



Customer

Resort & Theme Park

Industry

Entertainment & Hospitality

Fishbowl Products and Services

Oracle Digital Assistant Design and Development Services

Oracle Products

Oracle Digital Assistant



HR Digital Assistant: Web UI

Entertainment Company Helps Employees Save Time and be more Informed with Oracle's Digital Assistant Integrated with PeopleSoft, Oracle Service Cloud, and Kronos

This entertainment and hospitality company employs over 25,000 people with the majority of these being part-time workers under the age of 30. This younger, seasonal workforce means that the company has a high volume of human resources (HR) related questions at the start, during, and end of a person's employment. The company offers several HR-related resources to help employees get their questions answered regarding their pay, benefits, perks and any employee relation issues. This includes information kiosks in the HR service center, as well as over 70 HR support staff. Although most questions and situations that arise are covered by the policies, processes, and procedures the company has in place, the ability for employees to find and view this information on their own was difficult if not impossible. Some of this HR information also exists on the company's employee portal, but it is not easy to navigate and is not mobile friendly. This forces employees to either have to visit the HR service center in person, or call and/or email a support agent. This not only caused delays in getting the right information back to employees, but has also increased employee support costs. To better inform and engage their employees, as well as to reduce overall costs, the company wanted to leverage a chatbot or virtual assistant to enable self-service for their entire employee population.

CHALLENGES OVERCOME

- Conversational flows dependent on system integrations (PeopleSoft, etc.)
- Lack of identity management/single sign-on could disrupt user experience

APPROACH

- **Plan** - FAQ analysis vetted out need for PeopleSoft and Kronos integrations.
- **Build** - UX designed with company "voice" and branding and integrations developed using Oracle Digital Assistant API framework. Employees "authenticate" once during their session using Employee ID and Password.
- **Test** - Chatbot released to subset of users to gather analytics and validate FAQs.
- **Deploy** - Chatbot can be accessed from employee HR portal.

RESULTS

Employees can use the HR digital assistant on their mobile devices to get answers to questions regarding employee pay, work schedules, company policies, frequently asked questions (FAQs), and more. To help personalize user experiences, the digital assistant is integrated with PeopleSoft HCM so employee attributes can be used when answering questions, as well as with Kronos for employee scheduling and pay information. The digital assistant is also integrated with Oracle Service Cloud and provides a seamless handover to a human agent when requested.

BENEFITS

- **30% Deflection of Live Agent Interactions**
 - Reduce overall employee support costs
- **Increased Employee Efficiency and Engagement**
 - Reduce the numerous, inconvenient visits to the HR service center
 - Enable employees to access information using their mobile devices
- **Increased Knowledge Sharing and Overall Access to Information**
 - Create a knowledgebase of the questions asked over time
 - Provide links to documents stored in SharePoint and other systems