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 that invest 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, Oracle ME allows you to 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—spanning financials, supply chain, customer experience, and more.

Oracle ME employee experience platform

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

Oracle Fusion Cloud Touchpoints >
Continuous engagement tools that help managers capture, track, and act on employee sentiment.

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

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

Oracle Fusion Cloud Grow >
A dynamic AI-powered upskilling platform that leverages skills and talent data in one HCM solution.

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

Oracle Fusion Cloud Celebrate >
Peer-to-peer recognition and rewards to help employees feel valued for their contributions, improve engagement, and drive cultural values.

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

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
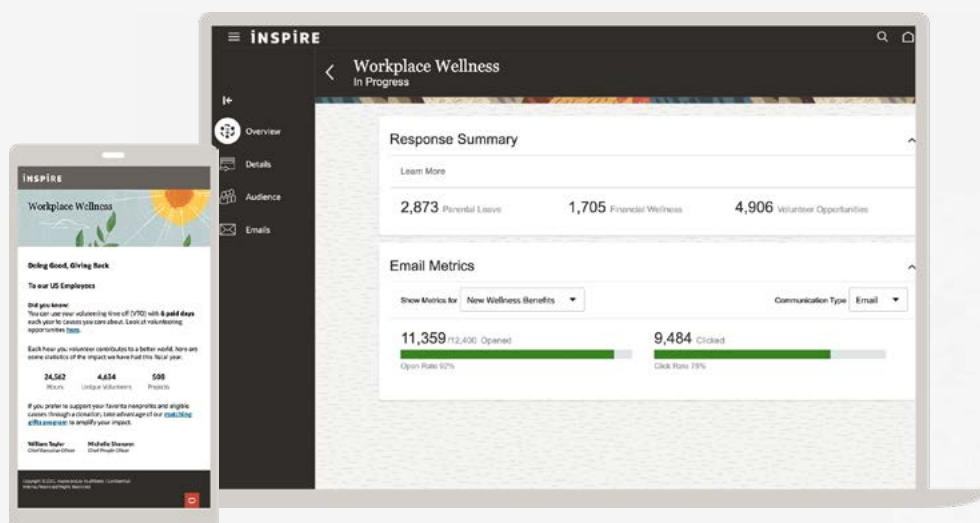
Personalized guidance

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 consumerlike 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
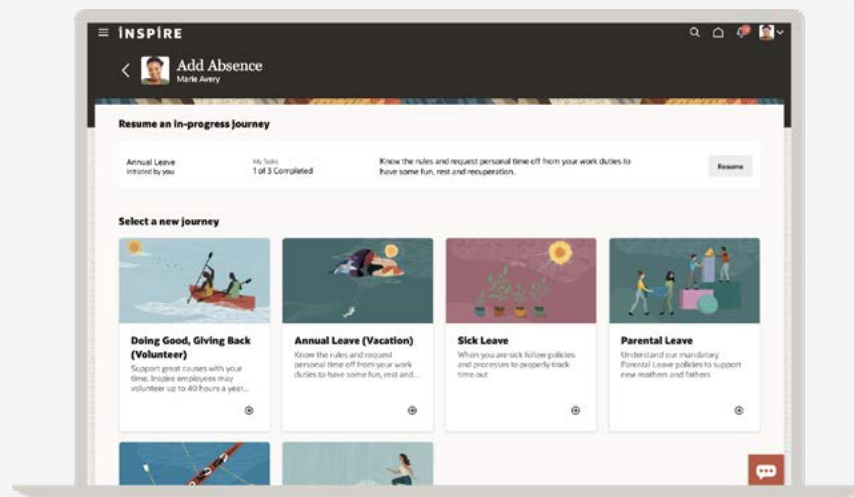
Guided development

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Empower employees, business leaders, and HR to uncover and develop the skills they need for organizational agility and success.

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 build the skills required to succeed today and achieve their future career aspirations. Business leaders need an upskilling solution that can help them adapt to the rapid pace of change and align skills development with business outcomes.

Oracle Grow is an employee growth and business leader upskilling solution that connects all talent information across a comprehensive HCM suite and uses an AI-powered skills catalog that can be curated by HR and is ready to drive organizational agility on day one.

