

Mastek

Cloud Enhancement Services

Live Webinar

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Human Capital
Management

23C -ORACLE RECRUITING CLOUD AND HRHD

Empowering you for the next update



ORACLE | Partner





DISCLAIMER

These advisory webinars are organized to equip you with the latest updates. The content of this session is based on the interpretation of the material and documentation that Oracle has released and is a general guideline/recommendation only.

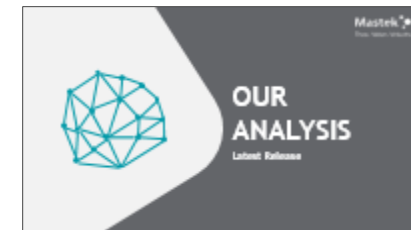
AGENDA



● Our Approach to Oracle Update

● Our Analysis of Latest Release
- New Features
- Known Issues (If any)

● Closing
- Q&A



How to read each Feature Summary?

Mastek Feature Analysis for Your Business

New Feature Introduced in latest release by Oracle

Short Description of the New Feature

Business Benefits realized from the New Feature

ABILITY TO CHANGE CONTACT START DATE

DETAILS:

- If you're an HR Specialist, you can now change a contact's start date on the Family and Emergency Contacts page. As an HR Specialist, you can now complete all your administrative tasks using the responsive pages.
- This feature isn't available for an employee or contingent worker while viewing their contacts' information.

BUSINESS BENEFIT:

Ensure correct data that can be used for any family benefits

Impact Analysis

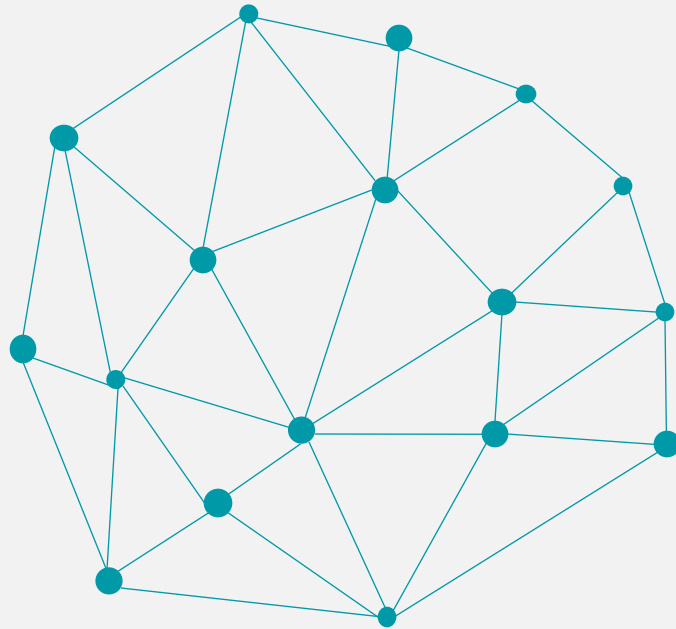
Impact Level	LOW
Need to Enable	NO
Configuration	NO
Quick Win	YES

Mastek Impact Study on Potential Impact to users for using new feature
LOW: No large scale impact. Regression testing can be ignored.
HIGH: Needs to be part of the regression testing.

NO : Already enabled and ready to use with some or no configuration
YES: Need to opt-in to use the feature.

YES: Need minimal time of both parties to make use of the feature.
NO : Need significant amount of time and effort to make use of the feature.

YES: Configuration set up needed to use new feature.
NO: User can use the feature by default with no change needed.

