




**ORACLE<sup>®</sup>**

**PeopleSoft Enterprise  
HelpDesk for Human Resources**

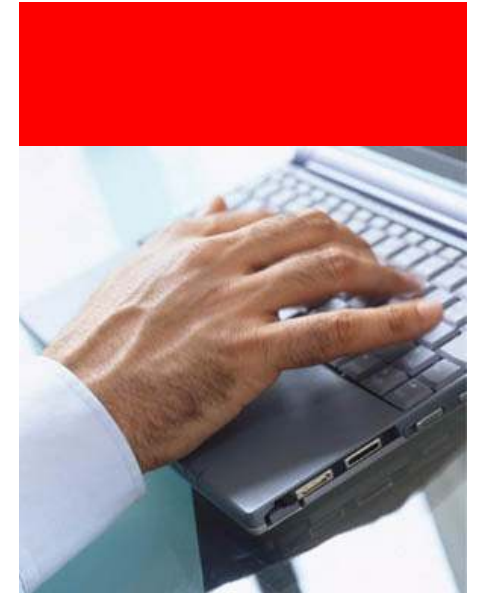
Colin Spilak  
Senior Sales Consultant



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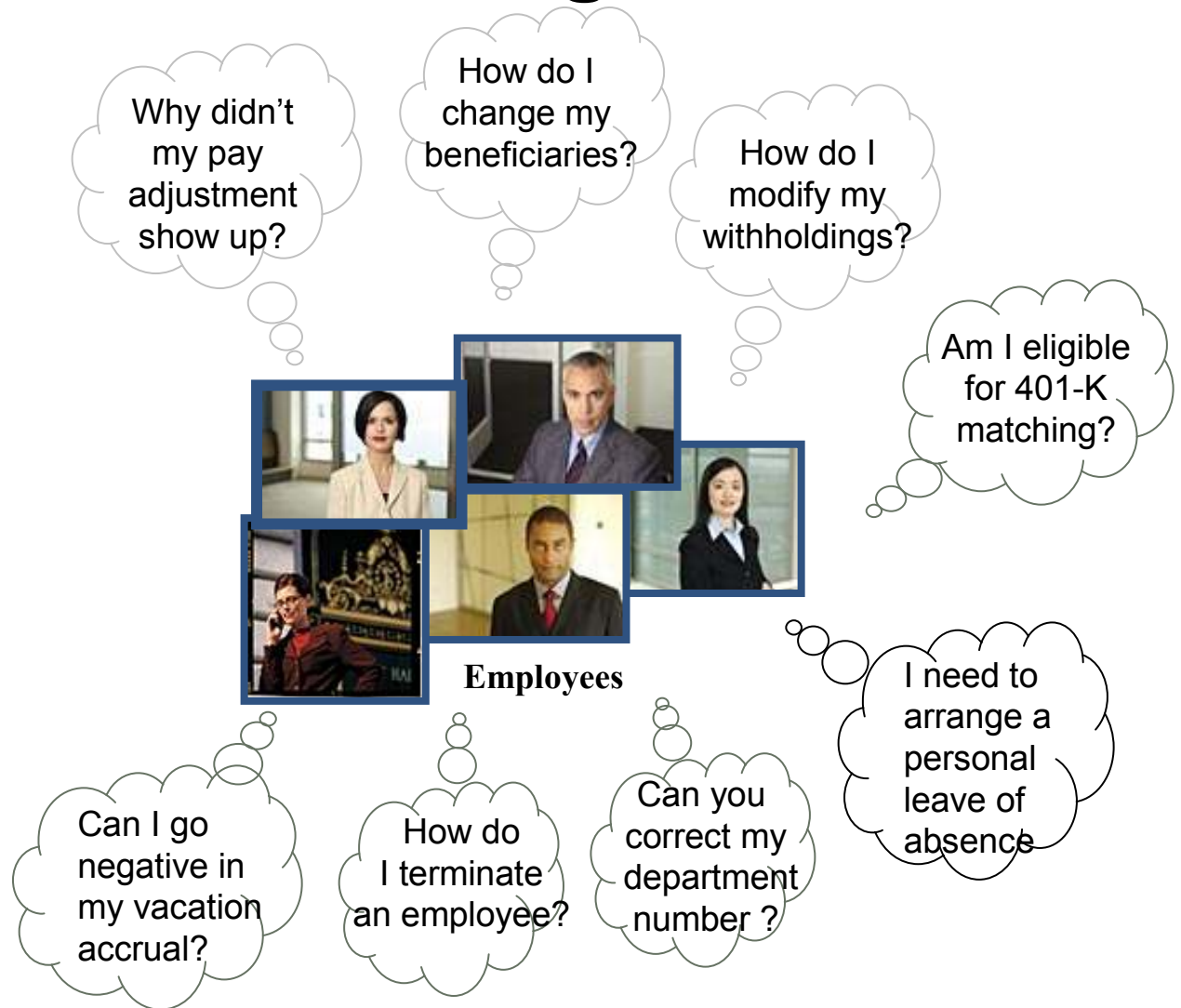
# Program Agenda

- HR Business Challenges
- Customer Success
- PeopleSoft HR Helpdesk 9.0 Overview
- Questions & Answers



# Organizational Challenges

- Employees default to who they know
- Manual processes and spreadsheet call tracking
- Inconsistent processes and answers across the organization
- Slow resolution time due to lack of centralized knowledge base
- Lack of security, accountability and insight
- Ineffective use of talented HR resources



