ORACLE

Oracle ME (my experience) Solution Overview

A complete employee experience platform

Surround your customers with a gratifying buying experience, and you'll likely see them spend more, become regulars, and recommend you to friends. Applying the same thinking to workers, organizations making investments in employee experience see comparable outcomes, with increased engagement, productivity, and retention.

As the line between professional and personal lives continues to blur, employees expect their work experiences to be personalized, meaningful, and intuitive. Oracle ME (my experience), part of Oracle Fusion Cloud HCM, is helping organizations provide experiences that motivate and enable employees to deliver their best work.

With a full understanding of the needs, aspirations, and the "me" behind every worker, you can design experiences that bring out the best in every person.

Oracle ME is a complete employee experience platform that guides employees through professional and personal activities, delivers responsive HR service support, and streamlines communication across the organization. You also get tools to strengthen the manager-employee relationship and connect employees with their peers to nurture a greater sense of workplace belonging.

Built as part of Oracle Cloud HCM, you can create personalized experiences to meet unique needs and circumstances by drawing from one source of people and work data. You can also extend your employees' experiences beyond HR and support their success by including actions and resources from third-party systems and other Oracle Cloud Applications—from financials to supply chain to customer experience.

Oracle ME employee experience platform

Oracle HCM Communicate >
An employee outreach solution that enables you to design, distribute, monitor, act on, and measure the impact of multitouch communications.

Oracle Connections >
An interactive workforce directory and organization chart that gives workers a way to search for and connect with others across the organization.

Oracle Journeys >
Step-by-step personalized, contextual guided workflows that help employees complete professional and personal activities, all with one user experience.

Oracle HR Help Desk >
A service request management system and self-service knowledgebase that delivers quick and consistent HR support to every employee.

Oracle Grow >
A single, hyper-personalized experience unifying learning, skills development, and talent mobility opportunities.

Oracle Digital Assistant >
A conversational AI chatbot that gets employees immediate answers to questions and helps them easily complete transactions.

Oracle Touchpoints >
Continuous engagement tools that allow you to capture, track, and act on employee sentiment.

Targeted communication

Design communications to keep your workforce informed, support change, and reinforce organizational culture.

Oracle HCM Communicate

Effective communication is integral to establishing a positive employee experience. Updates on new benefits, reminders about recently changed policies, and messages that reinforce core values are all examples of effective communications that can build trust and boost morale. To quickly reach employees through digital channels, many HR teams must rely on corporate communications or use third-party tools, adding complexity, time, and risk.

Oracle HCM Communicate is a contact solution built directly into Oracle Cloud HCM and designed for HR, giving you control of the audience, content, and timing of every message without depending on other teams. You can easily create and target personalized communications to the individuals and groups they're most relevant to based on simple or complex combinations of workforce data. You can also track and measure how engaged people are with your communications and send targeted follow-up messages for maximum effect.

With Oracle HCM Communicate, you can

- Own your audience, content, and the timing of every message without relying on other teams.
- Send targeted communications based on employee attributes managed in Oracle Cloud HCM.
- Track and analyze who is reading, responding to, and acting on communications.
- Drive higher response rates with targeted follow-up messages.
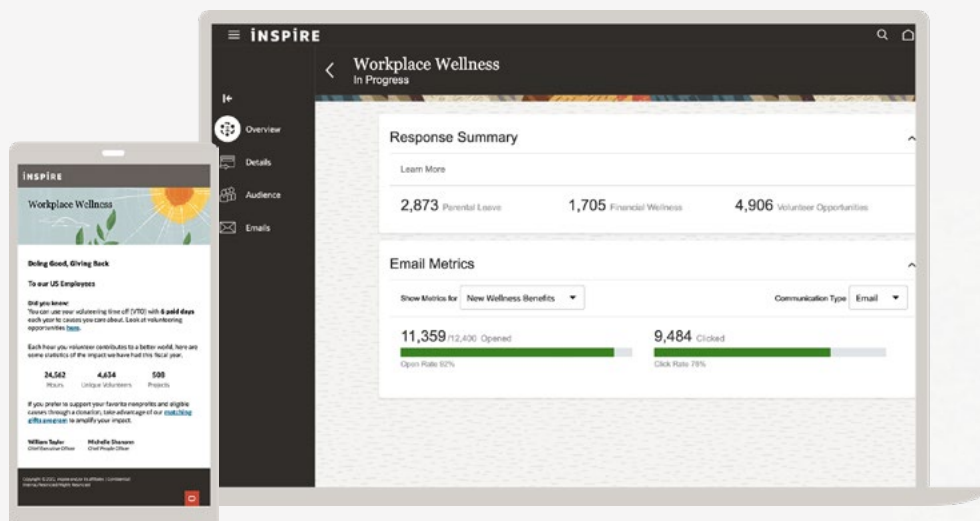
Personalized guidance