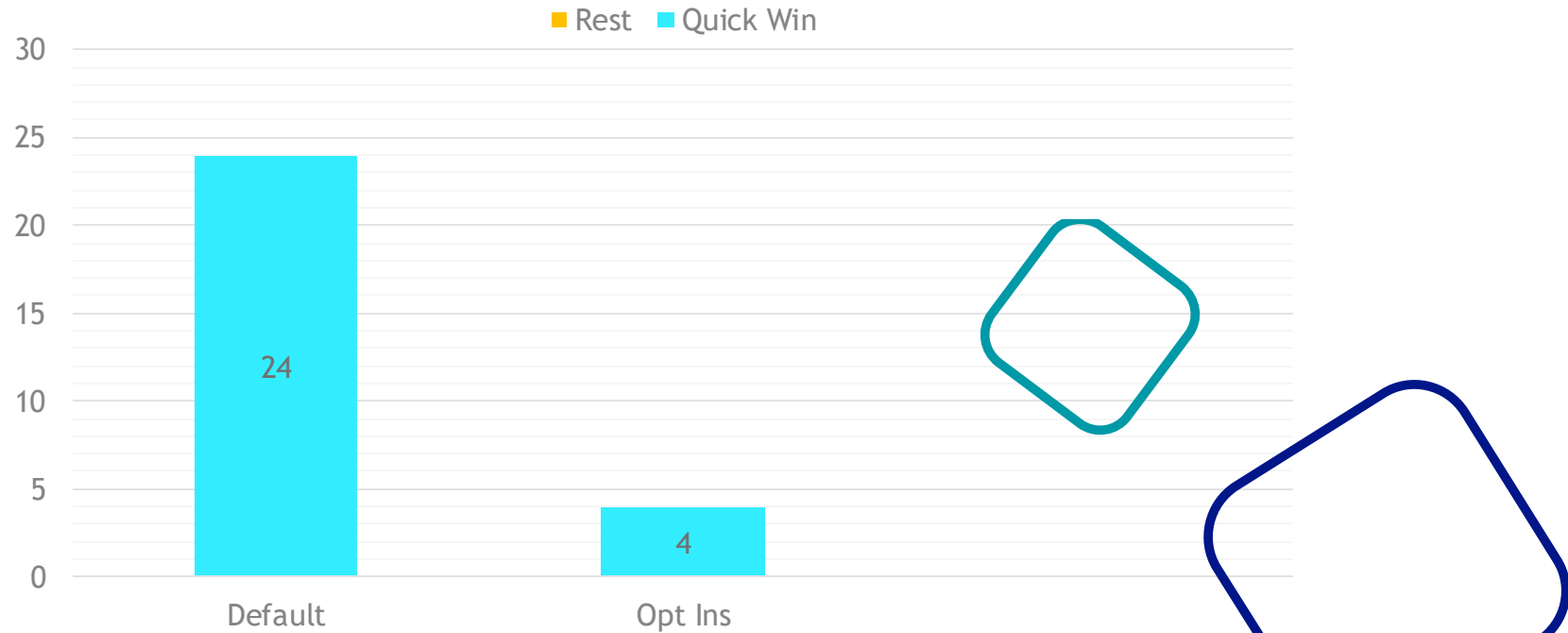


OUR ANALYSIS

Latest Release

Oracle Fusion Cloud Recruiting and HR Help-Desk

28
ORC & HRHD New Features



MASTEK ANALYSIS



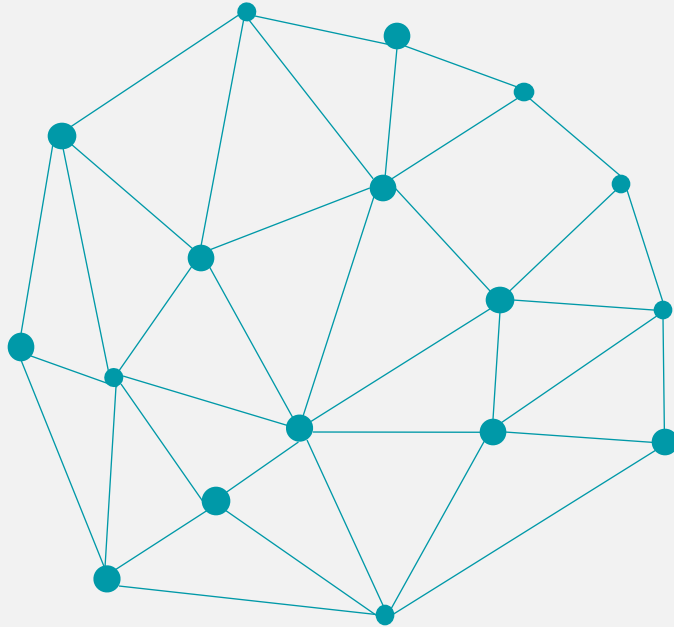
NEW FEATURES
Quick Wins - Default with NO Configuration



NEW FEATURES
Quick Wins - Default with Configuration



NEW FEATURES
Quick Wins – OPT INS



NEW FEATURES

Quick Wins - Default with NO
Configuration

ENHANCED EMAIL VALIDATION

Details:

- Email address validation will follow RFC standards. Email address validation will check for characters that are RFC compliant.
- RFC-compliant characters include:
 - Numbers 0-9
 - Uppercase letters A-Z
 - Lowercase letters a-z
 - Plus sign +
 - Hyphen -
 - Underscore _
 - Tilde ~
 - Dot .
- Email address validation is enforced in:
 - Career site
 - Referrals
 - Agency
 - Recruiter user interface

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Business Benefits:

With this enhancement, email validation is consistent across the entire application.

CAREER SITE CUSTOMIZATION: ADDITIONAL HEADERS

Details:

- We can now create different header design styles that can be used on specific pages of the career site.

The screenshot shows a configuration window for a header design style. It includes sections for Content, Menu Display, and Logo Display, with various input fields for URLs, dimensions, and a 'SAVE' button at the bottom.

Content

Overall Display

Header Name * Height px

Menu Display

Width px %

Logo Display

Desktop Logo URL Logo Maximum Height px Mobile Logo URL Logo Maximum Height px

► Typography

► Style

SAVE

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Business Benefits:

This feature allows more customization for career sites that use the Minimal template.

PROMOTE RECRUITING LOCATIONS IN LOCATION SEARCH

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Details:

- Allow external candidates to easily find jobs in relevant locations by boosting recruiting locations to the top of the auto-suggest list in the "Near Location" search mode.
- This feature is also visible in the following location search areas:
 - Internal candidate experience location search auto-suggest
 - Candidate search - location auto-suggest
 - Campaigns location auto-suggest

Business Benefits:

This feature places recruiting locations at the top of the Near Location search results to make them easier for candidates to find.