With Oracle Grow, you can

- Offer employees personalized development opportunities to build their portfolio of experiences and skills, such as role guides, short-term gigs, mentors, training, and more
- Provide AI-powered growth recommendations that adapt to changing roles, responsibilities, and business priorities
- Amplify internal mobility and engagement by incorporating role guides alongside job requisitions and gigs in an inclusive and personalized opportunity marketplace
- Help business leaders remain agile as new initiatives arise with a powerful upskilling solution that empowers them to define what skills the organization needs
- Strengthen people initiatives, such as recruiting, development, and retention, across the organization with a common skills language
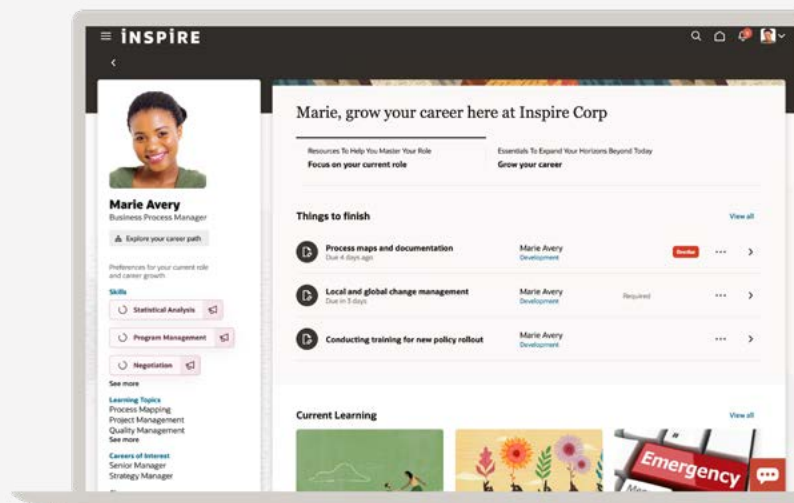
Peer-to-peer recognition

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Drive peer-to-peer recognition and rewards to improve engagement and promote cultural values.

Oracle Celebrate

To implement an effective recognition strategy, organizations need to focus on making it meaningful and celebrating their people with purpose, connecting recognition to their core values, so their employees feel valued, drive the behaviors the organization is trying to promote, and are continuously engaged.

Oracle Celebrate delivers tailored, in-the-moment peer-to-peer recognition and holistic engagement insights to bring unsung heroes to the forefront and drive unique cultural values.

With Oracle Celebrate, you can
- Personalize recognition and reward programs for different segments of the organization, such as employees in a specific country or department

- Make it easy to acknowledge coworkers by providing guided templates to recognize individuals, teammates, or programs
- Provide a transparent and inclusive environment with an interactive social feed of team, business group, and organizationwide recognition
- Tie recognition efforts to business impact, such as attrition and DE&I, using real-time, connected HCM insights
- Easily reward your people with direct cash awards using a solution that natively connects to Oracle Payroll
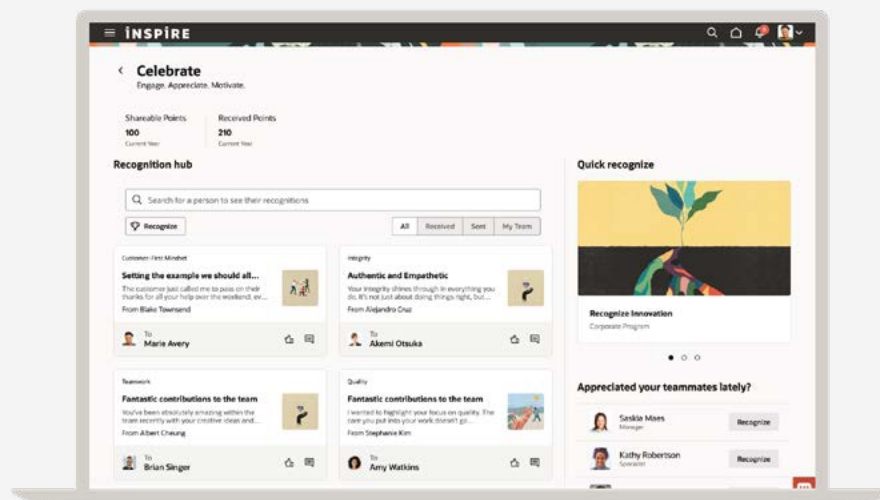
Continuous engagement and action

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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 uses data across a unified HCM suite to provide managers with personalized team insights, recommended actions, and opportunities for continuous check-ins so they can empower their people to show up as their best selves every day. With Oracle Touchpoints, employees can gain transparency into the actions taken to support their daily work and career progression and managers can drive engagement and belonging using team sentiment trends and follow-up actions.

