

Oracle ME Touchpoints Training

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Introduction

Touchpoints

- Touchpoints is a new self-service module by Oracle, designed to create a consistent channel of interaction between managers and employees.
- Oracle Touchpoints empowers employees to express their opinions and ensures that their voices are heard.
- Managers use this platform to regularly connect with their team members, understand their feelings through surveys, and establish check-ins for ongoing discussions.

Introduction

- This gives them opportunities to recognize achievements, share feedback, and schedule one-on-one check-ins on a recurring basis. These help to boost engagement levels within the team and create a positive and productive work environment.
- This helps managers stay in tune with their employee's work experience, enables them to be better communicators and coaches, and helps them foster employee growth.

Implementation

Below steps can be followed to Implement Touchpoints

- To access all Touchpoints features that are applicable to them, managers and employees need to have the appropriate user roles.

Duty Roles	Job or Abstract Role
Access Touchpoints by Worker ORA_HRE_ACCESS_TOUCHPOINTS_BY_WORKER	Employee Contingent Worker
Access Touchpoints by Manager ORA_HRE_ACCESS_TOUCHPOINTS_BY_MANAGER	Line Manager

Implementation

Nudges

- The Administrator needs to have the Nudge Configuration duty role (ORA_PER_NUDGE_CONFIGURATION_DUTY) to configure nudges.

Recognitions and Awards

- Managers and employees need to have the same user roles and privileges as Oracle Celebrate to access the recognitions and awards feature in Touchpoints:

Implementation

Privileges	Job or Abstract Role
Access HCM Celebrate Manager Dashboard privilege (CEL_ACCESS_MANAGER_DASHBOARD_PRIV), Access HCM Celebrate Social Feed privilege (CEL_ACCESS_SOCIAL_FEED_PRIV).	Manager and employee
Award People (CEL_AWARD_PEOPLE) function security privilege.	Manager
Access HCM Celebrate Social Feed (ORA_CEL_ACCESS_SOCIAL_FEED) aggregate privilege.	Employee

Implementation

Profile Options for Touchpoints

- To enable this option:
- Go to the Setup and Maintenance work area.
- Search for and select the Manage Administrator Profile Values task.
- Search for the required profile options.
- Set the Profile Value field to Y.
- Click Save and Close.

Profile Option Code	Profile Option Name
ORA_HRE_ENABLE_TOUCHPOINTS	Enable Oracle Touchpoints

Use Case - Administrator

Prerequisites for Using Touchpoints

- Configure a Touchpoints Check-In Template
- Create and Assign a Touchpoints Survey
- Create the Questionnaire for a Touchpoints Survey
- Create a Touchpoints Survey Journey
- Associate the Questionnaire With the Touchpoints Survey
- Configure the Survey Frequency and Other Attributes

Use Case - Administrator

- Notify Employees When a Survey is Assigned
- Assign the Touchpoints Survey
- Define Touchpoints Nudges
- Configure and Run Scheduled Processes for Touchpoints
- Configure Email Alert Notifications for Touchpoints

Use Case - Manager

Managers use Touchpoints to understand employee sentiment better, boost engagement levels, and have informed and meaningful interactions with them.

You can access the manager's dashboard from **My Team > Touchpoints**. This dashboard has two tabs: **Summary** and **Employees**.

Summary Tab

- On the Summary tab, you can view the level of interactions in your team and analyze pulse trends over time for your direct reports, dotted-line reports, indirect reports, and your organization.

Use Case - Manager

On Summary tab, you can view the following metrics about employee engagement levels:

Interaction analytics for your team and the organization, displayed as:

- Team – Average Interactions
- Organization – Average Interactions
- Team – Average Check-ins
- Organization – Average Check-ins

Use Case - Manager

View an Employee's Touchpoints Page

- Selecting an employee's name on the Employees page takes you to their Touchpoints page. On this page, both managers and matrix managers can view all the following data for all their reports, except that the **Recommendations for you** panel isn't available for dotted-line reports.

Recommendations for you

The Recommendations for you panel lists recommended actions or nudges related to your direct reports that encourage interactions with them to achieve overall increased engagement

Use Case - Manager

- Schedule a check-in with them
- Recognize their personal milestones such as birthdays and anniversaries and achievements such as completing a goal early
- Provide feedback to them
- Prepare for an upcoming check-in
- Discuss performance goals that are at risk of delay
- Discuss pulse survey scores and survey response rates

Use Case - Manager

Promote engagement through interaction

- Schedule a Check-In with Your Employee
- Managers - Modify a Check-In
- Send Feedback
- Recognize and Award Employees

Use Case - Employee

Use Touchpoints to build stronger relationships with your manager and enable your management team to address your needs and concerns as they arise.

- Understand Your Engagement
- Schedule a Check-In with Your Manager
- Employees - Modify a Check-In
- Send Feedback and Recognitions

Use Case - Employee and Manager task

Request Feedback Using Touchpoints

- As an employee, you can now request feedback from your manager or peers using Touchpoints. As a manager, you can request others in the organization to give feedback about your team members.

Schedule a Recurring Check-In

- Manage a Recurring Check-In
- Manage Recurring Discussion Topics

Demo

Q&A

Thanks!

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