Make it easy for employees to find and complete personalized, step-by-step workflows to guide them through important milestones—both personal and professional.

Oracle Journeys

Employees want guidance and support to help them navigate professional and personal activities, such as new hire onboarding, exploring career opportunities, transferring to a new role, and getting married. Ideally, the guidance is tailored to each employee's unique background and circumstances, matching the personalized consumer experiences they've come to expect outside of work. Frustration grows when employees don't know what action to take, are given minimal guidance, or get stuck in an irrelevant process.

With Oracle Journeys, you can

- Provide employees with a consumer-like experience to find and launch journeys relevant to their role, skills, location, or individual needs.

- Draw from one source of people data across the enterprise to recommend, assign, and trigger tailored journeys based on the context of the interaction and individual needs.
- Help employees make informed decisions by surfacing contextual analytics, training materials, videos, documentation, and instructions along their guided digital journey.
- Access a library of more than 30 best practice journeys and tasks out of the box.
- Build personalized guidance for employees across the enterprise, all without IT assistance.
- Extend guidance across the enterprise with capabilities and resources from other Oracle Cloud Applications—from financials to supply chain to customer experience.
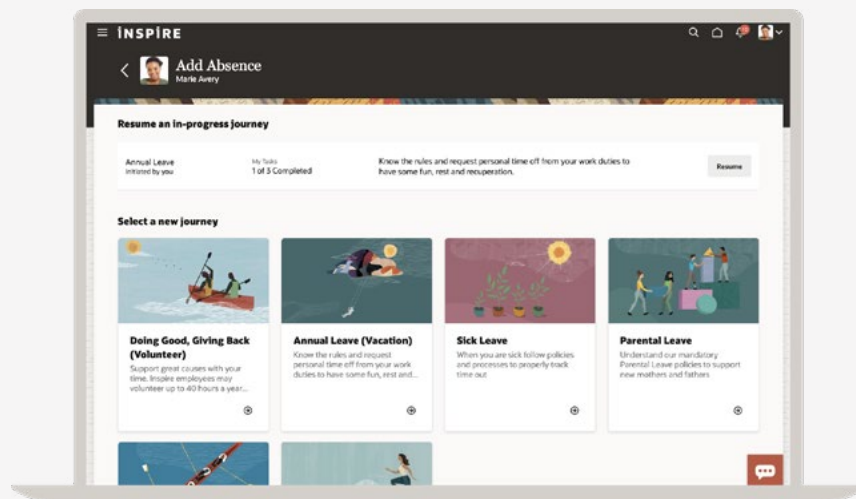
AI-powered development coach

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Amplify the success and future growth opportunities of your people with a hyper-personalized growth experience that unifies learning, skills development, and career mobility opportunities.

Oracle Grow

Employee development and growth are critical to driving business success and building an agile workforce in a world of constant change. Employees need the tools, guidance, and learning opportunities to acquire the right skills to succeed today and progress on future career aspirations. Managers need visibility into what skills their team has, how to close critical skills gaps, and how to track the progress of those upskilling and reskilling initiatives.

