is as true for your organization's internal customers—your workforce—as it is for your external customers. At a time when expectations are continually on the rise, the PeopleSoft Enterprise CRM technology makes a tangible difference in service delivery. Features like employee case management, call tracking, and problem resolution enable your HR staff to redirect their focus from administrative tasks to strategic business activities, improving staff efficiencies and job satisfaction.

Knowledge Management

When problems arise, you have a variety of tools to resolve them, including powerful natural language and keyword search capabilities that help agents quickly determine the best solution to a problem—weighted, ranked, or scored by accuracy. By leveraging both internal and external content, we help you reduce the time to resolve reported problems, drive best practices across the enterprise, and enhance agent productivity. You can also add your own solutions and use Quick Codes to build rapid responses to your most frequently asked questions.

The screenshot displays the Oracle PeopleSoft Enterprise CRM Case Management interface. At the top, there are navigation and utility icons (Save, Spell Check, 360-Degree View, Notification, Email, Time Entry, Search, Personalize). The main header shows Case ID 220413, Employee ID KU0010, Employee Name Antonio Santos, Status Open - Research, and Contact Method 4689 Z Street, Sacramento, CA, 94264, USA. Below this is a breadcrumb trail: Case > Solution > Summary > Notes > Case history > Related Cases > Related Actions > [Home].

The interface is split into two main columns. The left column contains:

- Employee Information:** Employee Antonio Santos, National ID, Alternate Contact, Contact Method 4689 Z Street, Sacramento, CA, 94264, USA. Includes 'Show Details' and 'Search Again' links.
- Problem:** Summary: Tax change not on paycheck. Description: Tax withholdings change not reflected in recent paycheck.
- Actions:** Suggested Action, Related Actions (dropdown), Human Resources (Personal Data dropdown), Benefits (Health Plans dropdown). Each dropdown has a 'Go' button.

The right column contains:

- Case Information:** Main/More tabs, Secured Case checkbox, Quick Code dropdown, Case Type dropdown (Question/Problem), Status dropdown (Open - Research), Resolved by First Contact checkbox, Provider Group dropdown (Payroll Administration), Assigned To dropdown (Carmella Jackson), Select Agreement dropdown, Category dropdown (Payroll), Specialty Type dropdown (Paycheck Info), Detail dropdown (Paycheck Error), Priority dropdown (Medium), Severity dropdown (One Affected), Entitled Response, and Entitled Restore.

Efficient Case Management

Expand user efficiency with Oracle's PeopleSoft Enterprise CRM technology for case management, call tracking, and problem resolution.

Branch Scripting

With HelpDesk for Human Resources' branch scripting capabilities, you can develop standardized templates of similar questions and answers to use in multiple scripts or personalize script delivery based on agent needs. This ability to tie solutions directly to scripts and solve workforce problems on the first call results in fast, consistent solution delivery across your entire operation.

Prescriptive Analytics

Robust, behind-the-scenes analytics guide agent actions, enhance the value of employee interactions, and help enforce the adoption of best practices. These actions or next steps can be defined based on a number of different fields on the case page or can seamlessly access more than 50 of the most used transactions in Oracle's PeopleSoft Enterprise HRMS, including Benefits Administration, Payroll, Stock Administration, and Enterprise Learning Management.

Service-Level Management

HelpDesk for Human Resources supports the processes of planning, coordinating, drafting, agreeing, monitoring, and reporting service-level agreements. Features include the ability to define different service levels by role, department, contact method, and case priority; to determine response and restore times; and to track and report on service-level violations.

Increase Productivity and Reduce Costs

Many HR departments focus on increasing their efficiency through administrative excellence. But if the workforce doesn't know what your policies or practices are or can't easily put them into practice, the workers become confused, dissatisfied, less

effective, and more costly. HelpDesk for Human Resources contains a number of features that improve productivity by improving operational efficiency.

Multichannel Support and Skills-Based Routing

You can deliver consistent, efficient, and personalized customer service, regardless of the communication channel or location of the agent/specialist. Integration to PeopleSoft Enterprise HRMS provides vital competency information that ensures that agents are prepared to handle workforce issues, while intelligent call routing and universal queuing direct calls to the agent with the best skills match, every time. Also included are extensive self-service capabilities that enable employees to resolve their own issues or questions, further reducing the cost of delivering HR services.

The screenshot displays the '360-Degree View' for an employee. The top navigation bar includes 'Reload', 'New Search', 'Notify', and 'Send' buttons. Below this, there's a '360 Degree View' tab and a 'Tasks' section. The main content area is divided into several sections:

- Summary:** Displays personal and contact information for Antonio Santos, including Name, National ID (KU0010), EmplID (578-29-0482), Home Address (4689 Z St. Sacramento, CA 94246), Home Phone (925/694-1234), Business Email (asantos@yahoo.com), Emergency Contact (Megan Santos), and Contact Phone (925/694-1234).
- Activities:** Shows a 'Date Filter' set to '7 - View All' and a tree view of activities for Antonio Santos, including 'Cases' (Authorized and Unauthorized cases with 'Open - Research' counts) and 'Interactions' (with specific dates and times).
- Authorized Cases:** A table with columns 'Case ID', 'Summary', and 'Date Created'. One case is listed: Case ID 220413, Summary 'Tax change not on paycheck', and Date Created '2004-04-05-19.13.08.000000'.
- Log Interaction** and **Recent Transactions** sections are also visible but empty.