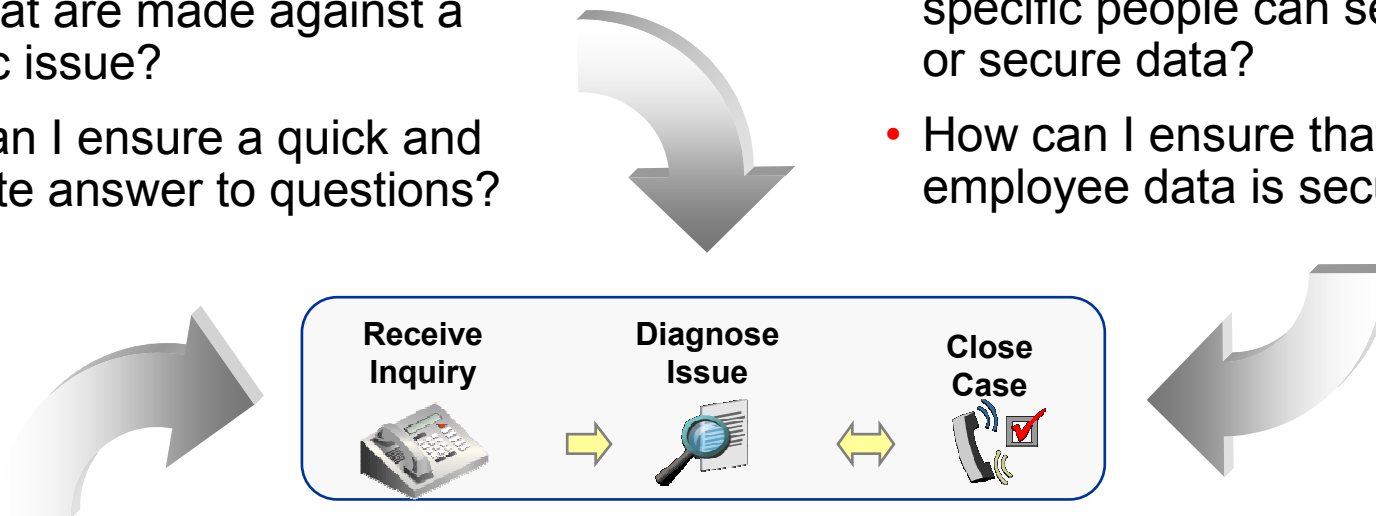
# Operational Questions...

## Call Tracking & Management

- How can I track the number of calls that are made against a specific issue?
- How can I ensure a quick and accurate answer to questions?

## Visibility / HIPAA Security

- How can I make sure that only specific people can see sensitive or secure data?
- How can I ensure that personal employee data is secure?



## Reduce Costs / Call

- How can I make sure that my specialist are not answering basic questions?
- What is the best way to route calls to the right person, the first time?

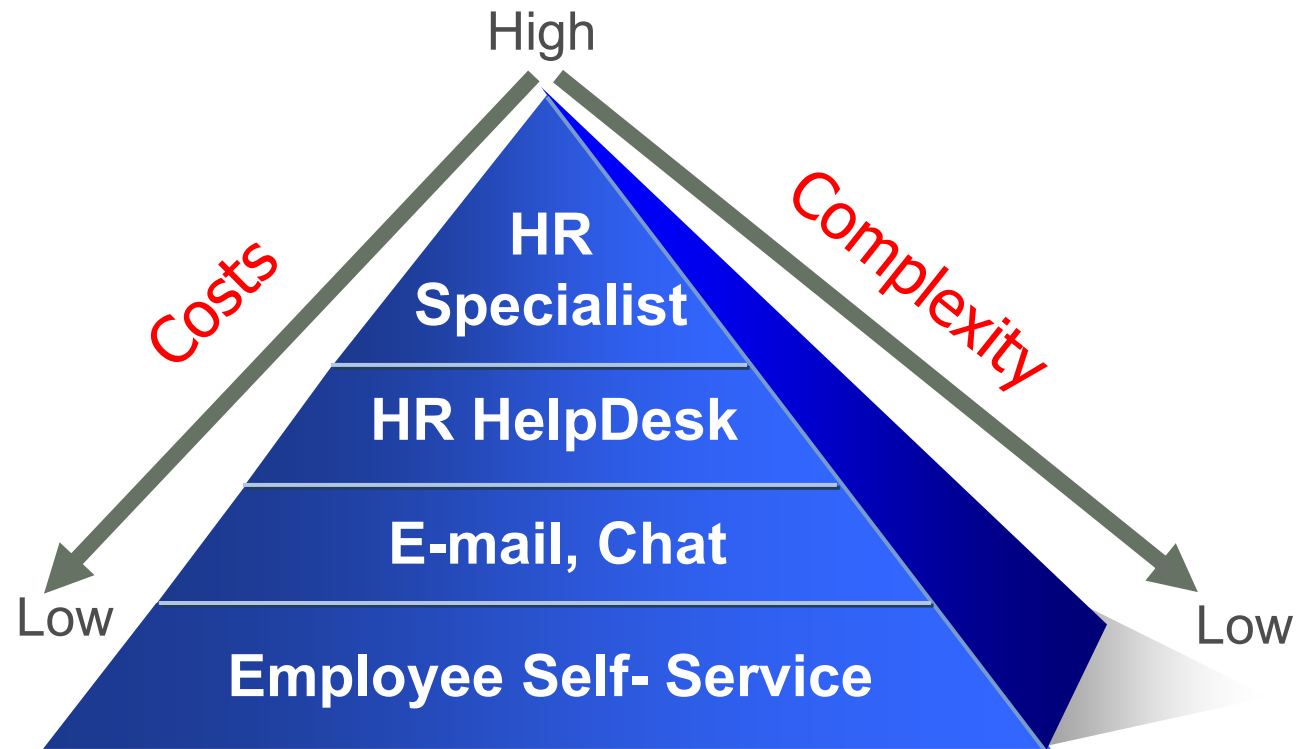
## Employee Satisfaction

- How can I enable employees to resolve their own questions?
- How can I improve the operational efficiency of the HR department?