Oracle Grow provides employees with a single, hyper-personalized experience unifying learning, skills development, and talent mobility opportunities—all continuously adapting to changing individual interests, job responsibilities, and business priorities.

With Oracle Grow, you can

- Help employees discover AI-driven growth opportunities, curate learning playlists, and act on continuously evolving recommendations.
- Provide employees with multiple ways to grow, such as gigs, development journeys, and internal and external learning resources—all in one place.
- Let the technology help employees visualize all their career growth possibilities by discovering different career options and roles.
- Help managers guide skill development for their team with ongoing learning conversations.
- Give managers a clear picture of their team's skills and tools to help close skills gaps.
- Empower leaders to drive team skills planning to acquire critical skills as business priorities.
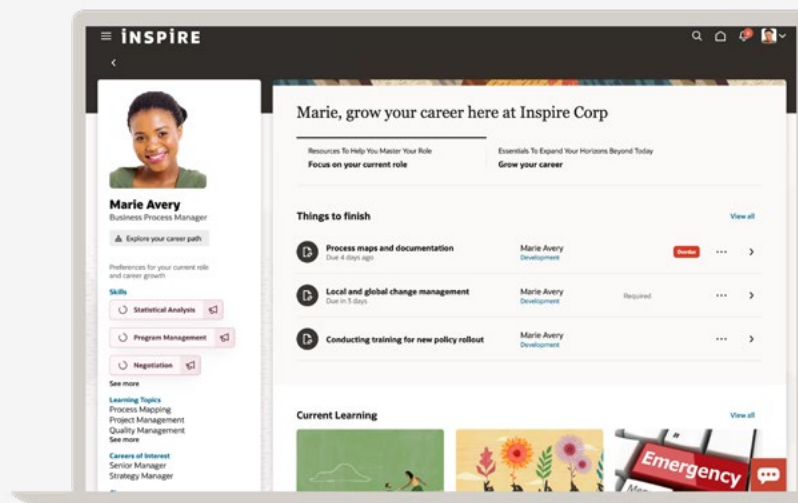
Continuous engagement and action

Drive continuous engagement between employees and managers by giving every worker a voice and every manager the tools to act.

Oracle Touchpoints

An employee's experience with their manager can easily influence their engagement, performance, and desire to stay with the company. Having more meaningful day-to-day interactions helps build a stronger, more resilient employee-manager relationship, which, in turn, helps employees handle today's ever-changing business environment.

Oracle Touchpoints is an employee engagement solution that helps managers strengthen their relationships with their employees by enabling them to continuously capture, track, and act on employee sentiment. With Oracle Touchpoints, employees are empowered to play an active role in getting the support they need, and managers can confidently build trust by regularly connecting needs with actions in real time.

With Oracle Touchpoints, you can

- Capture employee voice through regular quick pulse surveys and scheduled check-ins.
- Encourage workers and managers to remain engaged with each other through in-the-moment feedback.
- Provide employees with one place to review and act on their pulse trend, recommended actions, and manager check-ins.
- Provide managers with real-time insights into team pulse trends and how they compare to trends across the organization.
- Provide recommended engagement actions based on interactions and employee data.
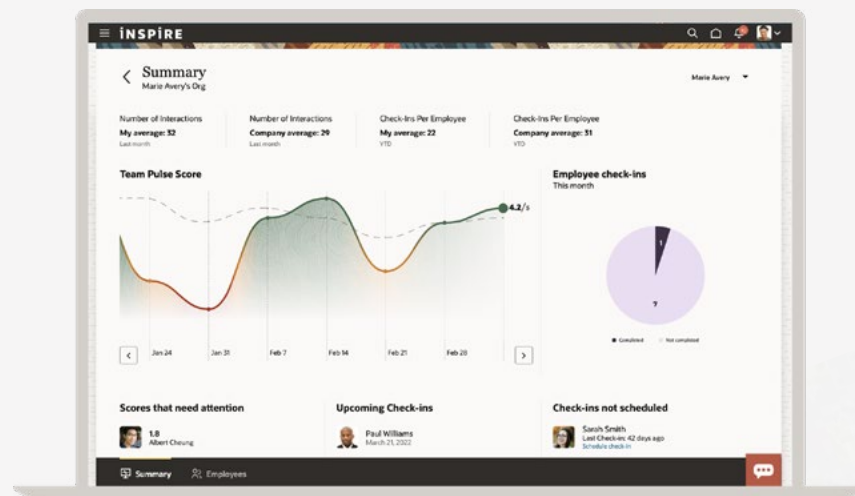
Continuous engagement and action

