Patrick Consulting

www.patrick.consulting

Applying ODA Best Practice to the HCM Digital Assistant

Oracle Best Practice

Offer guidance and help

- Make it clear how to start a conversation
- The bot should give guidance on what services it can support
  - Hint as to what is expected next
- Offer the most relevant actions
- Remind & offer some sort of “help” or “reset” option
- Don’t leave the user “hanging”
- Offer human hand off as required

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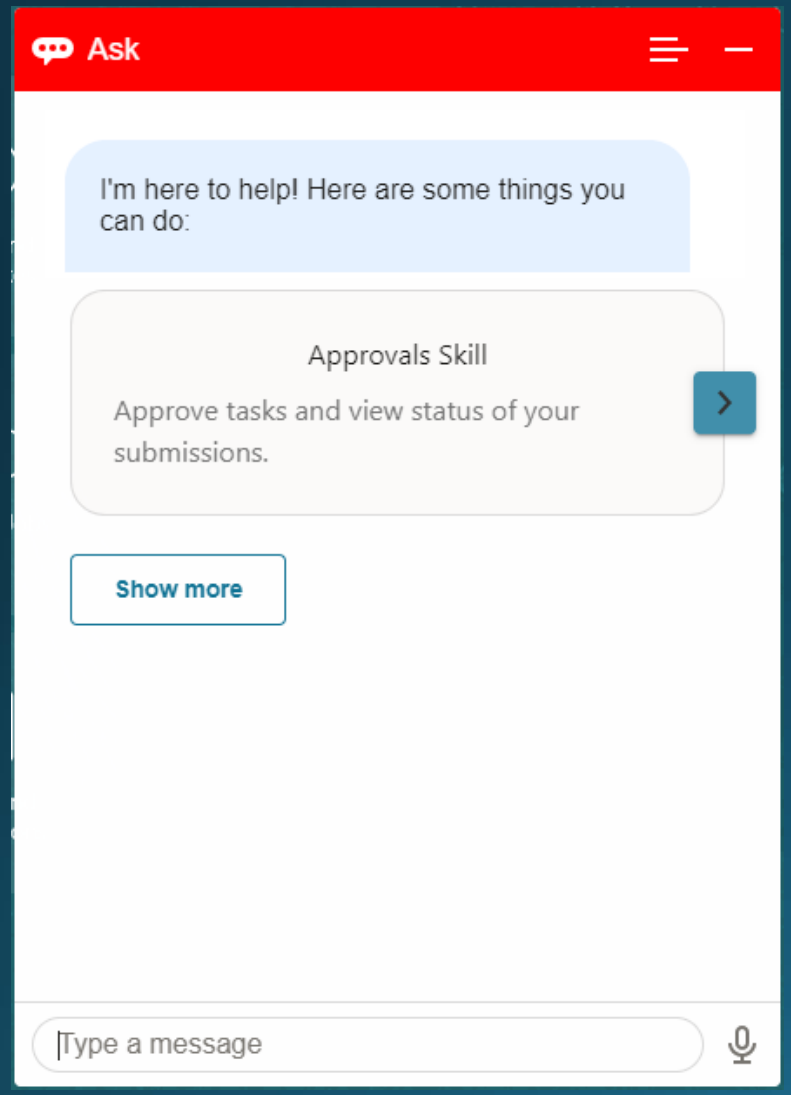
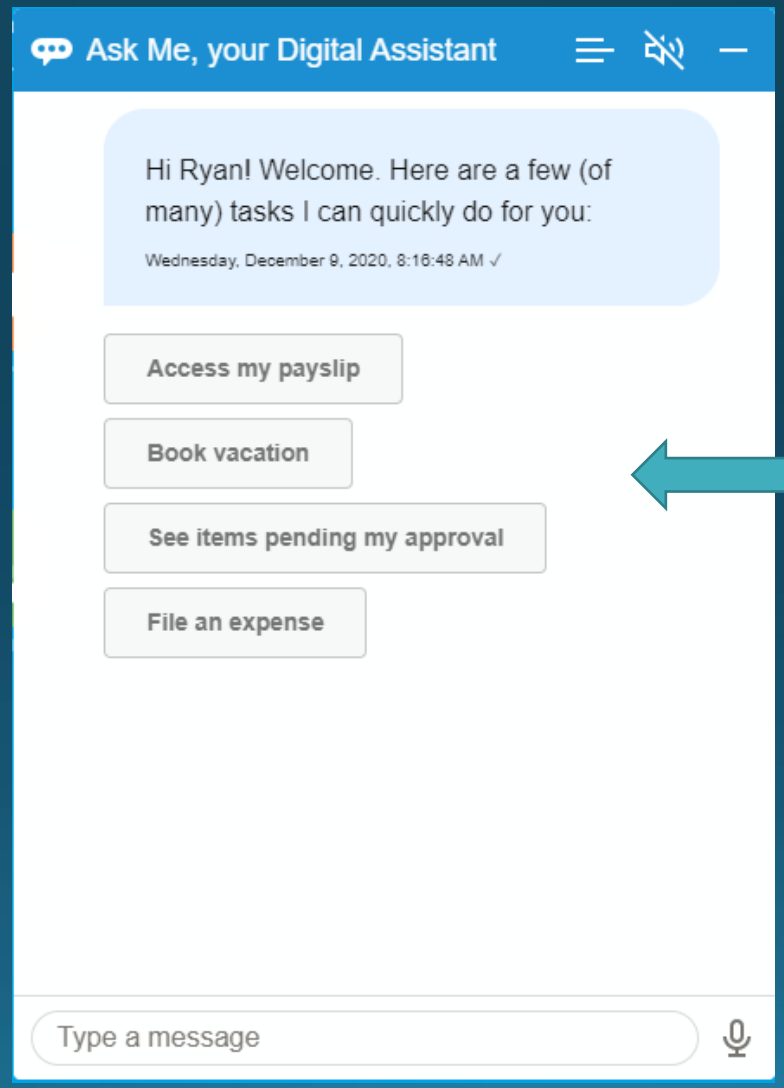
Custom Help Skill

