

**ORACLE**

# **ORACLE AI AGENTS**

for Oracle Cloud HCM



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# Revolutionizing Human Capital Management with AI Agents

In the evolving landscape of enterprise technology, AI agents are emerging as transformative digital employees for Human Capital Management (HCM). These agents are redefining business operations by providing services tailored to the specific needs of business processes within HCM, streamlining workflows, reducing administrative burdens, and enabling strategic human resource management by automating routine tasks and consistently achieving their defined objectives. Unlike traditional automation tools, these AI agents integrate Generative AI technologies that bring human-like characteristics such as reasoning, memory, and critical decision-making into play. This allows them to automate strategic parts of HCM business processes more dynamically, without the rigid structures of rule-based systems.

# Oracle AI Agents for HCM

Oracle AI agents help set a higher standard for efficiency, innovation, and growth by empowering employees with generative AI-powered services—which can help with important functions such as answering questions, providing guidance, offering personalized recommendations, and completing tasks on behalf of the employee—all embedded directly and in context of a specific business process or transaction. Oracle AI agents help to dynamically and safely use data from Oracle Cloud HCM, company-specific documentation, and multiple connected data sources to generate more up-to-date, source-identified, and contextually relevant information and assistance.

Each Oracle AI agent exhibits unique characteristics enabling them to help produce significantly more relevant and contextual services for the employee. However, all Oracle AI agents operate on a common foundation to deliver services consistently across the entire workforce, such as—

- **Autonomous Capabilities** - AI agents function as sophisticated digital assistants that autonomously perform tasks, help to pursue organizational goals, and adapt to changing environments working in conjunction with employees along the way. Their autonomy helps empower HR teams and managers to focus on strategic initiatives requiring human insight.
- **Interactive Dynamics** - AI agents mimic human interaction, making them an approachable part of daily operations. They learn from interactions, can significantly improve over time, and help manage complex, multi-agent workflows that can help enhance organizational efficiency, where employees align and guide them throughout the process.
- **Transformational Impact on Work** - AI agents can help to significantly enhance the capabilities of HR teams by automating tasks, thereby allowing these teams to provide a higher level of service without increasing headcount. They can help to improve efficiency, scale seamlessly with business needs, and help to deliver consistent execution across HR functions. For example, AI agents help to handle routine inquiries about benefits or manage complex candidate scheduling tasks for interviews with precision and consistency, learning and adapting from each interaction.
- **Specialization in Roles** - AI agents can be tailored to perform specific roles within HCM, helping to enhance their effectiveness in managing complex aspects of human resources. They utilize advanced tools, help make informed decisions, and execute multi-step processes that require nuanced judgment with employees in the loop enabling AI agents stay in scope. Their role in fostering agility within HR operations makes them invaluable partners to HR professionals and the broader business, helping to facilitate a responsive and always-on work environment.

Oracle Fusion Applications integrate AI directly into existing systems. This seamless integration fosters rapid AI adoption across familiar platforms, reduces the need for extensive training, and enables high-quality outcomes through robust evaluation mechanisms and customization options.

# AI Agents across HR

AI Agents are embedded and can be enabled by customers to be ready to help across all areas of the Oracle Cloud HCM suite—HR, Talent Management, Payroll, Workforce Management, and Employee Experience—assisting organizations in recruiting top talent, upskilling their workforce, driving better performance, and all stages of the employee lifecycle.

## Employee Lifecycle Management

Utilize the following Oracle AI agents to help oversee the entire employee lifecycle to help improve employee experiences at scale, deliver consistent support to every worker, and reduce administrative workloads with the following-

- **Internal Mobility Assistant:** Helps assist employees in navigating career advancement opportunities within the organization, providing guidance on open positions and required skills.
- **New Hire Onboarding Assistant:** An onboarding assistant that can help support new employees through their initial days, offering information on company policies, culture, and essential resources.
- **Job Seeker Analyst:** Helps aid job seekers in preparing for and finding employment, offering resume tips, interview coaching, and job search strategies.
- **Perks and Awards Analyst:** Helps inform employees about available perks and awards, helping them make the most of company-provided benefits and recognition programs. Helps to provide line managers with guidance on company policies around recognitions and awards.
- **Personal and Employment Details Assistant:** Helps manage and update employees' personal and employment information. Helps provide suggestions on employee life-cycle events like promotions, transfers, and relocations to help enable improved accuracy and improved adherence to company policies.

## Career and Performance Development

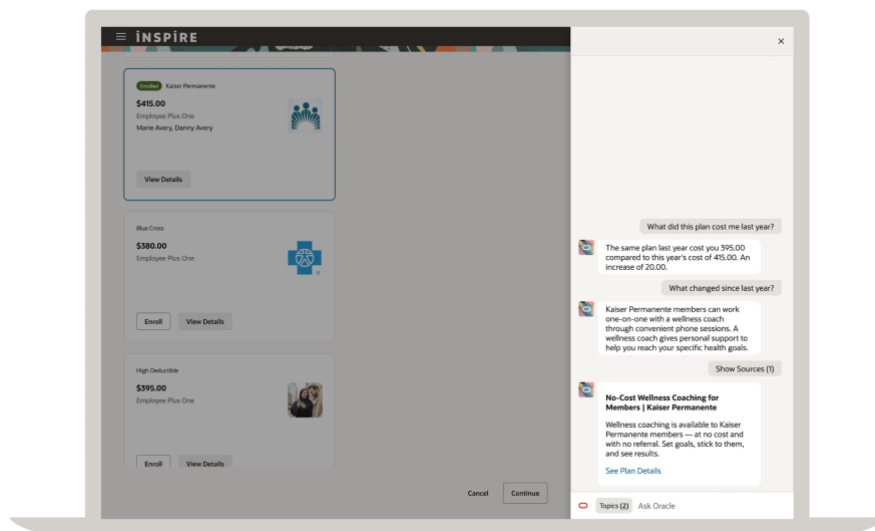
Help accelerate upskilling and improve retention by actively supporting employees' career and performance growth with the following Oracle AI agents-