# The Workforce Service Delivery Challenge

- 80% of inquiries could effectively be resolved via self-service
- Escalation and HIPAA compliance is essential for complex / confidential matters
- HR HD and Self-service lower cost of service delivery and better utilizes HR resources

***Right level of service –  
right solution for each employee request***



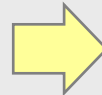
**The challenge:** Increase workforce satisfaction while reducing costs

# Drive HR Compliance to Corporate Objectives

## *Key HR Objective*

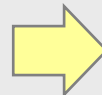
## *Enabling Capability*

**Optimize Efficiency** to provide superior service in a timely manor



Utilize the 360 Degree of the Worker to enable Agents to quickly respond to employee questions

**Consistently assign**  
The correct Agent to the correct request



Assignment engine allows calls to be routed to the right person, the first time

**Service Quality** to ensure consistent answer



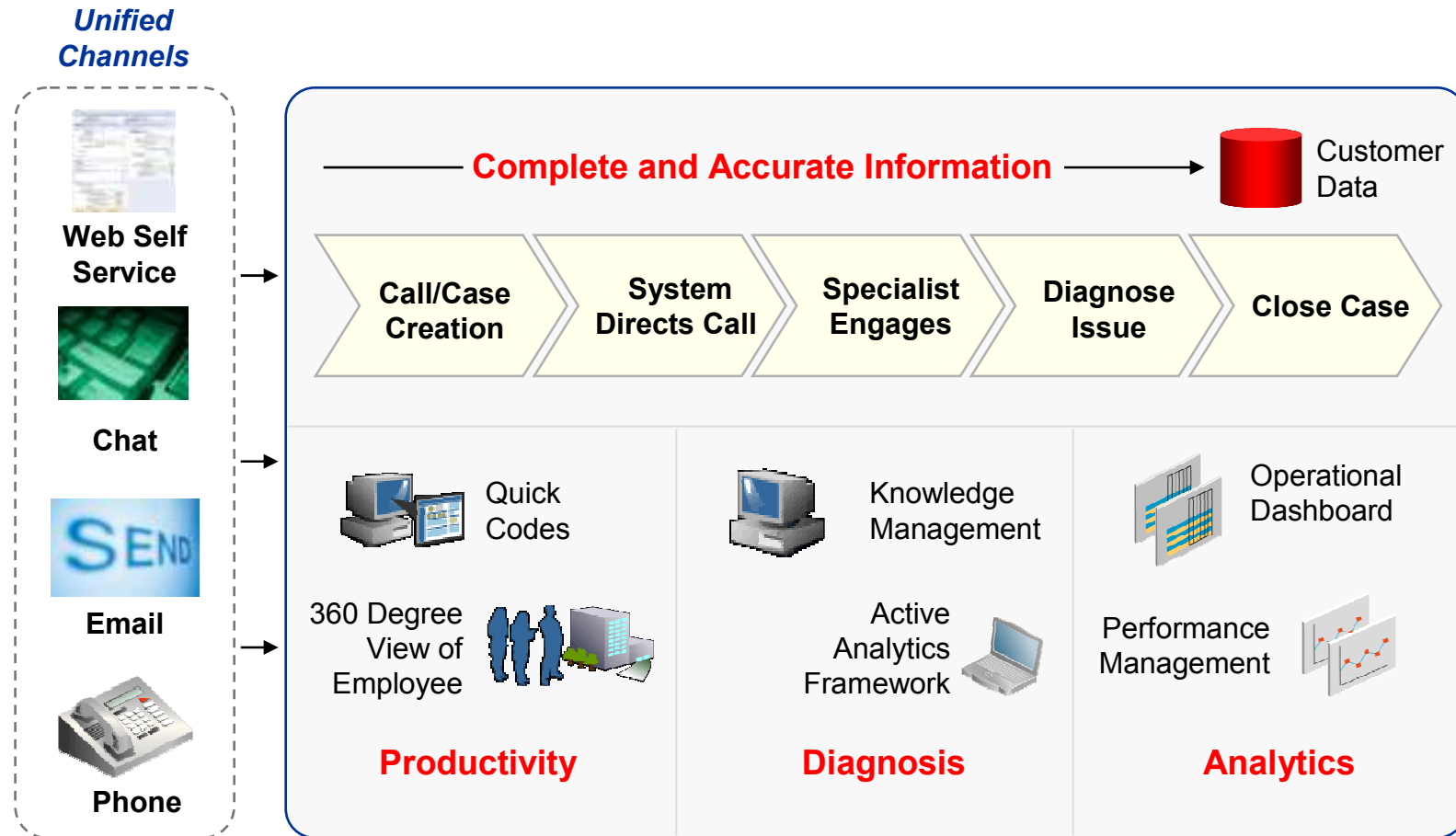
The Knowledge base allows for consistent answers, and improved quality of service

**Sensitive Data** must be protected, and secured despite country of origin



Built in HIPAA compliance functionality ensures that sensitive employee data is secure

# HR HelpDesk Solution at Work







# What Analysts are Saying...

**Gartner**

“As organizations provide their HR services more effectively and **increase workforce satisfaction**, they will need to **leverage solutions that combine CRM help desk**, and **human resources technology** seamlessly with self-service **to deliver the optimal worker experience.**”



## Cedar Crestone 2007-2008 HCM Survey:

### Conclusion: What Really Matters

#### *To achieve service delivery excellence:*

- Move to shared services and **implement an HR-oriented help desk application**



#### *To achieve performance excellence:*

- Create an integrated talent management strategy with competency management at the center
- Whatever you do, stick to it, and excel

# A Few Customers...

<p><i>Food &amp; Beverage</i></p>	<p><b>Yum! Brands</b></p> 
<p><i>Higher Education</i></p>	<p>Princeton University  DEPAUL</p>
<p><i>Retail</i></p>	<p>  </p>
<p><i>High Tech</i></p>	<p> </p>
<p><i>Government</i></p>	<p>   </p>
<p><i>Insurance</i></p>	<p>  </p>
<p><i>Life Sciences</i></p>	<p>  </p>
<p><i>Other</i></p>	<p>   </p>

# Hewlett Packard

## Need:

- Transform to service-centric from transaction-centric support organization
- Utilize one global system and standardize business processes
- Gain visibility and more accountability
- Reduce service costs and training

## Solution:

- PeopleSoft HR HelpDesk, Employee Self-Service, HCM, Support, CTI Integration,
- Integrate to legacy back-office, and HP Portal

## Results:

- Global ERM project significantly reduced cost/employee, yielding >\$50M in savings
- One global deployment of HR Help Desk and HCM
- Over 36 self-service transactions in 11 languages
- Formalized internal service delivery processes and standardized global processes
- Utilized OOTB functionality to reduce customizations



***“PeopleSoft gives us a tight pulse on service needs – so we can use knowledge to drive innovation. PeopleSoft was the only solution that could give us an unmatched 360-degree view.”***

***Vyomesh Joshi,  
Imaging and Printing Group,  
Hewlett-Packard Company***

- **> \$45 billion in revenue**
- **> 140,000 employees**
- **> 1,000 HR agents**
- **> 180 countries**

# HP Support Model Using PeopleSoft HelpDesk Today



Mary completes her transactions and gets her issues resolved easily and efficiently

**Before**

Who do I contact?

