

# Oracle ME HR Help Desk Training

# Agenda

- Introduction
- Employee Self-Service (Raising a Service Request)
- Implementation
- Tasks
  - \* Administrator
  - \* Agent
- Demo
- Q&A

# Introduction

- Service request management tool in Oracle Fusion HCM that allows employees to raise HR-related queries.
- Streamlines HR operations by replacing manual email-based queries.
- Helps HR teams track, manage and resolve employee issues efficiently, ensuring confidentiality and security.
- HR professionals can categorize, prioritize, and assign service requests to the right personnel, ensuring that responses are well-organized and targeted.

# Introduction

Key Roles in HR Help Desk:

## **Next Gen Human Resource Help Desk User :-**

- Raises HR-related service requests through Employee Self-Service (ESS).
- Tracks the status & updates of their requests.

## **Next Gen Human Resource Help Desk Agent :-**

- Receives and manages assigned HR requests.
- Can escalate or reassign service requests, or communicate with employees for more details.

## **Next Gen Human Resource Help Desk Administrator :-**

- Configures HR Help Desk settings.
- Monitors overall service request trends.

# Employee Self-Service (Raising a Service Request)

# Implementation

Below steps can be followed to Implement HR Help Desk:

## Step 1: Enable the Help Desk offering and opt-in to its functional areas.

- Ensure you have ORA\_ASM\_APPLICATION\_IMPLEMENTATION\_CONSULTANT\_JOB & ORA\_HRC\_HUMAN\_CAPITAL\_MANAGEMENT\_APPLICATION\_ADMINISTRATOR\_JOB)
- Go to **Navigator > My Enterprise > Offerings**
- On the Offerings page, click **Help Desk**.
- Click **Opt-in** Features.
- On the Opt-In: Help Desk page, select **Enable** next to Help Desk.
- Select the Help Desk usage for your implementation.
- Click **Save and Close**.
- Click **Done**.

# Implementation

## Step 2: Assign the Next Gen Human Resource Help Desk Administrator Role

- Assign the Next Gen Human Resource Help Desk Administrator role to a user to configure the Help Desk offering in the Setup and Maintenance work area.
- **Navigator > Tools > Security Console**
  - `ORA_SVC_HUMAN_RESOURCE_HELP_DESK_ADMINISTRATOR_NG_JOB`

# Implementation

## Step 3: Assign other Help Desk Roles

- **Navigator > Tools > Security Console**
  - Next Gen Human Resource Help Desk Agent (ORA\_SVC\_HUMAN\_RESOURCE\_HELP\_DESK\_AGENT\_NG\_JOB)
  - Resource (ORA\_HZ\_RESOURCE\_ABSTRACT)
  - Next Gen Human Resource Help Desk User (ORA\_SVC\_HUMAN\_RESOURCE\_HELP\_DESK\_USER\_JOB)
  - Knowledge Analyst (ORA\_CSO\_KNOWLEDGE\_ANALYST\_JOB)
  - Knowledge Author HCM (ORA\_CSO\_KNOWLEDGE\_AUTHOR\_HCM\_JOB)
  - Knowledge Search HCM (ORA\_CSO\_KNOWLEDGE\_SEARCH\_HCM\_JOB)



# Implementation

## Step 4: Configure Profile Options

- Service Request Profile Options
- Knowledge Management Profile Options
- Communication Channel Profile Options

# Tasks – Help Desk Administrator

- Configure Statuses & Severities
- Manage Communication Channels
- Create Help Desk Request Categories
- Create Queues and Assignment rules
- Manage Help Desk Request Milestones
- Create SmartText
- Manage Knowledge Articles
- Monitor & manage open requests

# Tasks – Help Desk Agent

- Manage assigned help desk requests
- Communicate with employees
- Share knowledge articles
- Use SmartText
- Infolets
- Transfer & Resolve request
- Create help desk request for employee

# Demo

# Q&A

# Thanks!

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