Before



After



Quick links let users get started with a single click

Options displayed are specific to the type of user

Links can span any of the available Skills (e.g. HCM, Approvals, Expenses, etc),

User doesn't have to understand the concept of Skills

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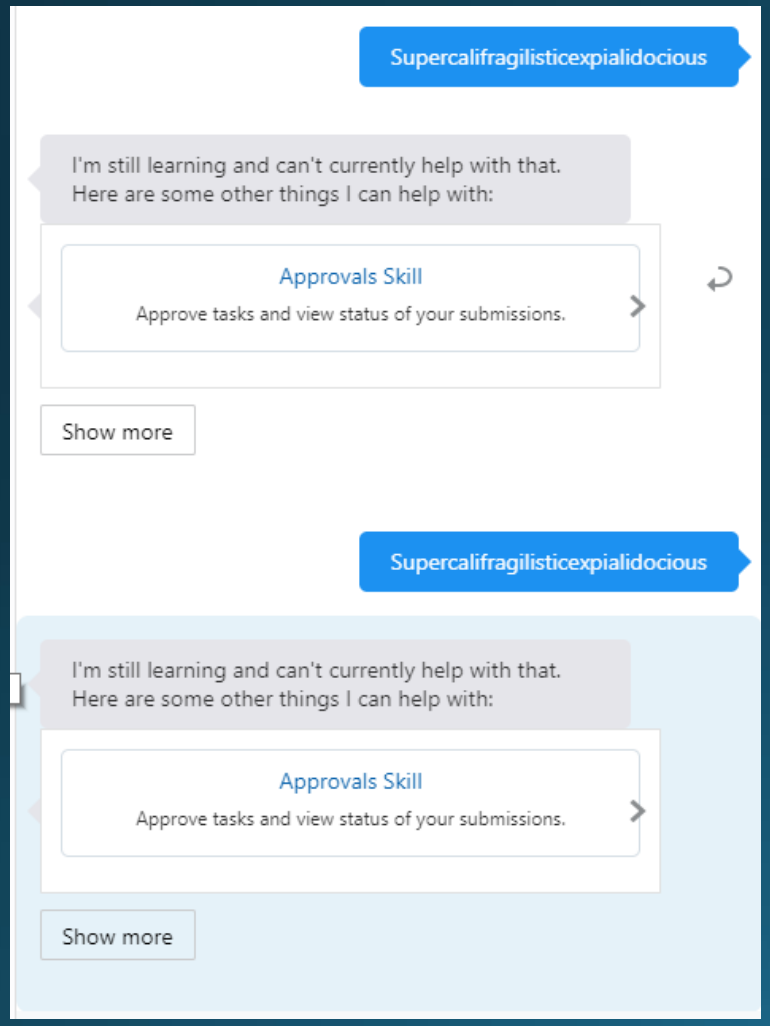
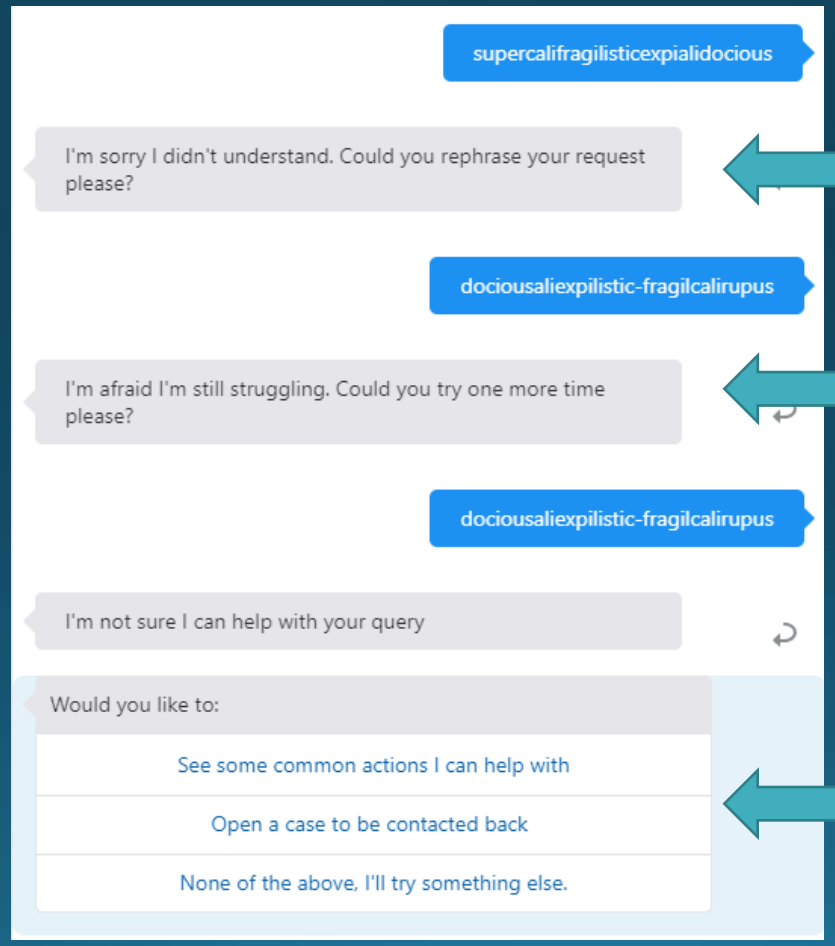
Custom Unresolved Intent and HR Helpdesk handoff

Before



After



Staged Escalation

1. Ask the user to rephrase to help the Assistant understand
2. Politely request they try one more time if still not understood
3. Apologise and offer to display a list of available tasks, or to file a case with the HR Helpdesk

Oracle Best Practice

Conversational design tactics

- Limit open-ended questions
- Break responses into bite-sized chunks
- Offer more information in answers (e.g., hyperlinks)
- Confirm prior to segueing into transactional interactions
- If the chatbot goes off track, immediately escalate to an alternative
- More on this topic in another presentation