360-Degree View of the Workforce

HR agents can use HelpDesk for Human Resources' 360-degree view of every employee's case history and HR data to quickly manage and resolve issues in real time.

360-Degree View of Common Workforce Data

By leveraging PeopleSoft Enterprise HCM as the database of record, you can reduce implementation and maintenance costs in multiple installations, avoid duplicate data, and ensure that agents have the most up-to-date information. HR agents can use HelpDesk for Human Resources' 360-degree view of every employee's case history and HR data to quickly manage and resolve issues in real time.

Reporting and Analytics

Using comprehensive PeopleSoft Enterprise reporting and analytic solutions you can collect, manage, and enrich data from internal and external sources. This makes it easy to quickly create "portfolios" of your workforce and proactively manage and optimize their performance based on key enterprise metrics. Crystal Reports enable HR staff and agents to extract information from both the PeopleSoft Enterprise CRM and HRMS databases to measure and manage performance.

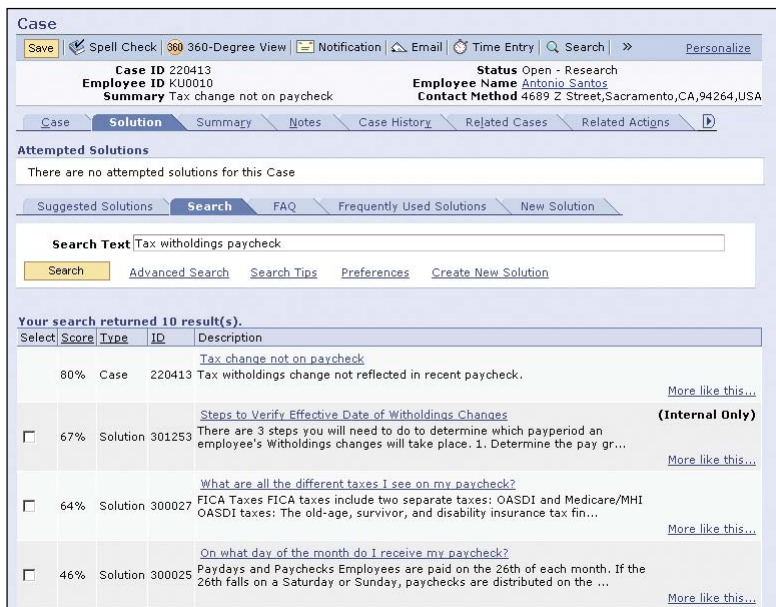
Security

Oracle’s PeopleSoft Enterprise solutions contain a number of features designed to protect the privacy of sensitive employee information, reduce liability, and ensure HIPAA compliance, including:

- **Caller verification and validation.** Verify callers by leveraging enhanced data that is automatically populated on the 360-degree-view page. The workforce personal profile section provides a series of challenge questions to validate the caller’s identity before disclosing sensitive HR data.
- **Enhanced security.** Regulating the administration of sensitive workforce data to allow only authorized access and/or update capability streamlines case resolution and adds an additional level of security for highly sensitive HR areas.
- **Single sign-on.** With secure access to their level defined in PeopleSoft Enterprise HRMS, agents need to sign on only once to have immediate access to the PeopleSoft Enterprise CRM, HRMS, and third-party applications—increasing agent and organizational efficiencies.

Leverage Existing Investments

Many organizations have pieces of HR data stored in disparate systems. Organizations with multiple, specialty help desks already in place can leverage their current IT investments by using Oracle’s PeopleSoft Enterprise solutions to integrate support into a single help desk. Interfaces can also be simplified by having HR data flow back and forth from a single help desk solution, instead of several.



Solution Management

Powerful natural language and keyword search capabilities reduce the time to resolve reported problems, provide consistency and accuracy, and deliver the ability to drive best-practice solutions across the enterprise.

Real-Time, One-Click Integration

With HelpDesk for Human Resources, agents and specialists can quickly resolve HR questions—including data updates or transactions in the HRMS application—with a single click. Using the pre-built integration in the PeopleSoft Enterprise solutions reduces data entry, improves data accuracy, leverages existing system investments, and lowers total cost of ownership by eliminating custom integration.

HR-Specific Knowledgebase Integrations

The extensive integration capabilities in the PeopleSoft Enterprise solutions include a framework against which third-party knowledgebase solutions or homegrown solutions can be certified, ensuring that you are able to leverage existing investments when providing resolution to issues or answers to questions.

Personalized Integration

HelpDesk for Human Resources provides direct links from the case page back to the most frequently used transaction pages in PeopleSoft Enterprise HRMS. In all, more than 50 configurable personalized integrations are provided. At the same time, information about any member of your workforce can be instantly updated due to the solution's real-time enterprise integration point to the PeopleSoft Enterprise HRMS database.

The HelpDesk for Human Resources Advantage

Oracle's PeopleSoft Enterprise HelpDesk for Human Resources is a unique workforce service delivery solution that improves the productivity and effectiveness of your HR department, as well as your workforce. The solution is designed to enable HR professionals to provide the highest levels of service while increasing the self sufficiency of employees—both of which ultimately lower costs and ensure high morale.

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