Is this a system issue or an HR issue?

How will I know if and when my problem has been resolved?

I can give feedback, but will it be used?

**After**

All I have to do is report my problem on the portal – I don't have to figure out who to contact

I don't have to figure out what type of issue this is

I will be contacted when my issue is resolved, so now I can focus on my work

I can give feedback about my experience and it will be used



## HP Benefits

By streamlining, integrated support processes and organizations under a unified global framework ...

- Improved cost and activity visibility
- Enhanced user experience
- Ensured consistent implementation of new processes / organization models across regions
- Ensured consistent performance metrics for support delivery
- Provided a clear escalation path



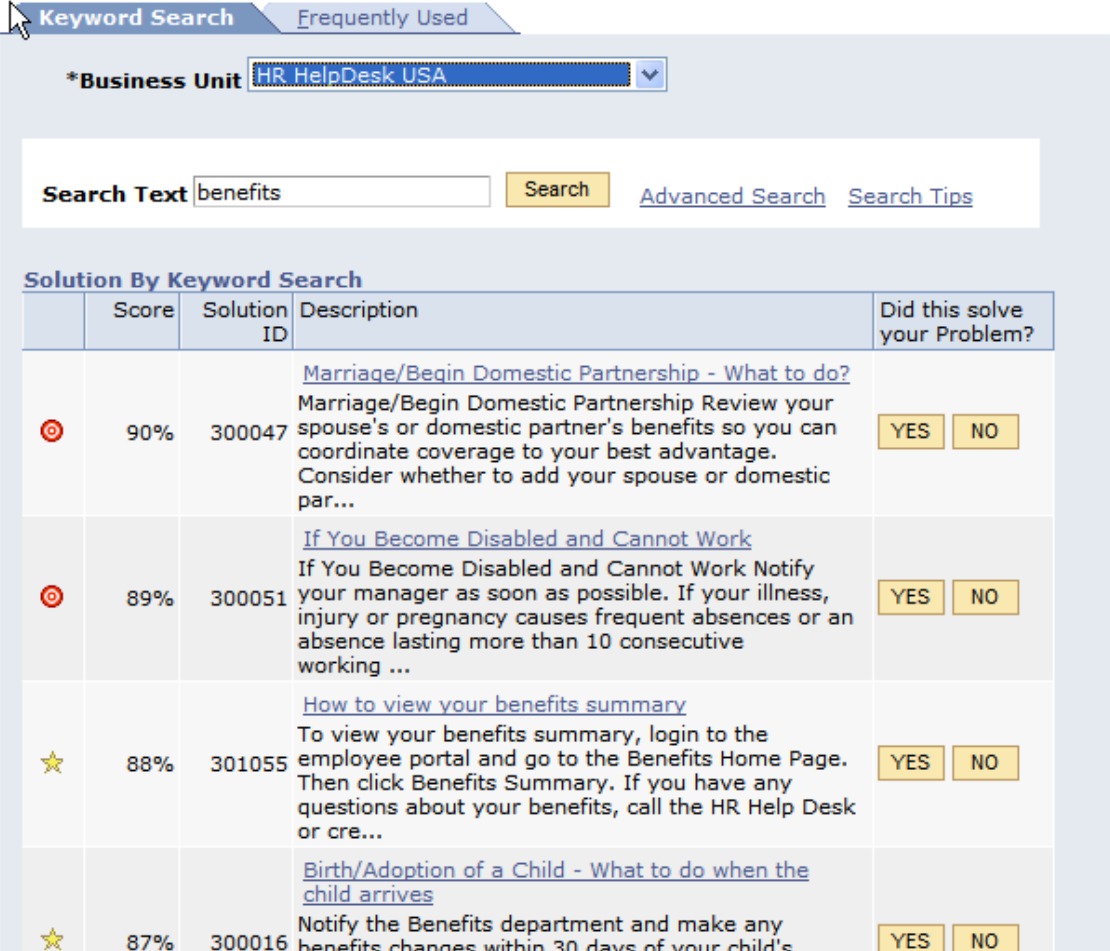
# HR Helpdesk 9.0 Overview



# Employee Self Service

## Search Solutions

- Leverage Frequently Used Solutions - solutions that have resolved cases for a specific product in the past.
- Bullseye icon indicates that it is a Frequently Used Solution.



The screenshot displays the 'Keyword Search' interface. At the top, there are tabs for 'Keyword Search' and 'Frequently Used'. Below the tabs, a dropdown menu shows '\*Business Unit' with 'HR HelpDesk USA' selected. A search bar contains the text 'benefits' and a 'Search' button. To the right of the search bar are links for 'Advanced Search' and 'Search Tips'. Below the search bar, the results are titled 'Solution By Keyword Search' and presented in a table.

