

Gen AI In Oracle Cloud HCM

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Abstract

Human Capital Management (HCM) is a practice dedicated to managing the employees and contractors needs in an organization. Generally referred to as the HR department, they perform a wide range of tasks, starting from recruitment till termination or retirement; to help the corporate and resources benefit from each other. Oracle Cloud HCM is a comprehensive product that facilitates the HR department in every step of the way. With its industry leading ERP solution couples with the best in the business infrastructure, it is an effective partner for the HR team in their day-to-day activities. Additionally, the Gen AI capabilities that Oracle induced into these modules have taken Oracle HCM's ability to a whole new level. The powerful Gen AI utility agents, which have specialized capabilities, ease and automate several tasks, thereby significantly improving the accuracy and the turnaround time. Using automated workflows and the ability to work in tandem with other agents, the capabilities are endless for Gen AI in the HCM world. With carefully configured automation and positioning them in the right places, Oracle HCM and Gen AI can make the entire HR operations run seamlessly and with much transparency and eliminates some of the sensitive issues such as misinformation, subconscious bias, privacy issues and many more.

Keywords : Gen AI, Prompt Engineering, Generative AI, Oracle HCM, Hire-to-Retire, Oracle in HR, Human Resource Management, AI Agents, Employee Experience, Performance Management, Employee Growth using Oracle HCM, Automate HR activities. Employee compensation and benefits management, Employee and Contractors payroll management, Data Compliance and privacy for employee and contractors,

Introduction

Human Resources (HR) department is one of the core divisions in any enterprise, irrespective of the size. The responsibility of this department is multi-fold, from understanding the resource needs of each team and finding the right candidates, on-board them, and assist them in through every walk of their work life and after. During the lifetime of an employee in the organization, HR department works hand-in-hand to help the employees and contractors and ensure that they perform their best to benefit the company and themselves. Oracle Cloud HCM is a complete and comprehensive product that is designed to provide best service in every role that HR teams need to play. By incorporating industry best practices, streamlines the processes and enables the HR division to run smoothly and securely. With Gen AI and Prompt Engineering capabilities introduced by Oracle in its cloud solutions, there are capabilities now, that were simply thought impossible before. The ability of Gen AI to create content based on the needs and support the team by providing data analytics and predictive and prescriptive analytics, it effectively cuts down the uncertainties and errors by a sizable percentage. The ability of these innovative technologies to both assist in targeted operations and in continuous monitoring and taking timely actions and notifications, is a boon for HR department is easily having an up-to-date information on the various areas of the organization and tackling the issues in a timely and effective manner. With the unparalleled scalability and extensibility of Oracle HCM cloud and AI, organization can fine tune or define a whole new process to assist them to effectively manage their employees.

Roles and needs of HR Department

If there is one thing that is common across every organization in the world irrespective of its size, it is the human resources. This is the most essential part of every business yet most complicated and it is the prime responsibility of the human resource department to connect the corporate and its employees and strike a delicate balance between them. The success of and HR department lies in its ability to successfully manage its resources while meeting the expectations of the organization as a whole. This department along with facilities, might be the only two departments that are aimed to cater to the needs of its employees and contractors outside of the technical realm.

One of the main responsibilities of the HR department is the recruitment, where they need is to collect the resource requirements from various teams, in terms of the skills, the number of employees needed, experience, geographic location, etc. Once collected, these details need to be carefully articulated and circulated in the job market looking for candidates satisfying these criteria. To effectively do this the HR department should also have the knowledge of the market, such as, the availability of the resources and the salary offered. This is an extremely important part of the HR team, where they need to carefully set the standards, so that the expectation from one particular individual is not completely unreasonable or understated. Hence it is imperative that the HR department understands the need of the project teams and properly translates them into what equipment. Since they had HR members might not always be technically savvy are able to understand the technology or the skill set needed by the project team it is important that these requirements go through careful review and filtering before sent out to the general public.

At the next step of the recruitment process the teams must be able to accept the applicants, classify them based upon their skill set and experience and map them to appropriate projects and teams. They should also be able to effectively connect and schedule the applicants with corresponding interviewer, based on their skill set, and who has the ability to access the applicants and provide the feedback. All these activities need to be carefully managed tracked and recorded for internal review and /or audit and legal purposes. Utmost care needs to be taken that the right candidates are identified with the pond the profiles submitted, avoiding any kind of misunderstandings or unintentional bias and other influencing factors that might come into play while recruiting the candidates. The HR team should also have the clear knowledge of the several factors in offering the compensation for the candidates come on if selected. These factors could be things like the rarity of the skills, the availability of similar resources in the given location and the salary provided to such resources in other organization the long took visibility for this resource. This is one of the main KPIs for the HR department since their ability to identify and recruit resources within a brief period of time who can stick to the company for a longer duration would mean a lower overhead for the organization in terms of resource capacity the recruitment costs.