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

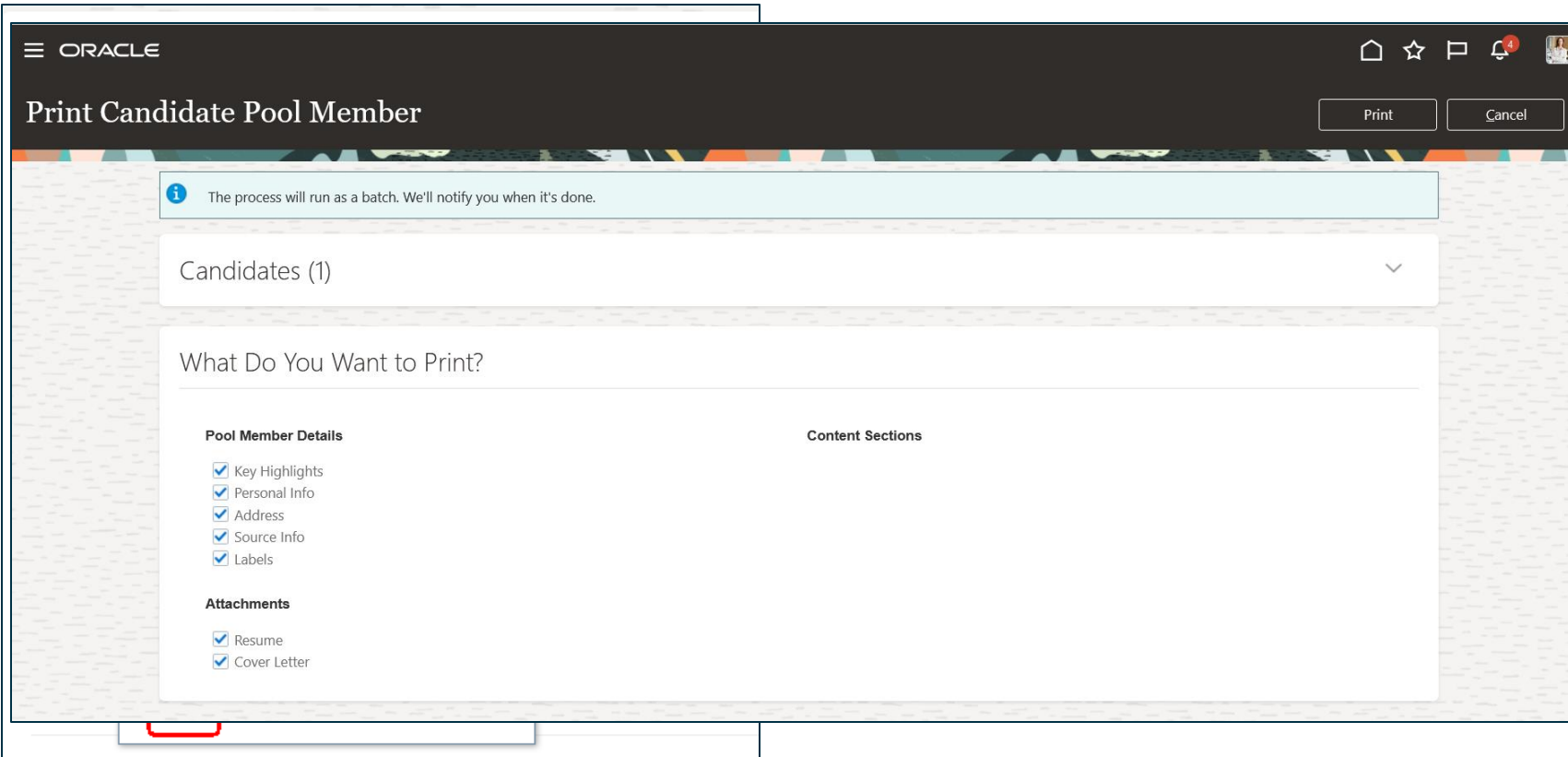
Business Benefits:

With this feature, you can generate PDF files of pool member information and share those PDFs with other users involved in the review and selection process.

PRINT CANDIDATE POOL MEMBER

Details:

- Generate a printable PDF document that includes information from the pool member profile. You can print information for more than one candidate at a time



HCM DATA LOADER ENHANCEMENTS FOR RECRUITING

ORC

Impact Analysis

Impact Level	HIGH
Need to Enable	NO
Configuration	NO
Quick Win	YES

Details:

- The product area has been updated for this object to help identify objects that bulk-load security related data

Business Object	Component	Updates
Candidate Job Application	Questionnaire Response Participant	New attributes: <ul style="list-style-type: none"> Rating
Job Offer	<ul style="list-style-type: none"> Job Offer Job Offer Attachment Job Offer Team 	You can now update DFF segments, comments, attachments, and Offer Team (Collaborators) when the job offer has the following state: <ul style="list-style-type: none"> Pending Approval Approved Extended Accepted

Business Benefits:

This feature provides an alternative option to update DFF, Comments, Attachments and Collaborators when the offer is in non-draft state, without having to do it individually from the user interface.

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

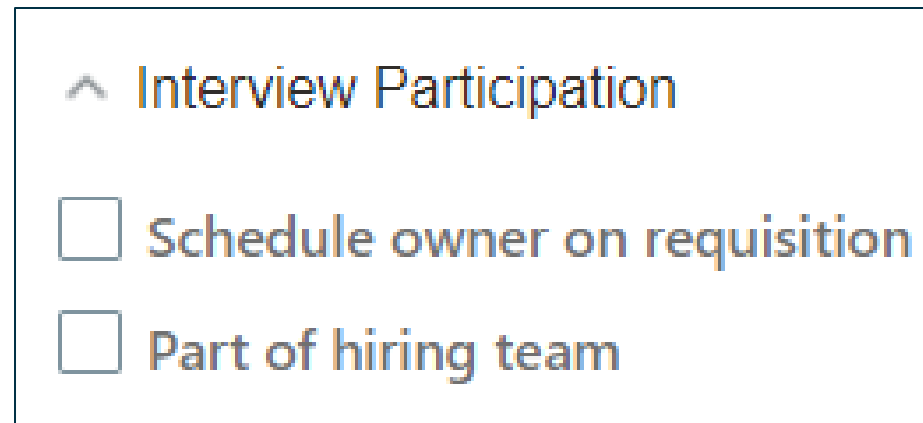
Configuration **NO**

Quick Win **YES**

VIEW SCHEDULED INTERVIEWS FOR MY REQUISITIONS

Details:

- As an interview coordinator, you can now view and manage interviews for requisitions on which you're a part of the hiring team.
- **Schedule owner on requisition:** When you select this option, interviews for requisitions where you own at least one interview schedule are listed.
- **Part of hiring team:** When you select this option, interviews for requisitions where you are a part of the hiring team are listed. You can be part of the team as hiring manager, recruiter, or collaborator regardless of the collaborator type.



Business Benefits:

With this feature, interview coordinators can view and manage interviews for requisitions which they're involved in, all from a single area.

MANAGE WALK-IN INTERVIEWS FOR MASS HIRING EVENTS

ORC

Details:

- Manage walk-in interviews for mass hiring events by enabling interviews for the event. Use the new Enable interviews for this event check box while creating events on the Create Event page.
- The shortlisting form is given to the interviewers to quickly indicate whether they think the candidate should move on to the next stage of the hiring process.

Interviewer Responses

Submit

*Candidate
Joanna Gantry

*Shortlisted
Select

Comments

Supporting Documents

Mark Jabber resume.docx
Resume
Mark Jabber resume.docx

Thank you,
Event Management Team

Impact Analysis

Impact Level **HIGH**

Need to Enable **YES**

Configuration **NO**

Quick Win **YES**

Business Benefits:

This feature lets you easily handle interviews for walk-in candidates for high volume hiring events.