	Score	Solution ID	Description	Did this solve your Problem?
🎯	90%	300047	<a href="#">Marriage/Begin Domestic Partnership - What to do?</a> Marriage/Begin Domestic Partnership Review your spouse's or domestic partner's benefits so you can coordinate coverage to your best advantage. Consider whether to add your spouse or domestic par...	YES NO
🎯	89%	300051	<a href="#">If You Become Disabled and Cannot Work</a> If You Become Disabled and Cannot Work Notify your manager as soon as possible. If your illness, injury or pregnancy causes frequent absences or an absence lasting more than 10 consecutive working ...	YES NO
★	88%	301055	<a href="#">How to view your benefits summary</a> To view your benefits summary, login to the employee portal and go to the Benefits Home Page. Then click Benefits Summary. If you have any questions about your benefits, call the HR Help Desk or cre...	YES NO
★	87%	300016	<a href="#">Birth/Adoption of a Child - What to do when the child arrives</a> Notify the Benefits department and make any benefits changes within 30 days of your child's	YES NO



# Employee Self Service

## *Troubleshooting Guides*

- Troubleshooting Guides are a predefined grouping of diagnostic questions and answers that are used to **guide the employee through the resolution** of a problem or question

The screenshot displays the Oracle Employee Self Service interface for a Troubleshooting Guide. The main content area shows a question: "Which employment event occurred to yourself, spouse or partner?". Below the question are three radio button options: "Change in PT or FT Status" (which is selected), "Employment Termination", and "New Employment". Below the question and options is a "Comment" field with a text area and a scroll bar. At the bottom of the interface, there are several buttons: "Finish", "Save for Later", "Save", "Previous", and "Next". The Oracle logo is visible in the bottom right corner.

# Employee Self Service

## *Frequently Asked Questions*

- FAQs provides Self Service user with access to solutions that belong to the solution library with a specific FAQ configuration.

HelpDesk

### Frequently Asked Questions

To view frequently asked customer questions, choose a topic from the drop-down menu. If your problem cannot be found here, consult our Troubleshooting Guide or call Customer Support.

**Frequently Asked Questions**

\*Business Unit

\*Topic

Problem Description

[Keyboard Ergonomics](#)

[Community Service Helping Hand - How you can help?](#)

[What are Workplace Ergonomics?](#)

# Employee Self Service

## Enter/Manage Cases

### Search Criteria

**Customer** Antonio Santos

**\*Predefined Search**

- All my cases
- All cases that I am the contact for
- All my cases
- All my open cases
- Cases that I reported for others
- Open cases that I am the contact for
- Open cases that I reported for others

[Advanced Search](#)

### Search Results

Case	Summary
<a href="#">220413</a>	Tax change not on paycheck
<a href="#">220412</a>	Leave of Absence

### Live Chat with Agent

\* Required Field

## Manage Case

Case 220576

### Case Information

**Business Unit** HR HelpDesk USA

**Employee** Cassandra Jacobson

**Contact Details** H6028-

CJACOBSON@pssales.peoplesoft.com [Edit Contact Details](#)

**Status** Open - New

**Case Type** Question/Problem

**Category** Training and Education

**Specialty Type** Course Prerequisites

**Detail** Bypass Prerequisites

**Problem Summary** [Training Prerequisites](#)

**Priority** Medium

**Impact**

**Assigned To** Timo Treels

**Date Created** 10/09/06 6:05AM

**Date Closed**

### Notes and Attachments

### Live Chat with Agent

**Subject** Human Resources

**Question** I've got a question. Can you help?

### Live Chat with Agent

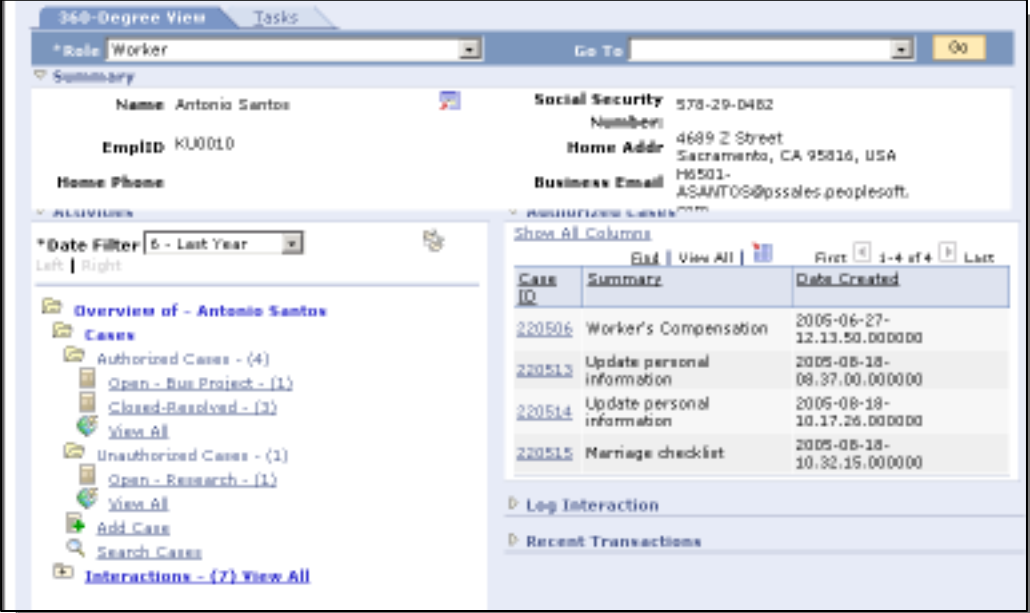
[Return to Case Search](#)

# Helpdesk User: 360 Degree View

## *Speed time to resolution of cases*

- 360 Degree View of Employees

- Employee Contact Info
- Job Description
- Case History
- Interaction History
- Payroll Data
- Benefits Enrollment
- Absence Management
- Direct Report Listing



The screenshot displays the '360-Degree View' for an employee named Antonio Santos. The interface is divided into several sections:

- Summary:** Displays employee details such as Name (Antonio Santos), EmpID (KU0010), Social Security Number (578-29-0482), Home Address (4689 Z Street, Sacramento, CA 95816, USA), and Business Email (ASANTOS@ssales.peoplesoft.com).
- RESOLUTIONS:** Includes a 'Date Filter' set to '6 - Last Year' and a 'Left | Right' navigation option.
- Overview of - Antonio Santos:** A tree view showing 'Cases' categorized into 'Authorized Cases - (4)' and 'Unauthorized Cases - (1)'. Sub-categories include 'Open - Bus Project - (1)', 'Closed-Resolved - (3)', and 'Open - Research - (1)'. Other options include 'Add Case', 'Search Cases', and 'Interactions - (7) View All'.
- Table of Cases:** A table with columns 'Case ID', 'Summary', and 'Date Created'. It lists four cases:

Case ID	Summary	Date Created
220506	Worker's Compensation	2005-06-27-12.13.50.000000
220513	Update personal information	2005-08-18-09.37.00.000000
220514	Update personal information	2005-08-18-10.17.26.000000
220515	Marriage checklist	2005-08-18-10.32.15.000000
- Log Interaction** and **Recent Transactions** sections are visible at the bottom.