Post recruitment is the onboarding where HR department takes in the selected candidates into their corporate family. The rules and the company lost are clearly explained and the contractual obligations are detailed informing the new employee the dos and the don'ts within the organization. The HR department closely with the employee and the project team as a whole to track the progress and their contribution to the project and the company as a whole. Based upon the needs of the organization and the employee, any additional rewards or benefits or incentives are determined by the HR team to encourage and retain the employee within the organization. This brings in a whole new role of performance management and skill upgrade responsibility were constantly tracking the trends, and the company needs it is up to the HR department to enable the resources to upskill themselves and get trainings in latest skills. On the flip side the underperforming employees or contractors need to be identified, and proper action needs to be taken in terms of preventing a performance improvement plan or PIP come on giving them a chance to meet the expectations of the project at the company. Feeling rich necessary unfortunate actions such as putting them on notice or terminating them too. It is also the responsibility of the HR department to initiate

a periodic review to and record the companies and the employee's performance to see if they fit the requirements for promotions or hike or any other benefits that the company might offer.

In addition to these core activities there are several other rules that the HR team plays such as conflict resolution disaster planning business continuity to name a few. Several HR teams go beyond the limit of campus to assist their employees with medical and emergency needs in case of any unforeseen situations. For instance, during the time of COVID and natural disasters, several companies HR team struck a deal with hospitals hotels and other service providers to make some other facilities readily available to their employees when needed. In fact, there was a continuous tracking and follow-ups with several of the employees who were at risk and these services were provided in a timely manner which otherwise would be an impossible task for these individuals. Hence it is mandatory that these teams have access to a robust and a streamlined application to support in the day-to-day as well as one off activity that they are obliged to do. These teams are one of the most scrutinized and audited teams in the organization hence it is also important that they have an application or a solution which has high levels of data keeping tracking and auditing capabilities to best suit their interests.

Gen AI in Oracle HCM

The Oracle HR solution is based on the various generally used HR practices amongst various industries, combined with the best-in-class infrastructure and the technology to bring one of the best solutions to the market. Oracle ERP for HR covers every bit of the team's needs such as recruitment, onboarding, benefits, payroll, performance management and other needs of an employee. These advanced capabilities have been carried over to the Oracle cloud HCM solution for servicing their cloud customers. The integration of Gen. AI its cloud environment kicks up a notch in the capabilities of HCM in serving the clients' needs. This greatly reduces the overheads and the burdens on the HR team in capturing and understanding the information provided by various teams as well as their ability to recognize the needs and service them effectively. Following are some of the Gen. AI capabilities that Oracle provides in its cloud world that is best suited and enables HCM to perform in the most efficient way possible.

The key part of Gen AI are the agents. Agents are the ground level workers who actually perform the task. These agents are designed and developed to perform a specialized task and several of these agents combined and interact together to form a functional agent which is nothing but a process or a functionality within the HCM world. When a particular task is requested Gen. AI internally invokes a series of agents for various activities to be performed as part of this request starting from understanding the natural language and converting it into a machine understandable language, supervising several agents and acting as a link between the input that was provided by the user and identifying the right functional agent to assign to and eventually the task itself. There are several functionalities that are either specific to a particular domain or used in general across multiple modules that can be leveraged for effectively producing the output. Some of the key abilities that the Gen. AI brick in correlation with Oracle HCM are as follows –

The first is the texting and summarization capability of Gen. AI. This is the ability of Gen. AI to create a comprehensive and a summarized text based upon the inputs provided to it. For instance, based upon the skills and other needs provided by the project team the Gen. AI can clearly understand these requirements and build a concise document detailing the requirements of the project and the team. The next generation can be designed to cater to the needs of a specific target department or audience. Example using the same input a requirement text can be generated and provided to the recruitment department indicating the list of skills location the number of years of experience and many more, similarly a different type of text can be created aimed at exposing to the job market via recruitment sites and other public media to attract applicants. Both these texts might have the same source and their

requirement to fit into them, however based upon the target audience the text generated could completely vary which makes perfect sense to the target audience. This eliminates any misunderstanding or drops in translation that might happen while the information changes many hands.