With Oracle Touchpoints, you can

- Help managers and employees stay aligned on individual sentiment, goals, feedback, and career growth in one connected experience
- Capture and view individual and team interactions across the HCM system, allowing managers to get a pulse on their direct reports' engagement
- Give employees and managers the ability to initiate conversations and share feedback to immediately address concerns
- Provide managers with real-time insights into team pulse trends and how they compare with trends across the organization
- Include recommended discussion topics from across the HCM suite in check-ins, such as skills, goals, feedback, and more
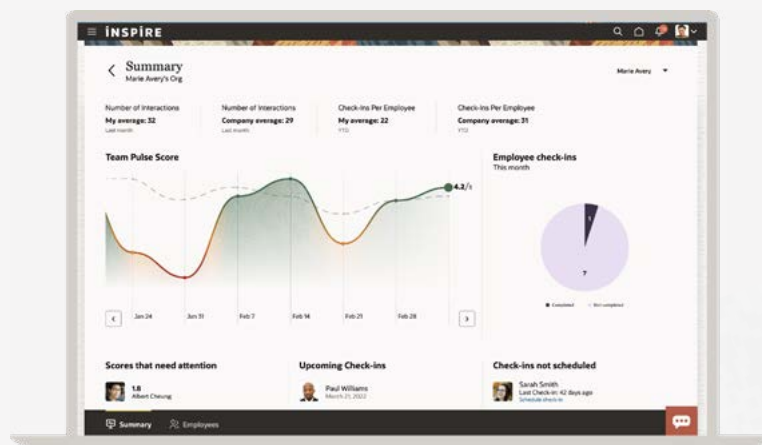
Continuous engagement and action

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
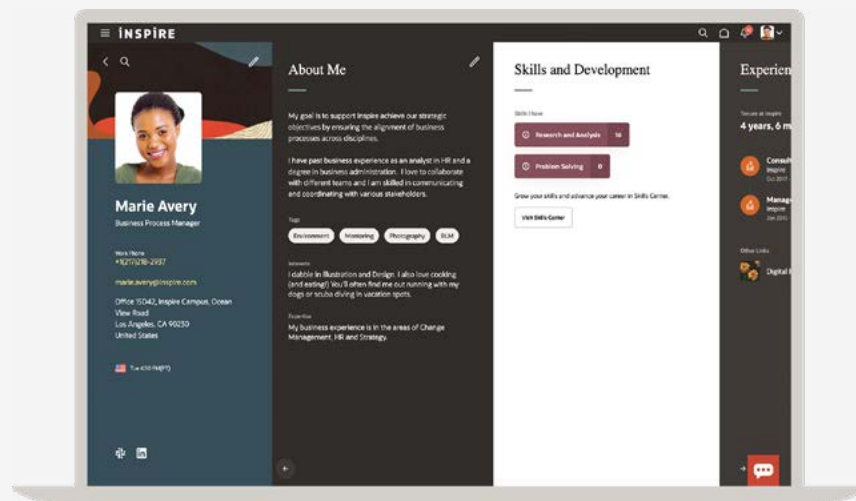
HR service delivery

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. With Oracle HR Help Desk, 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
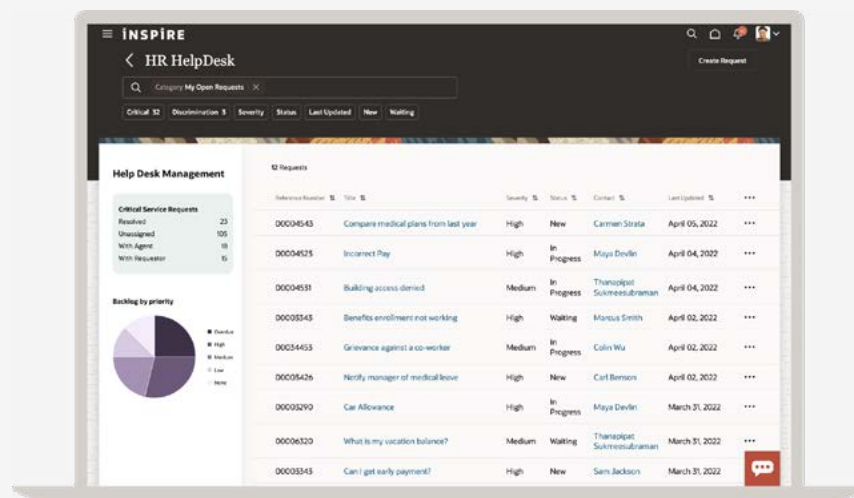
HR service delivery

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 own 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 own 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 to 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
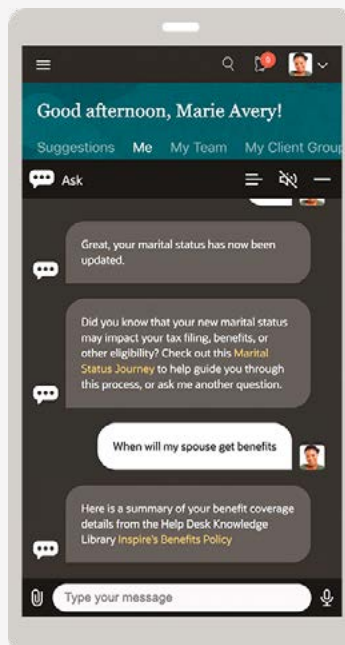
Elevate the employee experience

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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