REPORT ON WORKPLACE FIELD IN JOB REQUISITION

ORC

Impact Analysis

Impact Level **HIGH**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Details:

- The various subject areas containing the job requisition now include a new field: Workplace.
- The Workplace field is available in these subject areas where job requisitions are available:
 - Recruiting - Recruiting Real Time
 - Recruiting - Recruiting Events Real Time
 - Recruiting - Sourcing Real Time
 - Recruiting - Candidate Tracking Real Time

Business Benefits:

With this feature, you can easily report on job requisitions supporting remote location.

LOOKUP AN EMPLOYEE AND VIEW THE EMPLOYEE'S EXISTING REQUESTS

HRHD

Impact Analysis

Impact Level HIGH

Need to Enable NO

Configuration NO

Quick Win YES

Details:

- Help Desk in the Redwood experience now provides a page to search for an employee and then drill into an employee service summary page that includes basic information about the employee along with a list of the five most recently created requests.
- Agents save time by being able to search for an employee using name or email address

Business Benefits:

This single search allows the agent to validate the employee's identity, view the list of open requests so that an existing request can be found without needing the request number, and see the history of recent requests to be able to assist the employee in an efficient manner.

CUSTOMIZE SMART ACTIONS

HRHD

Impact Analysis

Impact Level HIGH

Need to Enable NO

Configuration NO

Quick Win YES

Details:

- The list of Smart Actions that are shown in the Action Bar can be customized to add new actions or remove standard actions that are not needed.

Name	Object	Application	Type	Category	Enabled	Duplicate	Delete
Compose Message	HR Help Desk Request	Help Desk	System		Yes		
Compose Email	HR Help Desk Request	Help Desk	System		Yes		
Compose Web Message	HR Help Desk Request	Help Desk	System		Yes		
Compose Internal Note	HR Help Desk Request	Help Desk	System		Yes		
Capture Customer Message	HR Help Desk Request	Help Desk	System		Yes		

Business Benefits:

This allows Help Desk agents to only be presented the Smart Actions that are relevant to your business processes

GAIN VISIBILITY INTO HELP DESK MILESTONE ATTAINMENT AND KNOWLEDGE ARTICLE USAGE

HRHD

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Details:

- Analyses built using these new subject areas enable managers to gain visibility into service request milestone target completions and compliance.
- Other areas of analysis include knowledge article usage in requests and their influence on issue resolution as well as HR Help Desk requests involving affected parties.
 - Help Desk - HR Service Request Summary
 - Help Desk - Internal Service Request Summary

Business Benefits:

Help desk managers can monitor knowledge article usage in requests as well their effectiveness in reducing resolution times.

ANALYZE HR HELP DESK PERFORMANCE FOR AFFECTED PARTIES

HRHD

Impact Analysis

Impact Level **HIGH**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Details:

- An HR Help Desk Request may be filed on behalf of an affected party, who is not the primary point of contact of the request. Visibility into the affected party's details such as name, department, location, job title, and other key attributes will help pinpoint the specific employee groups, locations or positions where issues have been occurring.
- A new folder called 'HR Service Request Affected Party' exposing key attributes of the Affected Party has been added to the 'Help Desk - HR Service Requests Real Time' subject area.

Business Benefits:

This feature allows to Gain visibility into the origins of HR help desk requests raised on behalf of affected parties to uncover common patterns and plan suitable remedial actions.

GAIN DEEPER INSIGHTS INTO HELP DESK PERFORMANCE WITH NEW SUBJECT AREAS

Details:

- Your employee help desk requests often need to be routed to multiple agents, who are on the resource team of various queues. Managers would like to gain insights into service delivery performance in the context of agents being part of a queue. The subject area can be used in conjunction with other help desk subject areas to obtain these insights.
- Two subject areas are provided to fulfill the analysis needs:
 - Help Desk - HR Help Desk Queue Resources Real Time
 - Help Desk - Internal Help Desk Queue Resources Real Time.

HRHD

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

Business Benefits:

By gaining visibility into agent engagements across queues, managers can make better decisions on queue load balancing.

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **NO**

Quick Win **YES**

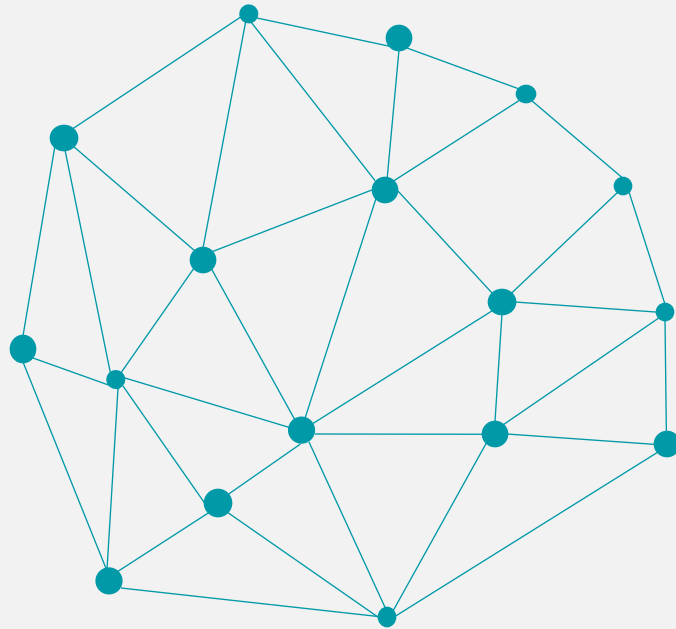
ANALYZE CONVERSATIONS IN INTERNAL HELP DESK

Details:

- An agent can start an internal conversation with her fellow agents (or subject matter experts) to assist her in resolving a help desk request, through various channels. Managers and agents can gain insights into the extent of collaboration happening via internal conversations during the course of resolving a help desk request.
- In-depth analysis supported by key metrics such as counts of incoming/outgoing conversation messages, conversation recipients help managers are possible at the level of each help desk request, if required.
- A new subject area, "Help Desk - Internal Service Request Conversation Messages Real Time" has been added.