- Single Source for Employee HR Data
- Provides a Mechanism to Close Most HR Questions on the First Interaction



# Improving Productivity

- Dynamic knowledge management tools:
  - “Solutions” functionality standardizes responses
  - *Quick Code* offers pre-built solutions to create case
- Reduced time to resolution:
  - Single sign-on
  - Skills-based ‘Case’ Routing
- Existing Enterprise HR data categories

Quick Code

Case Solution Summary Notes Case History Related Cases Related Actions

**Employee Information**

Employee [Antonio Santos](#)  
National ID  
Alternate Contact  
Contact Method 4689 Z [Edit](#)  
Street, Sacramento, CA, 94264, USA  
[Show Details](#)  
[Search Again](#)

**Case Information**

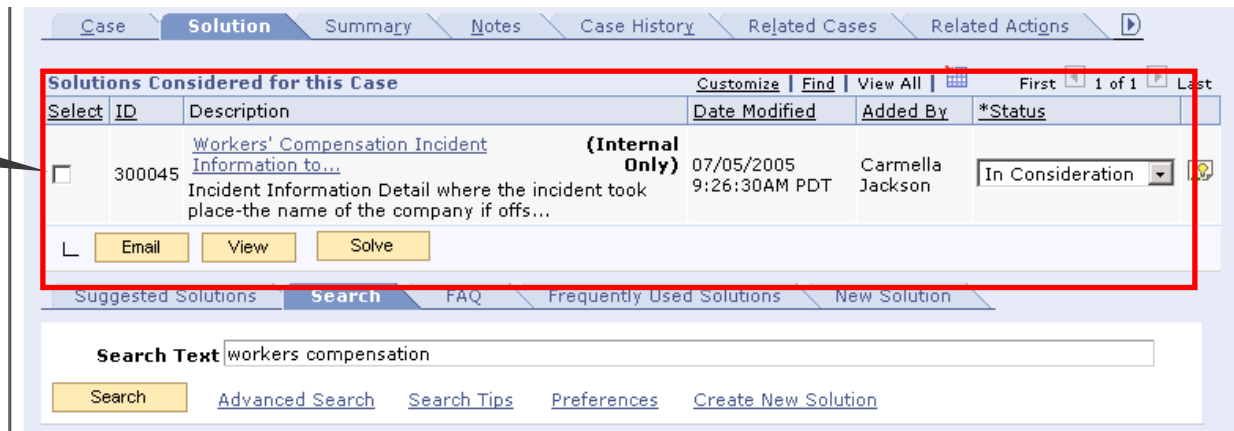
Main More

Secured Case  
Quick Code **Tax Change Not On Paycheck**  
Case Type Question/Problem  
\* Status Open - Research  
 Resolved by First Contact  
Provider Group Payroll Administration  
Assigned To Carmella Jackson  
[Select Agreement](#)  
Category Payroll  
Specialty Type Paycheck Info  
Detail Paycheck Error  
Priority Medium  
Severity One Affected  
Entitled Response

# Improving Service Delivery

- Streamlined, Collaborative Business Processes
  - Build and share knowledge with *Solution Advisor*
- Dramatic decrease in 'wait' or wasted time
  - Built-in communication tools
  - Track status, previous applied usage
  - Whiteboard Technology

Solution Advisor



The screenshot displays the Oracle Solution Advisor interface. At the top, there are navigation tabs: Case, Solution (selected), Summary, Notes, Case History, Related Cases, and Related Actions. Below the tabs is a table titled "Solutions Considered for this Case". The table has columns for Select, ID, Description, Date Modified, Added By, and \*Status. A single solution is listed with ID 300045, description "Workers' Compensation Incident Information to...", and status "In Consideration". The description is truncated and includes the text "Incident Information Detail where the incident took place-the name of the company if offs...". Below the table are buttons for Email, View, and Solve. At the bottom of the interface, there is a search bar with the text "workers compensation" and a Search button. Other links include Advanced Search, Search Tips, Preferences, and Create New Solution.

Select	ID	Description	Date Modified	Added By	*Status
<input type="checkbox"/>	300045	<a href="#">Workers' Compensation Incident Information to...</a> Incident Information Detail where the incident took place-the name of the company if offs...	07/05/2005 9:26:30AM PDT	Carmella Jackson	In Consideration



# Improve Efficiency

- Drill Directly to Transactions!!

The image displays a screenshot of the PeopleSoft HRMS interface. On the left, a 'Problem' summary is visible, titled 'Change Additional Federal Withholding'. Below the description, there are sections for 'Suggested Action', 'Description', 'Related Actions', 'Human Resources', 'Benefits', 'Payroll', 'Stock', and 'Training'. Each section contains a list of actions with a 'Go' button next to it. A red box highlights the 'Go' button for the 'Tax Data - US' action under the 'Payroll' section.

On the right, a 'Menu' overlay is shown, listing various navigation options. The 'Update Employee Tax Data' option is highlighted, and a red box highlights the 'Go' button next to it. The background shows the main HRMS interface with the 'Update Employee Tax Data' page open, displaying fields for 'Effective Date' (01/01/2002) and 'Special Tax Withholding Status'.