Oracle Connections

Great relationships at work contribute to an engaging workplace culture—one that makes people want to stay. Workplace belonging diminishes when people struggle to stay engaged with their coworkers and create connections that help them feel included and give them a sense of community. Oracle Connections is an interactive workforce directory and organization chart that brings people together by making it easier to search for and connect with people in the organization.

With Oracle Connections, you can

- Help workers quickly find and connect with others who have specific skills, interests, or experiences, easily build their network, and find experts.
- Enable workers to share feedback on each other's walls, create a video introduction, and highlight personal interests to increase opportunities for inclusion and belonging.
- Allow employees to promote their personal brand by sharing their accomplishments, skills, and career experience.
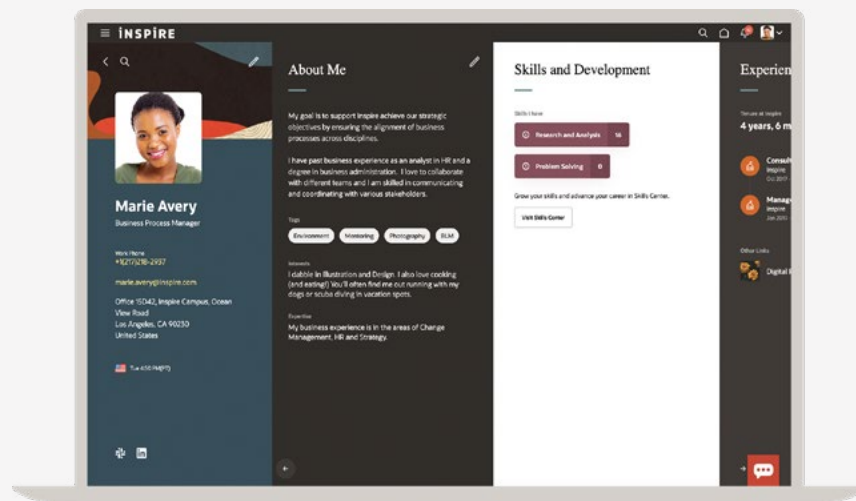
HR service delivery

Support your workforce with consistent, intelligent service that's accessible wherever they are.

Oracle HR Help Desk

Employees expect quick responses to questions and responsive HR support, particularly when the timing is critical. Oracle HR Help Desk is a unified service request management solution built to support all service center needs. Employees get faster, more consistent responses, with automated replies to common requests and comprehensive case management for complex inquiries. Because it uses the same security model used across all Oracle Cloud Applications, it protects sensitive data and supports data privacy, keeping all HR information secure.

