PEOPLESOFTE ENTERPRISE HELPDESK FOR EMPLOYEE SELF-SERVICE

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 Oracle’s PeopleSoft Enterprise HelpDesk for Employee 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 PeopleSoft Enterprise HelpDesk for 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.

PeopleSoft Enterprise HelpDesk for Employee 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 Enterprise HelpDesk for Employee Self-Service, you can provide answers to questions, access employment and benefits information, and even access the technical knowledge base at the exact time it’s needed, increasing satisfaction while reducing live agent intervention and related costs.

Provide Quick Resolution to Internal Issues
With the PeopleSoft Enterprise 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 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 can make password-related FAQs available via self-service, for example.

Designed for ease of use, PeopleSoft Enterprise HelpDesk for Employee Self-Service enables 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 manage (check the current status of or reopen a closed) service request on a 24/7 basis.
- Review solutions that are automatically suggested when a case or chat request is submitted.
- Search for solutions; review relevancy and usage scores and a brief excerpt from the solution to quickly determine which solutions to consider.
- Send an email or real-time chat with a live agent for assisted service.
- Review frequently asked questions (FAQs).
- Review current service-level agreements.
- Check case resolution status.
- Order and, if necessary, configure products.

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

**Oracle’s PeopleSoft Enterprise Advantage**

With Oracle’s PeopleSoft Enterprise HelpDesk for 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.

**Contact Us**

For more information about PeopleSoft Enterprise HelpDesk for Self-Service applications, please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.