# Text Trays

*Speed data entry for commonly keyed text*

- Text is automatically populated in fields using hot keys
- Users memorize quick keys or select from Text Tray
- Users subscribe to System quick keys or create their own
- Available in Chat, Case and E-mail

Case ID New  
Customer [Shoreview Medical](#)  
Summary  
Open Cases 5

Case Solution Summary Notes Case History Related

Customer Information

Company [Shoreview Medical](#)  
Contact Jack Pepper  
Site  
Contact Method 555/367-4000

Show Details  
Search Again

Problem

\* Summary  
Description

Actions

Suggested Action  
Description  
Related Actions

Save Case Find Solutions Escalate Case

Text Tray - Microsoft Internet Explorer

Text Tray

Choose a quick key for your text field.

Text Tray Quick Keys

Quick Keys	Quick Key Text	Category
#201	The following oracle error...	Case
#202	Please describe the probl...	Case
#thru1	Thank you for contacting ...	Case
#thru2	Thank you, if there is any...	Case
#200	Please refer to solution nu...	Personal
#201	Please briefly describe the...	Personal
#202	Thank you for contacting...	Personal
#203	Is your network cable plug...	Personal
#204	Is your computer plugged...	Personal
#205	Is your monitor cable plug...	Personal
#206	Please reboot your comput...	Personal
#207	Can you access the interne...	Personal
#208	Thank you, please let us k...	Personal
#209	Thank you for your patien...	Personal
#210	Thank you, please let us k...	Personal
Escalating	Hello, how can I help you t...	Personal

Close Personalize Text Tray

Category Product Inquiry  
Specialty Type  
Detail  
Priority Medium  
Severity Onetime Occurrence

# Worklist Redesign

*Improve agent efficiency and decision making*

**System folders with folder counts**

**Personal folders**

**Save Common Searches**

**Move items to personal folders**

**Completed Only = N**

Select	Alert	Worklist Item	Type	Notification From	Date/Time (PST)	Worklist Priority	Comment	
<input type="checkbox"/>		<a href="#">Case 220446</a>	Support Case	Burt Lee	05/05/2006 12:20:49PM	2-Medium		
<input type="checkbox"/>		<a href="#">Case 220447</a>	Support Case	Burt Lee	05/05/2006 12:20:49PM	2-Medium		
<input checked="" type="checkbox"/>		<a href="#">Case 220446</a>	Support Case	Burt Lee	05/05/2006 12:20:49PM	1-High		
<input type="checkbox"/>		<a href="#">Case 220447</a>	Support Case	Burt Lee	05/05/2006 12:20:49PM	2-Medium		
<input checked="" type="checkbox"/>		<a href="#">SVC0030047 Repair Electric Motor 1128</a>	Task	Burt Lee	02/20/2006 11:40:50PM			
<input type="checkbox"/>		<a href="#">Case 220447</a>	<b>Support Case</b>	Burt Lee	<b>02/20/2006 6:49:24AM</b>	3-Low		
<input type="checkbox"/>		<a href="#">Case 220446</a>	<b>Support Case</b>	Burt Lee	<b>02/20/2006 6:41:07AM</b>	3-Low		

**Bolded unread items**

**Prioritization**

**Notes & Comments**

# Agent Live Chat

*Improve availability and efficiency*

The screenshot displays a 'MultiChannel Console' window. On the left is a navigation tree with categories like 'My Favorites', 'My Dashboard', 'My Tools', and 'My Recent'. The main area is divided into several sections:

- Quick Navigation:** Includes 'Worker Information' for Cassandra Jacobson (EmpID: KU0113, Title: Employee Caller, Address: 101 Little Rd, Springboro, OH, 45066, USA, Email: H9028-CJACOBSO@psales.peoplesoft.com, Telephone: 360-Course View).
- Support:** Fields for Case ID and Order ID, each with a search icon and an 'Open' button.
- Solutions:** A 'Keywords' field with a 'Search' button.
- Tip of the Day:** A message about a 360-degree view hyperlink.
- Refresh:** A button to refresh the content.
- Conversation History:** Shows a list of messages with timestamps and participants (Cassandra Jacobson and Carmella).
- Template Messages:** A section highlighted with a red box, containing a dropdown menu (set to 'HOLD'), an 'Input Text' field with the text 'One moment please, while I find the answer to your question...', 'Send' and 'Edit Dialog' buttons, a 'State URL' dropdown (set to 'Select URL...'), a 'URL' field with 'Push' and 'Select' buttons, and 'Forward to Queue' (set to 'CUSTSERV1, 000') and 'Invite Buddy' (set to 'Consult Agent...') dropdowns.

Guide agent with  
Template Messages,  
URLS, etc



# Grievance Case Creation

**The grievance case creation functionality provides several benefits to HR organizations**

- Provides a confidential means for employees and/or managers to submit issues (such as behavioral problems) to the HR HelpDesk
- Allows HR organization with a HIPAA compliant means for tracking complaints against employees for the purposes of preparing for a termination
- Prohibits problem employees from viewing cases that have been submitted against them

# Grievance Case Creation

Case

Save | Print | Spell Check | 360 360-Degree View | Notification | Text Tray | Personalize

Case ID New  
Employee ID IXHEEE202  
Summary

Status Open - New  
Employee Name Anthony Albright  
Contact Method 888/555-1212

Case | Solution (0) | Summary | Notes (0) | Tasks (0) | Case History | Related Actions (0)

**Employee Information**

Employee Anthony Albright  
National ID  
Alternate Contact  
Contact Method 888/555-1212  
Reported By John Tanager

Show Details  
Search Again

**Problem**

\* Summary  
Employee has been making inappropriate comments

Description  
Employee has been making inappropriate comments, that are making his co-workers uncomfortable. This issue was address at the time it happened, however the behavior has continued.