With Oracle HR Help Desk, you can

- Provide a complete HR service delivery solution that's unified with HCM, removing the need for third-party integrations.
- Automate replies to reduce support costs, and route complex inquiries to the right HR person for quick and personalized responses.
- Protect sensitive data with a help desk that's fully managed by HR and safeguarded by the same single security model used across all Oracle Cloud products.
- Submit inquiries via multiple channels—including digital assistant, SMS, email, and social platforms—for fast replies.
- Empower HR to curate a robust knowledgebase of information that's readily available to both workers and HR professionals.
- Clearly identify which types of cases and inquiries are trending, enabling you to resolve broader issues proactively.
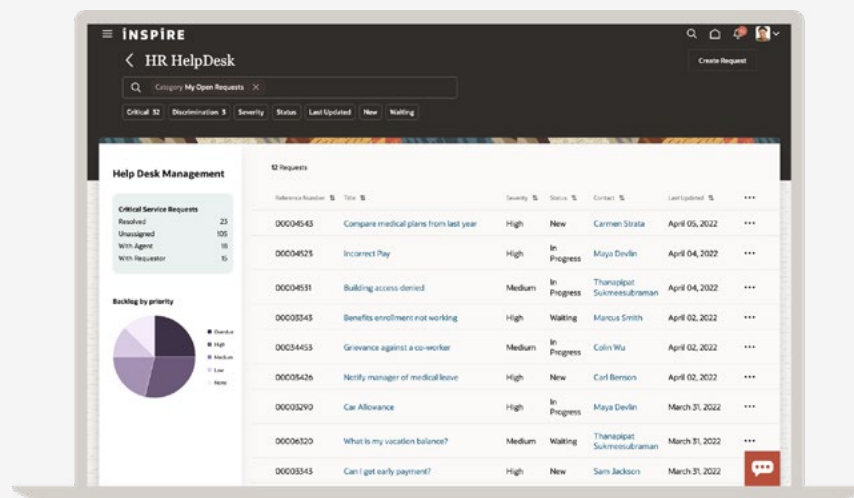
HR service delivery

Oracle Digital Assistant

Conversational interfaces simplify at-home tasks, from turning on lights and finding movie times to ordering your favorite meal. Oracle Digital Assistant brings this convenient functionality to the workplace by providing conversational voice- and AI-based support that enables employees to quickly complete approvals and promotion workflows and access help desk information. Employees can reach Oracle Digital Assistant through various digital channels. HR can accelerate deployment with prebuilt transactions and easily build AI-driven interfaces to support new processes or requirements.

With Oracle Digital Assistant, you can

- Enable employees to get answers by conversing with an AI-powered digital assistant—via text or voice—in their native language.

- Communicate with the digital assistant via multiple channels, including SMS, Slack, Microsoft Teams, Facebook Messenger, WeChat, and WhatsApp.
- Get started with and build upon more than 90 prebuilt, AI-powered transactions, and easily add your questions and answers to align the experience with your culture.
- Automate repetitive tasks by engaging with the digital assistant to quickly complete approvals and promotion workflows and access help desk information.
- Proactively provide answers to employees as they seek guidance about company policies and processes by combining Digital Assistant and Oracle HR Help Desk.
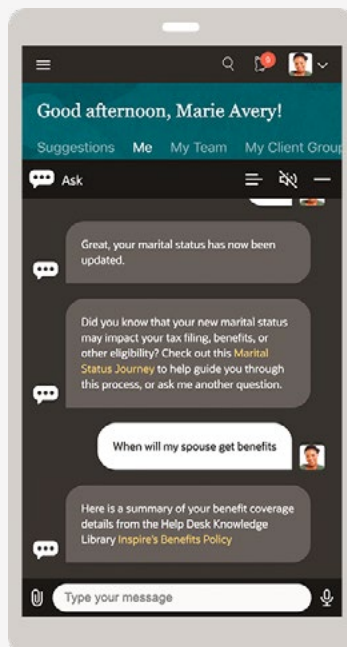
Elevate the employee experience

Employee experience is crucial for retaining workers and can give organizations a competitive advantage when attracting talent. Workers expect their employee experiences to support their individual needs, provide them with opportunities to be heard, and give them a sense of connection to their workplace culture so they can bring the best version of themselves to work. Oracle ME helps HR deliver personalized and flexible experiences to propel employee satisfaction, engagement, and productivity—all while keeping employee data secure.

Learn more about Oracle ME

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