Business Benefits:

An analysis of resolution times of closed requests together with their categories, queues or business units and the nature and volume of conversation messages would help uncover opportunities for improvement.



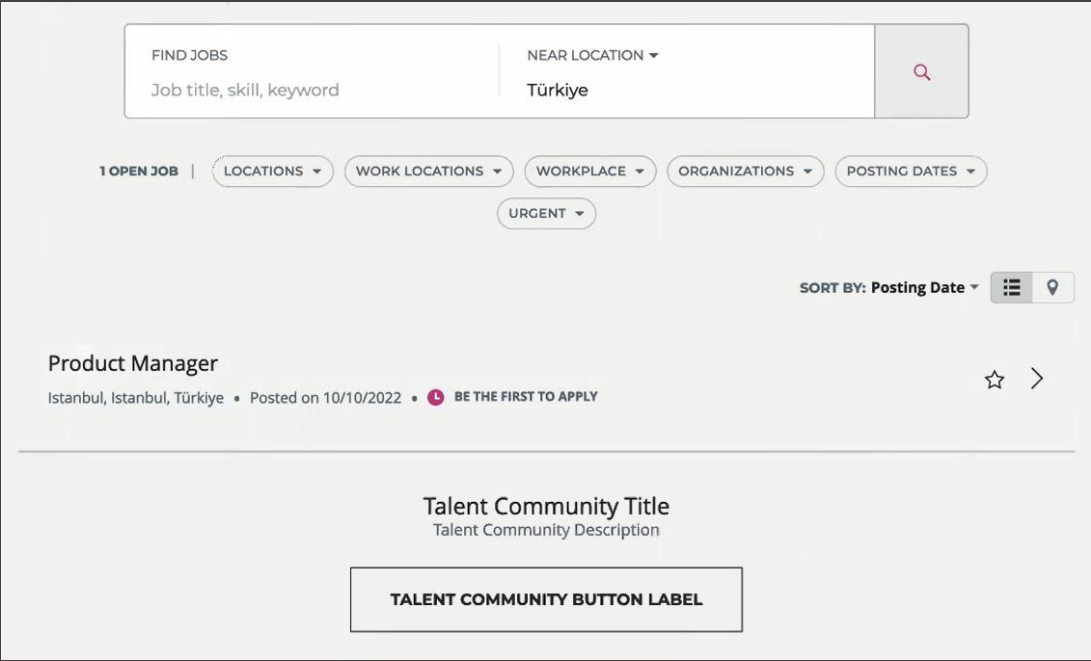
NEW FEATURES

Quick Wins - Default with
Configuration

CONTROL COUNTRY NAMES

Details:

- Admin users will have full control over location names used across Recruiting by using Manage Territories. For example, you can change country names in Manage Territories, and that data is fetched in location fields for requisitions, external candidate experience, offers, and so on.
- This example shows a search for jobs in Türkiye, using the country's newly approved new spelling.



ORC

Impact Analysis

Impact Level	LOW
Need to Enable	NO
Configuration	YES
Quick Win	YES

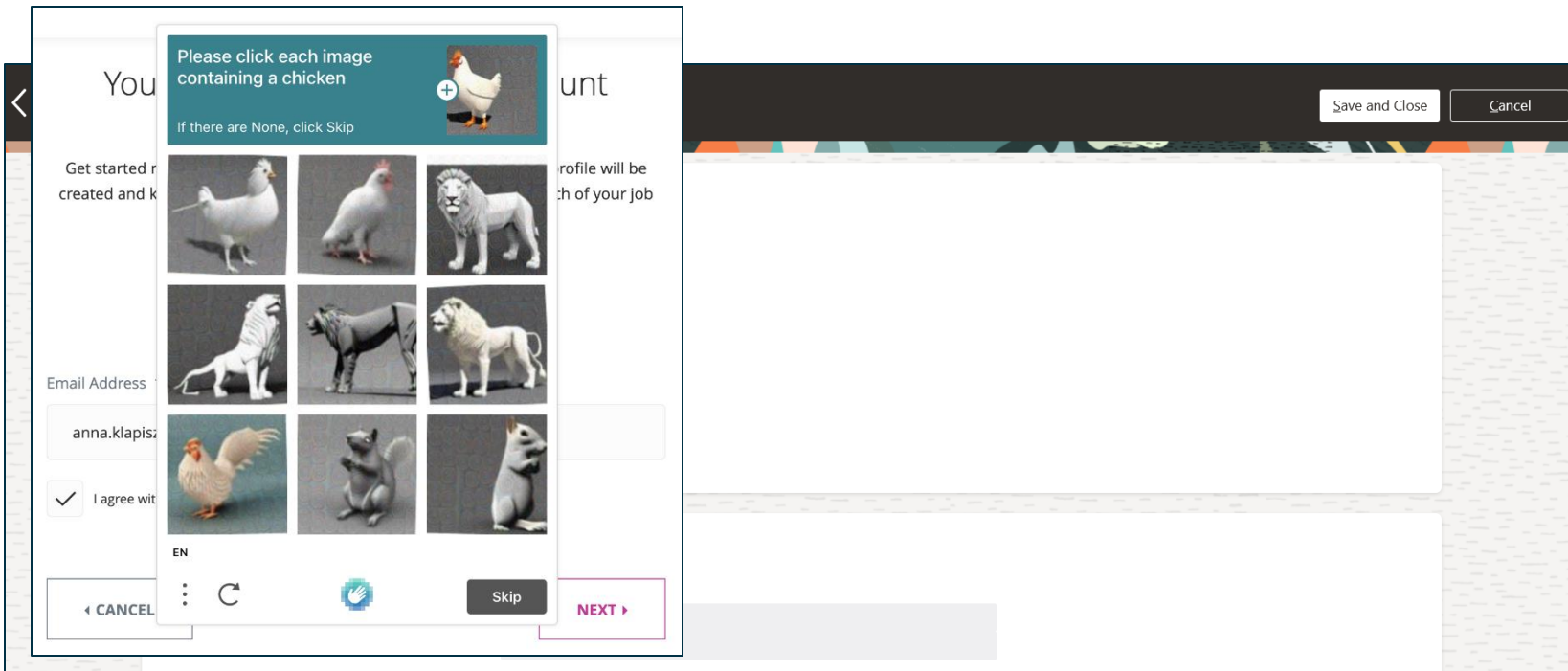
Business Benefits:

This feature gives you more control over location data used throughout Recruiting.