**Case Information**

Main | More

Secured Case  
Quick Code  
Case Type Question/Problem  
\* Visibility Internal, exclude Case Contact  
\* Status Open - New  
 Resolved by First Contact

Provider Group  
Assigned To Carmella Jackson  
Select Agreement

Category Benefits  
Specialty Type All Benefits  
Detail Benefit Inquiry  
Priority Medium  
Severity Many Affected



# Service Level Agreements

- Default Agreements
- Agreements based on Case Priority, Customer Value, Case Type, Case Category or Case Source
- Agreements that do not require a customer or pricing
- Automatic selection of the agreement – no click required
- Ability to send notifications as a % of SLA commitments
- Holiday schedules included when calculating SLA response/restore
- Self-Service
  - Automatic agreement selection when self-service case is created
  - Visibility to agreement Response/Restore Dates on the Case

# Integration to Global Payroll

- Ability to view an employees global payroll information
- Ability to connect to multiple payroll systems internationally
- Silo views of payroll data

▼ **HR Information**

As Of Date: 08/01/2006 [BT] [Go]

▼ **Job and Position Summary** First 1 of 1 Last

<b>Job Code</b> 600225	<b>Job Description</b> Manager-Senior
<b>Date of Hire</b> 03/02/1991	<b>Person Type</b> Employee
<b>Employment Status</b> Active	<b>Employment Status Date</b> 03/02/1991
<b>Position</b> Sr Manager - Human Resources	<b>Business Unit</b> GBR03
<b>Company</b> Business Institute - UK	<b>Location</b> Reading - England
<b>Establishment</b>	<b>Department</b> Human Resources
<b>Supervisor EmplID</b>	<b>Supervisor Name</b>
<b>Regular/Temporary</b> Regular	<b>Full/Part Time</b> Full-Time
<b>Standard Hours</b> 40.00	<b>Work Period</b> Weekly
<b>Payroll System</b> Global Payroll	<b>Employee Category</b>

▼ **Pay Summary** First 1 of 1 Last

<b>Company</b> KG1	<b>Address</b>
<b>Job Title</b> Manager-Senior	<b>Pay Group</b> GG STD M01
<b>Payment</b> 05/31/2004	<b>Currency Code</b> GBP
<b>Period Begin</b> 05/01/2004	<b>Period End</b> 05/31/2004
<b>Calculation Begin</b> 05/01/2004	<b>Calculation End</b> 05/31/2004
<b>Run Type</b> IMIS Payroll	

▼ **Payment Total**

Description	Current	Annual
<b>Earnings</b>	3100.000000	6322.340000
<b>Tax</b>	682.000000	1364.000000
<b>National Insurance</b>	251.950000	503.900000
<b>Net Pay</b>	2166.050000	4332.100000

▼ **Absence**

Description	Entitlement Balance	As of Date
SSP Absence	26.141000	05/31/2004

▼ **Benefits Information** First 1 of 1 Last

**Benefit Record Number** 0 **Currency Code** GBP

**COBRA Event Identification** 0

**Benefits**

Type of Benefit	Plan Description	Coverage or Participation
Comp. Car	CCARUK	MER C220CDI

**Dependents/Beneficiaries**  
No Benefits exist for Dependents/Beneficiaries.

▼ **Direct Reports**

Name	Employee ID	Location	Employee Status	Add Case
Robin de la Camara	KG0009	Reading - England	Active	360 <a href="#">Add Case</a>



# On Behalf Of Case Creation

- Ability to open a case on behalf of another employee
  - There will be many instances when an employee will be unable to submit a case to HR themselves. This new functionality will allow another employee or Manager to open cases on their behalf.
- Searching against the employee or the submitter of the case
  - HR HelpDesk staff and Management will have the ability to search for a case either by the person who submitted the case, or by the person for whom the case was submitted
- Greater flexibility in employee support
  - An organization's workforce is their most valuable asset. There is tremendous value in being able to provide you workforce flexibility when it comes to interfacing with the Human Resource department.



# On Behalf Of Case Creation

This case was reported  
by Alex Ash on behalf of  
Terry Murphy

The screenshot displays the Oracle Case Management interface. At the top, there are navigation buttons: Save, Print, Spell Check, 360-Degree View, Notification, and Text Tray. The case title is "Case ID New" and the status is "Open - New". The employee name is "Terry Murphy" and the contact method is "tmurphy@gbi\_psft.com".

The "Employee Information" section is highlighted with a red box and contains the following details:

- Employee: Terry Murphy
- National ID: 140999999
- Alternate Contact: [Empty field]
- Contact Method: tmurphy@gbi\_psft.com
- Reported By: Alex Ash

The "Case Information" section on the right includes fields for:

- Quick Code: [Empty dropdown]
- Case Type: Question/Problem
- \* Status: Open - New
- Resolved by First Contact: [Unchecked checkbox]
- Provider Group: [Empty dropdown]
- Assigned To: Carmella Jackson
- Category: Benefits
- Specialty Type: All Benefits
- Detail: Benefit Inquiry
- Priority: Medium
- Severity: Many Affected

The "Problem" section at the bottom contains a summary and description:

- \* Summary: Employee requires short term disability
- Description: Employee requires short term disability as a result of a car accident.



# Person Data Model Uptake

By providing integration support between CRM HelpDesk for Human Resources 9.0, and HCM 8.9/9.0 there are several new pieces of functionality that are now available:

- **Support for Person of Interest (POI)**

- A POI is someone who is entitled to support from the HR organization, that probably will not have a specific employee ID #. An example of a POI is the beneficiary/widow(er) of an employee who is entitled to benefits, or a member of the Board of Directors.

- **Support for Contingent Workers**

- A contingent worker could be a temporary worker or a contractor. In either case this worker may not have an employee ID #, however for the duration of their contract may be entitled to support from the HR organization

# PeopleSoft Operational Dashboards



**Monitor** events to identify exceptions & anticipate issues

**Analyze** bottlenecks & opportunities to identify options

**Act** proactively & in real-time to change business processes

## On-Demand Business Intelligence



## Only PeopleSoft Delivers...

HelpDesk built specifically for HR with real-time integration to HRMS

State of the art infrastructure for case management, call tracking and problem resolution

Significantly lower total cost of ownership

**ORACLE®**