Boost HR User Productivity with Oracle Recruiting Cloud

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Customer Success Services

Pick the best talent for your company, provide excellent candidate experiences by leveraging the latest technology, and boost your HR team's productivity through Oracle Recruiting Cloud Service and Oracle Customer Success Services.

Efficient recruiting from hire to retire

Oracle Recruiting provides sourcing tools, native recruitment marketing, candidate relationship management, and a fully mobile hiring experience. Using machine learning, the solution identifies the very best candidates, reduces time to hire, and improves candidate experience.

When implementing Oracle Recruiting, good planning and appropriate support are the foundation of efficient operations. Quality assurance and coordination of implementers and other delivery partners, with a single point of contact during this critical phase, are key to success.

After go-live, to make the most of this feature rich solution, enterprises should consider that

- Slow user adoption can negatively impact productivity. Ideally, a help desk should be in place to assist users with their questions and provide functional support.

- Through continuous innovation and quarterly updates, Oracle Recruiting Cloud is constantly evolving. Customer Success Services can assist your IT team with change management activities and preparing and testing for new releases.

Success through expert support

Oracle Customer Success Services has more than 1,000 Oracle Cloud and Applications specialists worldwide with a wealth of expertise to assist customers throughout the entire lifecycle of their Oracle cloud solution. Personalized support and functional services can ensure high operational performance user productivity.

Achieve your goals with Oracle Recruiting Cloud

- Support the implementer during transition to Oracle Recruiting Cloud
- Execute recruiting processes efficiently
- Optimize module usage and performance
- Increase HR user adoption and productivity

Recommended services

Oracle Cloud Priority Support

- Prioritized issue resolution
- Personalized support and guidance from a designated Oracle Technical Account Manager with application expertise

Oracle Business Help Desk for SaaS

- 24/7 assistance by SaaS functional and technical experts
- Issue resolution with SLAs
- Continuous improvement KPIs

Oracle Critical Process Management for SaaS

- 24/7 process monitoring
- Expert advice on process improvements

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End-to-end Oracle Recruiting Cloud support by Oracle Customer Success Services

- **Personalized lifecycle support**: Customer Success Services Technical Account Managers stay engaged with their clients across the lifecycle of the cloud solutions and provide targeted guidance, escalation management, and prioritized issue resolution.

- **Business Help Desk for SaaS**: A team of functional and technical experts is available 24/7 to answer questions from your super users, resolve issues, and guide your team on process optimizations. Service level agreements, key performance indicators, and detailed reporting provide a transparent and predictable service experience.

- **Recruit to hire dashboard**: Oracle Customer Success Services can adjust your dashboard for your specific recruiting tasks and partner integrations.

Take advantage of Oracle Customer Success Services for SaaS and provide a modern experience for your candidates and HR team with Oracle Recruiting.

Oracle Regression Testing for SaaS

- Automated and manual testing
- Defect management

Oracle Extension and Integration Support for SaaS

- Oracle SaaS, PaaS, and on-premises applications
- Response and resolution SLAs; triage and follow up for non-Oracle issues

Oracle Managed Security Services

- Vulnerability and threat prevention
- Managed Identity Services
- Managed Compliance Services
- Managed Database Security Services

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