MORE SECURE CAREER SITE EXPERIENCE

Details:

- Create a more secure career site experience with h-CAPTCHA support. To rule out the possibility that a user entering a career site is a bot, they're presented with a challenge that they must pass before they can sign up to talent community, apply for jobs, and manage profile.
- You can have more than one CAPTCHA configuration set up, but only one can be active at a time.



ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **YES**

Configuration **YES**

Quick Win **YES**

Business Benefits:

The feature helps you to provide a more secure career site experience.

SEO ENHANCEMENTS

Details:

- Search Engine Optimization (SEO) enhancements allow the administrator of a career site to add site description, keywords, and domain verification to the global settings of the career site and description and keywords to specific pages of the career site.

ORC

Impact Analysis

Impact Level **HIGH**

Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

Business Benefits:

This feature lets you increase your career site's visibility with search engines.

IMPORT AND EXPORT SELECTED CAREER SITES

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

Details:

- As an administrator, you can select career sites from the list of all career sites and export selection.
- You can now select a single career site to export to a zip file.

Task	He Scop	Predecessor Tasks	Notes	Actions
Career Sites Configuration	0	0		▼
Job Application Flow Configuration				
Double Opt In Management				
Configure Candidate Experience CAPTCHA Provider	0	0		▼

CX_6001	SimpleSiteMinimalAug282019	SimpleSiteMinimal...
CX_6005	SimpleSiteModernAug282019	SimpleSiteModer...
CX_6009	SimpleSiteModernAug282019-Draft	SimpleSiteModer...
CX_7001	Classic's Site	Classic's Site

Business Benefits:

This feature allows you to share your career site settings with others for the purpose of sharing design ideas or importing one or more career site settings to a new site.

PREFILL PRESCREENING INFO IN EXTERNAL JOB APPLICATIONS

ORC

Impact Analysis

Impact Level HIGH

Need to Enable NO

Configuration YES

Quick Win YES

Details:

- When a returning external candidate applies for a new job, responses to prescreening questions are prefilled if the candidate answered the questions in previous job applications.

Business Benefits:

This new feature eases the process for returning external candidates.

ATTRIBUTES TO SCORE TOP RECOMMENDATIONS FOR JOB REQUISITIONS

Details:

- When you view the top candidate recommendations for a job requisition, you can now see how candidates are rated across a set of attributes. A 3-star rating is used to show the score.
- Available attributes are:
 - Profile
 - Education
 - Experience
 - Skill

The screenshot displays a 'Top Recommendations' section with a 'Refine Recommendations' link. It lists two candidates with their ratings for Profile, Education, Experience, and Skill attributes, along with their recent employers and positions.

Candidate	Profile	Education	Experience	Skill	Recent Employer	Recent Position
Scott, Benjamin (AI-C...) Pleasanton, CA, US	2 stars	2 stars	3 stars	2 stars	Millennium Software Consultin...	Software Engineer-Oracle App...
Taylor, Abigail (AI-CA...) Sunnyvale, CA, US	2 stars	2 stars	3 stars	2 stars	Walmart labs	Data Engineer

ORC

Impact Analysis

Impact Level **HIGH**

Need to Enable **YES**

Configuration **YES**

Quick Win **YES**

Business Benefits:

With this feature, the hiring team can now understand the relative strength of the recommendations based on specific candidate attributes.

DISMISS CANDIDATES FROM THE LIST OF TOP RECOMMENDATIONS

ORC

Details:

- When you view the list of top recommendations for a job requisition, you can now dismiss a candidate recommendation from the list. After you select the Dismiss action available in the Actions menu, you can provide a reason for dismissing the recommendation.

Impact Analysis

Impact Level **HIGH**

Need to Enable **YES**

Configuration **YES**

Quick Win **YES**

Dismiss Candidate

Victoria Major Moore (ZAIDA_CAND_3)

Why did you dismiss this candidate?

Reason **Not a good match**

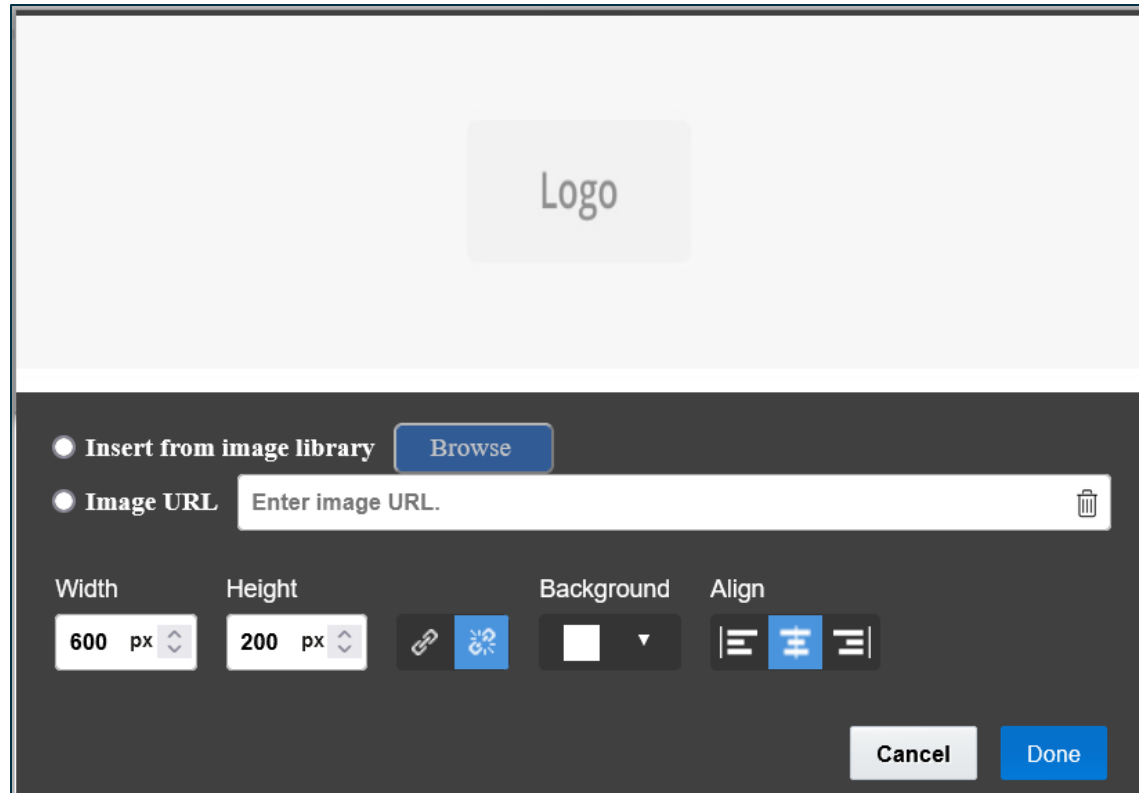
Business Benefits:

