

# Engage Your Employees on a Conversational Platform with Oracle Digital Assistant

As professional climates change rapidly, business agility is the key to maintaining a connected and engaged workforce. We live in an era of digital networks where teams are distributed globally. Human Resources (HR) leaders are facing new challenges to communicate with disparate workforces. Businesses are looking for innovative solutions to better collaborate and improve the “new normal” of a distributed workforce.

Digital assistants or chatbots are invaluable tools that provide new opportunities to enhance productivity in the workplace. Recently, in Oracle’s [AI@Work Global Study 2019](#), we found that already 50% of workers are using some AI at work, and 65% are excited to welcome chatbots as their coworkers. HR leaders can leverage digital assistants to answer common employee questions and automate repetitive tasks freeing them to focus on the bigger, more complex challenges.



*Bring your employees together on a conversational interface. .*

## WHAT IS ORACLE DIGITAL ASSISTANT

Oracle Digital Assistant provides an AI-powered conversational experience for business applications, including HR. Automation with a digital assistant provides 24x7 uninterrupted access to HR services, processes, and updates through mobile and web platforms.

Employees can also ask questions in their own language, across popular text and voice channels including SMS, Slack, Microsoft Teams, and Amazon Echo.

Oracle Digital Assistant goes beyond just answering questions. As a true assistant, it can proactively prompt users to act, and communicate with other systems, such as finance and customer service, to access information and complete tasks. For example, if a user is checking on the company's travel policy, the digital assistant can ask if they are planning a business-related trip and subsequently help them make travel arrangements and file expenses within the same conversation. It provides a continued stream of reliable information and updates at the user's convenience – keeping the workforce connected, engaged, and informed.

## HOW ORACLE DIGITAL ASSISTANT ENABLES HR

Oracle Digital Assistant enables easy access to HR information and services through conversational platforms. Organizations can derive value quickly by utilizing over 35 out-of-the-box HR transactions and then extend the functionality as their needs evolve.

Employees can view their salary, check year end documents and withholdings, access a public directory, ask questions about policies, and even enroll in benefits plans through a natural conversation. In addition, an employee can ask questions like “how many vacation days do I have?”, “what is the new travel policy?” or “do I have any approval tasks pending?”.

Digital assistants also enable managers to perform approval tasks, complete performance reviews, and initiate promotions. Getting quick answers to questions like “Do I have any approvals pending?” or “what is the status on John's onboarding?” can save time and improve productivity.

Oracle Digital Assistant provides more transactions for HR than any other provider in the market today. Able to communicate with other business applications, it is the only digital assistant you need to address all your HR and cross-functional needs.

## EXTEND HR'S REACH WITH CONNECTED AND ENGAGING CONVERSATIONAL EXPERIENCE

A lot of companies are struggling to offer a direct channel to HR and provide the right tools to navigate changing roles as their workforces are adapting to a remote working style. The [2019 Deloitte Global Human Capital Management Trends](#) report found only 38% of the employees were satisfied with the work-related tools and technology available to them. HR can easily extend its reach by leveraging a digital assistant to engage with them.

As a liaison to the HR applications, processes, and dashboards, Oracle Digital Assistant answers frequently asked questions and facilitates self-service activities in a conversational context. People are already using messaging platforms such as SMS, Slack, Microsoft Teams, WhatsApp etc. to communicate with each other. Without needing to download and learn a new application, Oracle Digital Assistant can meet users where they are to connect with their HR organizations. Free of geographic constraints, it offers a consistent, connected, and engaging experience to all employees.

## IMPROVE EFFICIENCY WITH CLEAR AND TIMELY COMMUNICATION

It can be a cumbersome experience for employees to rummage through multiple webpages, documents and different systems to find the information they need. Even though most employees can navigate multiple streams of information, a lot of time and energy is sacrificed in the process. Companies need the right tools in place to provide the right information at the right time to employees. Oracle Digital Assistant offers a multilingual conversation platform, available 24x7 between HR and employees to communicate critical information. This can quickly enhance performance and productivity by providing employees a trusted resource for getting correct and reliable information.

A digital assistant can improve HR efficiency as well by automating the delivery of necessary company policies, news, and critical information. It provides a centralized place for employees to find all the relevant information and be more agile and responsive to company policies. Employees can easily get answers by simply asking their questions through text or voice without navigating multiple systems or requiring a VPN. Organizations can also communicate new policies or changes in existing policies directly to all employees.

## **ALLEVIATE WORK PRESSURE WITH AN ASSISTANT FOR EVERY EMPLOYEE**

Whether working on-site or remotely, employees perform numerous tasks that can easily be delegated to a virtual assistant. Oracle Digital Assistant can free up resources and reduce stress from many HR workstreams by performing repetitive tasks and even prompting users for necessary actions and next steps.

With a direct integration to the HCM recruiting cloud, Oracle Digital Assistant can help in the sourcing process by presenting candidates who best fit the job requirements” would be the correct statement?. It can assist hiring managers by setting up virtual screening interviews and reminding them of upcoming engagements. It can ease the administrative burden by assisting employees with onboarding projects.

In addition to the talent acquisition process, the digital assistant helps employees complete career development activities, such as defining yearly goals and recording progress, and managers by performing managerial tasks like completing performance reviews and initiating employee promotions.

Oracle Digital Assistant can even go beyond HR and offers cross-functional capabilities. It can talk to multiple systems like finance and IT services, reducing the hassle for users to navigate actions in these systems such as submitting expenses or logging IT service requests from the same digital assistant without leaving the conversation.

## **ORACLE DIGITAL ASSISTANT WITH ORACLE HUMAN CAPITAL MANAGEMENT**

Oracle Digital Assistant is accessible from within Oracle Human Capital Management (HCM) Cloud on interfaces including laptops, mobile devices, messaging applications, and voice. It provides over 35 out of the box transactions (table 1.1) that can help you get started immediately and then expand as your needs evolve over time.

Table 1.1

GLOBAL HR	COMPENSATION & PAY	TIME & ABSENCE	ONBOARDING
View individual information e.g. email, address, phone, manager	View salary, pay slip, last adjustment	View absence balance, approved scheduled leave requests, projected year-end balance	Find onboarding or pre-boarding tasks
Reporting hierarchies and structure	View benefits coverage and information	View past absences, enter future absences,	See what employees are onboarding on your team
Get related information such as employee benefits or HR representative	Review tax withholding and year end documents	Web Clock	

TALENT	MANAGER ACTIONS	APPROVALS	RECRUITING
Provide immediate feedback to anyone on the go	Initiate self-service transactions such as Promote, Change Manager, Change Location, Change Working Hours, Hire, Manage Direct Reports, Manage Onboarding, Manage Salary, Transfer and Terminate	List, approve, reject or dismiss approval tasks	Show my Job Requisitions Show offer status Check candidate status Apply for a Job Check status of Application View job applications Withdraw job application
View the status of team performance evaluations		Check the task submission status	
Make sure all team members have their goals			

Unlike other offerings in the market that rely on integrating third party technologies into the HCM suite, Oracle Digital Assistant is natively available in the Oracle HCM Cloud and offers prebuilt assistant skills ready to go. Additionally, Oracle Digital Assistant is the only intelligent chatbot that offers skills across Enterprise Resource Planning (ERP) and Customer Experience (CX) within the same assistant. There is no need to cobble together disparate technologies, worry about functionality post-upgrade, or fret about data privacy since you're only working with one vendor. With Oracle Digital Assistant, you can focus on

the growth of your company and your employees, and expand the functionality when you need.

To learn more visit <http://www.oracle.com/da>.

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