The text recognition and image recognition features of genre is an extremely useful tool in HR department in various areas. Starting from scanning of an applicant's resume to find if they are best fit for their organization to reading through the performance management reviews and feedback in determining the best course forward for an existing employee, Gen AI can make the life of the HR extremely smooth. In recruitment process text and image scanning, the planning team can easily map the candidates to the interview panel with the right skill set. The scheduling agent can also automate the process of identifying the open hearts available with the resource and schedule a meeting with the candidate and the interviewer. Once the feedback is received using the pattern recognition and text summary features, both interviewer as well as the panel as a whole can provide a summarized overview to the next level up for taking educated decisions based upon the feedback and the performance of the candidate. Also leveraging the data analytics and predictive algorithms that come with DJI capabilities come on the recruitment team can have a clear picture of the market status and the value of each resource they are going to recruit. This comes in handy in both offering salary and other benefits to attract the potential candidates into the organization, as well as offer hikes, promotions and other monetary benefits to an existing employee encouraging them to perform even better.

Another key capability that Gen. AI provides is the voice recognition. This feature not only helps the HRT team but every department. The ability of the powerful Gen. AI to recognize speech patterns and the information provided as part of the conversation helps it to create a clear transcript of the whole meeting and other discussions in place. Also using the comparison features, it can detect speech patterns and fraud detection to ensure the authenticity of the entire process. With more and more activities moving online and employees preferring to work either in hybrid mode or completely in a remote environment, these capabilities are extremely important for the organization to keep track of the employees and their performance ensuring that they best serve the company.

Oracle integration cloud or OIC, is an extremely powerful integration solution provided by Oracle. With this solution, coupled with the HCM features the organizations can build their own automated workflows and processes that can effectively eliminate most of the human interactions. These workflows and process can also be interlinked amongst themselves with Gen. AI agents either contributing or receiving instructions to perform the final task come on and you under complex business process can be introduced and automated seamlessly within the corporate world. These come in handy when there are several components involved in a particular flow such as compliance security business continuance and transparency. Some of these requirements might contradict each other or need a remarkably close oversight so that it does not violate the laws, or the rules laid within the organization or by any government agencies. By leveraging integration cloud and carefully defining the rules the HR can safely and effectively manage the employees while also providing access to third party and federal organizations to get the information required or obligated by the company.

The points mentioned above are just a fraction of what Gen AI and Oracle HCM can bring to the table in assisting both the HR as well as the employees. These technologies can be tuned and configured practically to be a digital assistant to every department in the company. The ability of Gen. AI prompt engineering in putting forth the right set of questions and understanding the answers and refining them further to identify the final expectation is unmatched. With the extensibility and scalability options available as part of these solutions this can effectively be tuned to be a digital personal assistant catering to every employee and contractor working for the organization. This assistance can range anywhere from time tracking project efficiency come on leaves, benefits come on and career progressions. This also brings to tables a certain level of transparency in various activities and domains which was either too complex or brought to either explain or comprehend. With various sophisticated utility agents and

functional agents that overlap with each other to provide a unique solution it is an extremely powerful tool in providing the HR department the visibility and the data-driven suggestions to take the best foot forward and aid both the employees and the organization with the best service.

Conclusion

With the evolution of machines and interactive operations with them from being a single source of response to a wide and a complex matrix of data combined and curated to provide a specific response makes a lot of mundane and repeatable task very easy with the backing of high power processing devices and the availability of a wide range of data creating and providing a unique response is something that was never done before yet still evolving to be more perfect. While that is a moral dilemma in relying more on machines and software to take decisions and to guide humans, the reality is that the outputs provided by these machines are limited to the knowledge fit to them and their ability to read and comprehend the information. It is true that the recent years have seen a sharp uptick in the ability of these machines, however, it is far from perfect and its ability to completely replace humans or provide an accurate result that is unquestionable. Several top IT service providers have invested billions of dollars in research and development of these AI and improved machine capabilities and there has been some great progress in the recent years. With the ever evolving human nature as well as the technology and other factors outside of technology that greatly influence the actions and the decisions taken, it is yet to be seen how effective Gen. AI and other modern technologies can catch up by taking these factors into consideration and providing a solution that is undeniably a best fit and it is time that can answer this question.

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