

# Oracle Fusion Cloud Touchpoints



To improve employee engagement, organizations need to equip managers with tools that enable them to have better-informed, more impactful day-to-day interactions with their employees. Oracle Touchpoints provides a continuous listening and action channel between employees and managers to help them create meaningful interactions that build trust, boost retention, and foster growth.

## Help employees play an active role in getting the support they need

**Quick pulse surveys:** Employees can share their sentiment with their managers through quick daily, weekly, or monthly pulse surveys.

**My Touchpoints:** My Touchpoints is a central place for employees to review their pulse trend, manager check-ins, and nudges that recommend engagement actions, such as providing feedback or celebrating an individual's achievements.

## Empower managers with tools to be better leaders

**Team Touchpoints:** Team Touchpoints provides managers with a single place to respond to employee engagement trends in real time, with easy-to-understand insights into their team's sentiment, information about past and upcoming check-ins with their team members, and nudges that recommend relevant engagement actions.

**Team Sync Advisor Agent:** Help employees and managers have more effective meetings. The agent can submit weekly updates on employee performance progress, challenges, and requests and provide managers with an actionable summary of these updates and follow-up questions to guide one-on-one check-ins.

**Oracle Manager Edge:** Give managers their own AI-powered coaching assistant that helps them develop their management skills. The AI agent provides tailored, in-the-moment guidance that draws on information from across Oracle Fusion

### Key features

- Quick pulse surveys and dashboards
- Employee and manager check-ins
- AI-recommended discussion topics and goals
- AI summaries for efficient team sync
- Employee recognition messages
- Recommended engagement actions (nudges)

### Key benefits

- Give time-constrained managers the quick insights they need to immediately know their people's engagement levels
- Foster more impactful conversations with AI-recommended discussion topics
- Encourage engagement and strengthen the employee-manager relationship through check-ins and personalized engagement nudges
- Recognize employees with messages that highlight their contributions and valued efforts

Cloud HCM, including check-ins, feedback, performance reviews, and goals, to help them develop leadership skills, address challenges, improve communication, and drive engagement and productivity.

**Team pulse trends:** In Team Touchpoints, managers can review their team's pulse trend and see how it compares with the organization's pulse trend. In addition, managers can drill into each employee's pulse trend to understand their engagement level and identify team members who need immediate attention.

## Encourage continuous, meaningful day-to-day interactions

**Employee and manager nudges:** Nudges help managers and employees have more frequent and impactful interactions by recommending quick, personalized actions based on employee data. For example, a nudge might remind an employee to schedule an overdue check-in, celebrate a team member's work anniversary, or review their performance or development goals.

**Check-ins:** Both employees and managers can review and schedule one-on-one meetings for in-the-moment feedback and guidance. When creating a check-in, managers and employees can add recommended discussion topics based on their previous interactions, feedback they've received, and performance and development goals from Oracle Fusion Cloud Performance Management and Oracle Career Development. During the check-in, managers and employees can review recommended or added discussion topics and capture action items for follow-up.

**Celebrations:** With celebrations, managers and employees can recognize colleagues with messages that highlight contributions and milestones, such as their work anniversary, a professional achievement, or their positive impact on the business.

**AI Agenda Builder:** Help employees stay on track, address obstacles, and feel valued with AI-recommended topics.

**AI Meeting Assistant:** Keep a strong check-in cadence and set next steps with a summary and follow-up items, such as new performance and development goals, proposed by AI.

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