With this feature, the hiring team can easily reduce the list of top recommendations for a job requisition and focus on candidates that may be a better fit.

IMAGE LIBRARY FOR CAMPAIGN CONTENT

Details:

- Manage an image library as a campaign administrator, and leverage those image assets in campaign email templates, campaign emails, or landing pages as a campaign manager.
- Campaign administrators can upload and store images in the media library so that they're available to add to email templates and communications.



ORC

Impact Analysis

Impact Level **HIGH**

Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

Business Benefits:

This feature gives you the option of either using image URLs or uploading images to a library for reuse.

MORE CONTROL TO PURGE RECRUITING CAMPAIGN DATA

Details:

- Your organization now has more control and flexibility when configuring data retention duration for recruiting campaign email metrics.

ORC

Impact Analysis

Impact Level **HIGH**

Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

Data Purging

Campaign Email Metrics Active Days Save Cancel

Business Benefits:

With this enhancement, customers relying on campaign data for reporting purposes can adjust data retention from 180 days to a maximum of 1000 days and avoid disrupting campaign-specific OTBI reports.

TEXT EDITOR IN CAMPAIGNS REPLACED BY A SIMPLIFIED CKEDITOR5

ORC

Impact Analysis

Impact Level **LOW**

Need to Enable **NO**

Configuration **YES**

Quick Win **YES**

Details:

- Use a simplified text editor when managing campaign email templates, emails on campaigns, or landing pages.

Campaigns

Email Maximum Retry Count

Don't send emails to candidates flagged as don't hire

Enable Do Not Send Rule

Don't send emails to audience members who already received emails in the last period

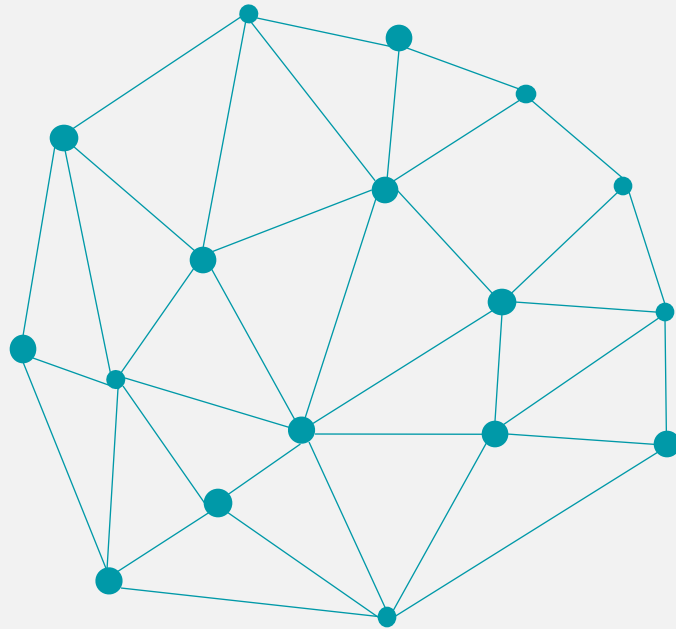
Enable Rich Text Editor in Email Designer

Save Cancel

Cancel Done

Business Benefits:

This feature lets you use a new text editor when managing campaign email templates, emails on campaigns, or landing pages.



NEW FEATURES

Quick Wins – OPT INS

RECRUITING ACTIVITY CENTER

Details:

- Recruiters and Hiring managers have a new place to easily access and manage recruiting activities related to the job requisitions, job applications, and job offers they own.
- Users can view a list of activities in each area and easily see which ones are of high priority.