- **Career Planning Guide:** Helps guide employees in setting career goals and developing a roadmap to achieve them, offering advice on skill development and career progression.
- **Performance and Goals Assistant:** Helps assist employees in setting and achieving performance goals, providing feedback and development plans to enhance job performance.
- **Employee Hiring Advisor:** Helps provide hiring managers with insights and recommendations to streamline the recruitment process and assists to identify the best candidates for open positions.
- **Learning and Training Advisor:** Helps to recommend training and development opportunities to employees, supporting continuous learning and skill enhancement.
- **Talent Review Assistant:** Aids in the talent review process, offering tools and insights assisting managers in evaluating employee performance and potential.

# Compensation and Benefits Management

Help streamline the management of compensation and benefits to aid employees in making well-informed decisions with the following AI agents-

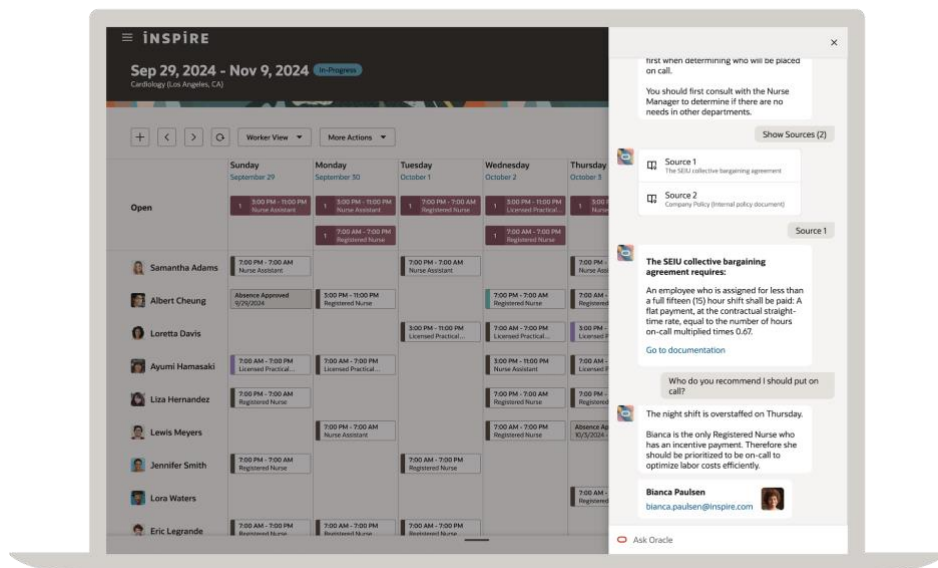
- **Benefits Analyst:** An advisor that helps employees understand and maximize their benefits packages, offering personalized insights on medical, dental, and vision coverage, based on individual needs.
- **Timecard Assistant:** Helps facilitate the accurate and timely submission of timecards, supporting proper tracking of hours worked and compliance with labor laws. Assists in providing explanations of how pay is calculated based on hours worked.
- **Tax Withholding Guide:** Supports employees with guidance through W-4 elections to help enable that the correct amount of tax is withheld, preventing surprises at tax time and helping manage cash flow throughout the year.
- **Compensation Guidelines Analyst:** Helps provide insights and guidance on market trends and company policies around compensation for new hires and promotions.
- **Retirement and Pensions Analyst:** Enabled to help offer advice on retirement planning including 401K and pension options, supporting employees as they prepare for their post-work years.
- **Leave and Absence Analyst:** Helps employees navigate leave and absence policies, assisting with requests for time off and understanding their rights and benefits.



# Compliance and Information Management

Leverage the following Oracle AI agents which can help manage organizations policy-related tasks efficiently to enable assisting employees stay current and meet workplace responsibilities-

- **Shift Scheduling Assistant:** Assists in the creation and management of employee shift schedules, helping to enable more optimal coverage, and accommodating individual preferences.
- **Employee Contracts Analyst:** Helps provide clarity and insights on employment contracts, helping to enable employees to understand their terms and conditions.
- **Collective Agreements Analyst:** Assists employees in understanding collective bargaining agreements and their implications on employment terms.





# Conclusion

AI agents can help redefine Human Capital Management by infusing digital intelligence into every facet of employee management. They can empower businesses to achieve significantly higher levels of efficiency, scalability, and consistency, leading to a more effective and streamlined HR function. By leveraging AI agents, organizations can transform their HR operations to better meet the challenges of a dynamic business environment.

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