ORC

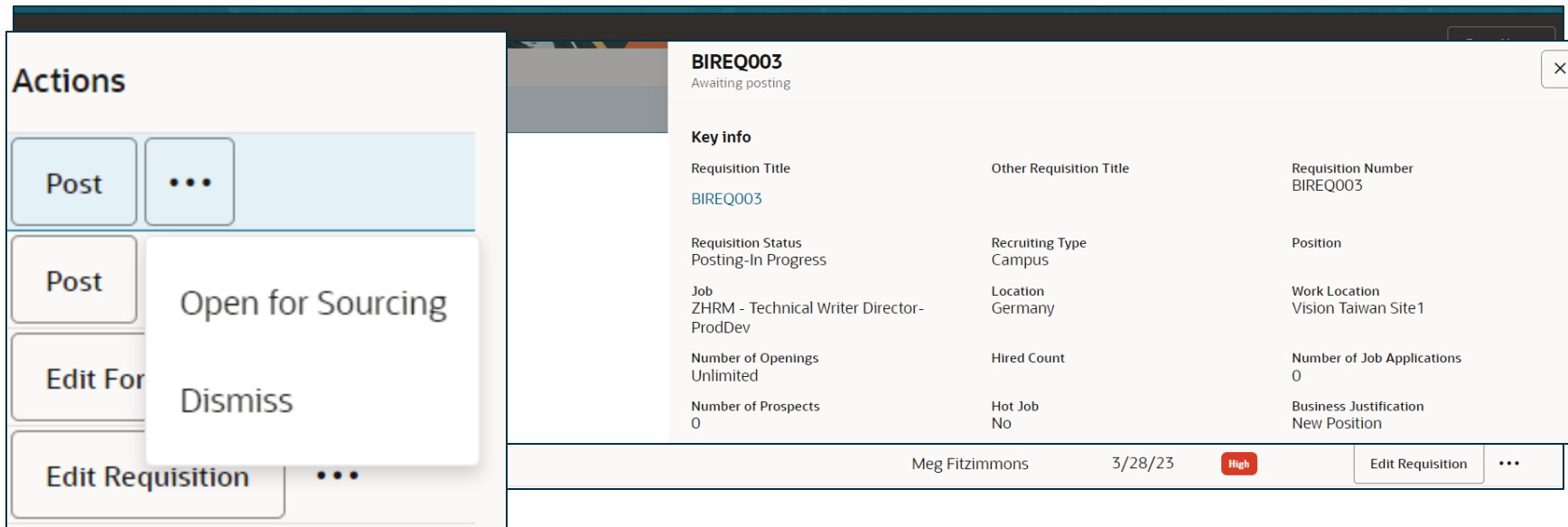
Impact Analysis

Impact Level **LOW**

Need to Enable **YES**

Configuration **YES**

Quick Win **YES**



The screenshot displays a user interface for managing job requisitions. On the left, an 'Actions' menu is open, showing options: 'Post', 'Post', 'Edit For', and 'Edit Requisition'. A dropdown menu is visible under the first 'Post' button, containing 'Open for Sourcing' and 'Dismiss'. The main window shows a modal for requisition 'BIREQ003' with the following details:

Key info		
Requisition Title	Other Requisition Title	Requisition Number
BIREQ003		BIREQ003
Requisition Status	Recruiting Type	Position
Posting-In Progress	Campus	
Job	Location	Work Location
ZHRM - Technical Writer Director-ProdDev	Germany	Vision Taiwan Site 1
Number of Openings	Hired Count	Number of Job Applications
Unlimited		0
Number of Prospects	Hot Job	Business Justification
0	No	New Position

At the bottom of the modal, it shows 'Meg Fitzimmons' as the user, '3/28/23' as the date, a 'High' priority indicator, and an 'Edit Requisition' button.

Business Benefits:

Users involved in the hiring process are aware of the recruiting actions they need to perform to ensure candidates are screened and hired quickly and efficiently..

DOUBLE BOOKING OF INTERVIEWERS

ORC

Impact Analysis

Impact Level HIGH

Need to Enable YES

Configuration NO

Quick Win YES

Details:

- As an administrator, you can configure the application to allow multiple interviews to be scheduled for the same interviewer at the same date and time.
- Y: Default value. Double booking is prevented. A recruiter can't book an interview or create an interview slot that overlaps a scheduled interview with one of the interviewers. Any overlapping unscheduled slot is removed when an interview is booked for any given interviewer.
- N: There is no validation, double booking is allowed. When an interviewer is scheduled for an interview, unscheduled time slots during that period for that interviewer continue to be available for candidates to select, and additional interviews can be scheduled during the same period.

Business Benefits:

With this feature, administrators can configure the application to allow booking the same interviewers at the same time with multiple candidates in order to adapt for some ways of managing interview scheduling.

PERFORM MASS UPDATES TO HELP DESK REQUESTS IN THE REDWOOD USER EXPERIENCE

HRHD

Impact Analysis

Impact Level **LOW**

Need to Enable **YES**

Configuration **YES**

Quick Win **YES**

Details:

- Help Desk agents can now use the list page in the Redwood Experience to perform updates to multiple help desk requests concurrently for select fields.
- Mass updates can be completed for either Internal Service Request or HR Help Desk Requests.

Business Benefits:

Mass update saves time and effort for agents needing to update multiple help desk requests at once

NOTIFY ALL MEMBERS OF A QUEUE FOR HELP DESK RELATED EVENTS

HRHD

Impact Analysis

Impact Level **HIGH**

Need to Enable **YES**

Configuration **YES**

Quick Win **YES**

Details:

- When a notification event is defined, you can now identify all members of a queue as recipients of the notification.

The screenshot shows the Oracle Notification Preferences interface. A modal window titled "Configuration for Trigger Name HRHD_Issue_Assignment" is open. It contains a table with columns for Recipients, Bell Notifications, and Email Notifications. The "All Queue Members" row is highlighted with a red border, and the "Bell Notifications" checkbox is checked. Other recipients listed include "Assigned to Resource ID", "Manager of Assigned to Resource ID", "Primary Contact ID", "Queue owner", and "Resource team".

Recipients	Bell Notifications	Email Notifications
All Queue Members	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assigned to Resource ID	<input type="checkbox"/>	<input type="checkbox"/>
Manager of Assigned to Resource ID	<input type="checkbox"/>	<input type="checkbox"/>
Primary Contact ID	<input type="checkbox"/>	<input type="checkbox"/>
Queue owner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Resource team	<input type="checkbox"/>	<input type="checkbox"/>

Business Benefits:

This enables agents to quickly respond to new requests and contact impacted users promptly.

Closing Q&A



CLOSING NOTE

1. What happens next?
 1. Presentation
 2. Session Recording
2. Speak with your CES Support Manager or CES Service Manager
 1. for additional services around quarterly updates
 2. Learn more about Innovation
3. Next Sessions ?

SCM (Inventory & Order Management)	 20-July-2023	 60 minutes
	 4:30 PM GMT 5:30 PM CEST 11:30 AM EST	

MASTEK
is here to
help you!



THANK YOU