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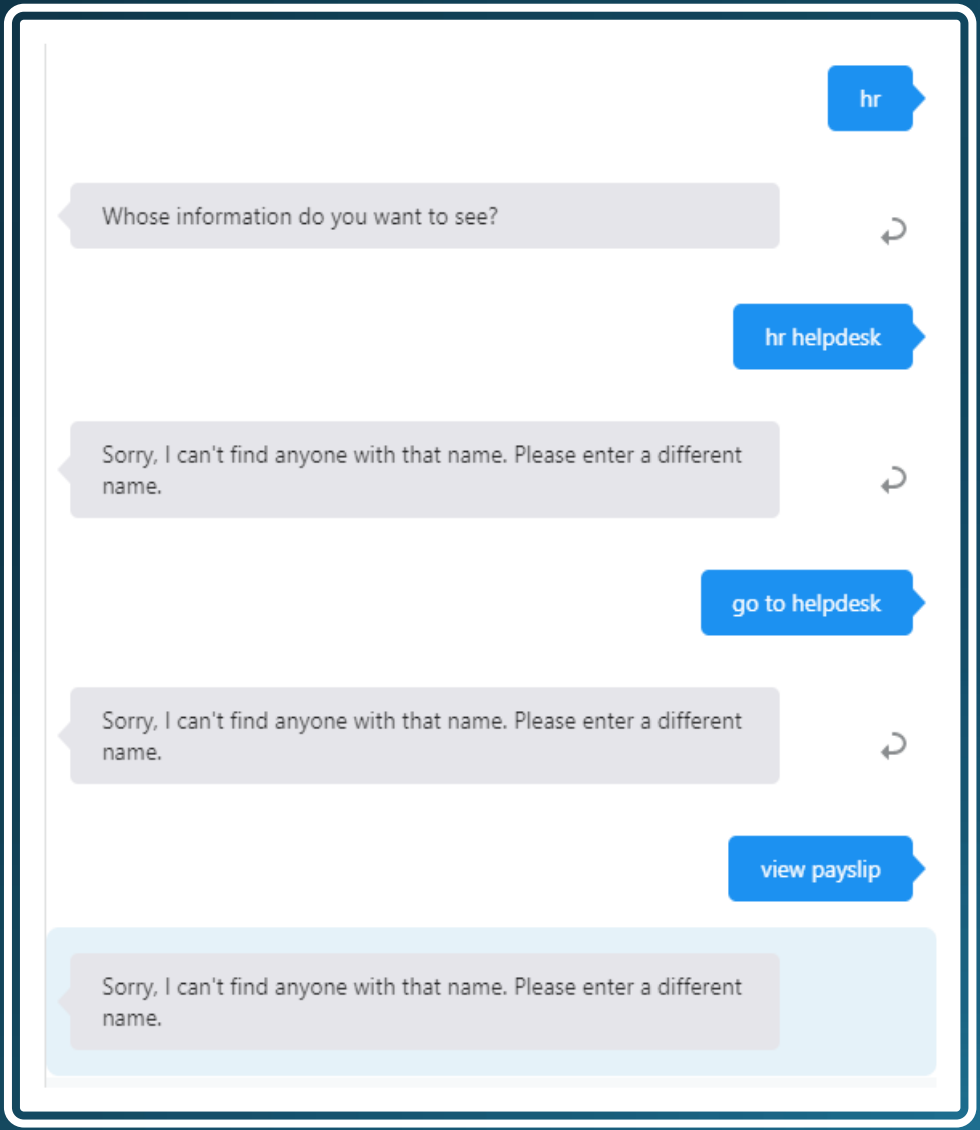
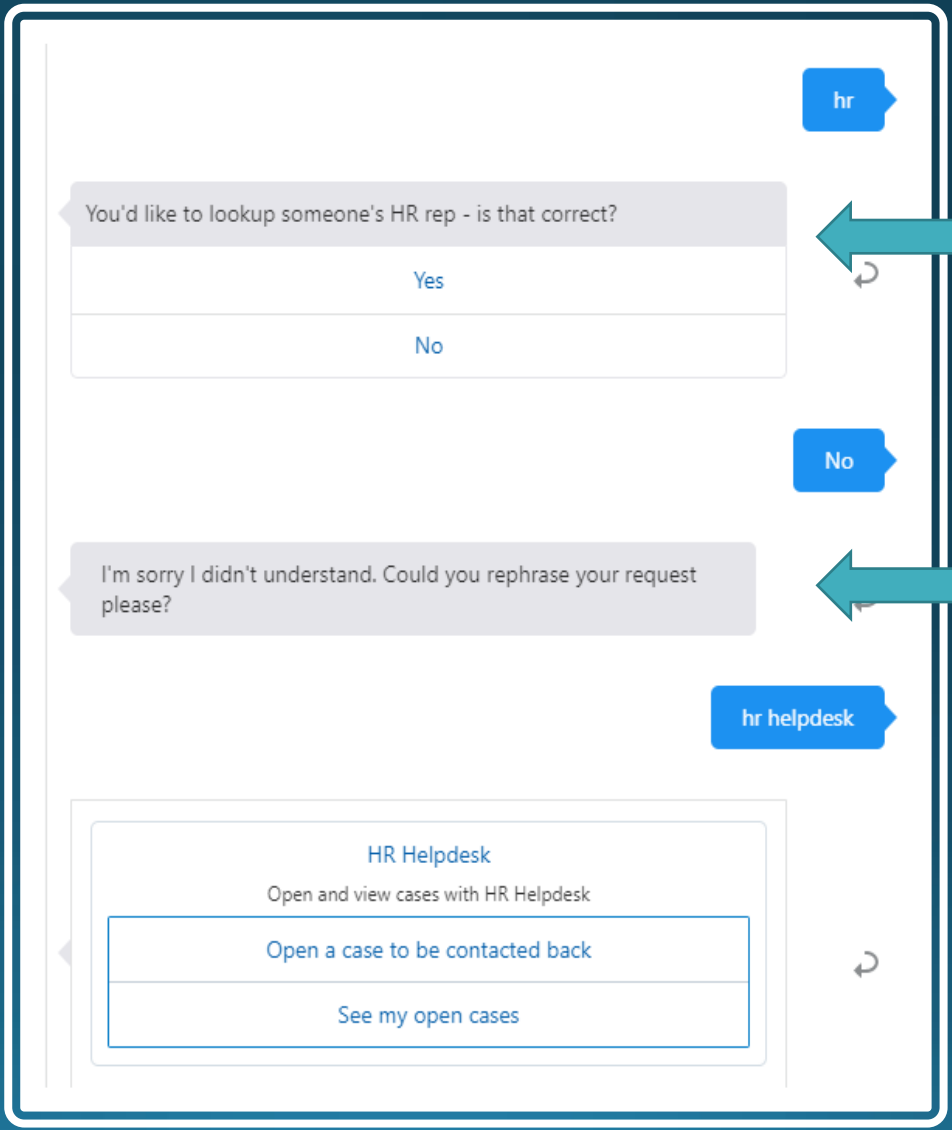
Confirmations and Suggestions

Before



After



Confirmation prompt avoids entering unwanted Interactive flow

Suggestion helps user get back on track

SUCCESS!

Using the Common Response Component

Before

lookup email

Sure, what's their name.

patrick mcdonald

Sorry, I can't find anyone with that name. Please enter a different name.

patrick macdonald

Sorry, I can't find anyone with that name. Please enter a different name.

view payslip

Sorry, I can't find anyone with that name. Please enter a different name.

help

Sorry, I can't find anyone with that name. Please enter a different name.

After

lookup email

You'd like to lookup someone's Email - is that correct?

Yes

No

Yes

Sure, what's their name.

patrick mcdonald

Sorry I couldn't find anyone with that name. Would you like to enter a different name?

Yes

No thanks

who is my manager

You report to James Spalding, Manager, ITSS.

Confirm before entering interactive flow

Give the option to exit the conversation if it is going wrong

Use of CRC enables user to ask a new question at any time

SUCCESS!

Recommendations

- Focus on the user experience
- Implement a custom Help / Welcome Card
- Use confirmation prompts before entering interactive flows
- Use CRC for input to enable easy conversation switching
- Use Skill Groups to ensure accurate routing of queries
- Hide concept of Skills from users as much as possible
  - Customise DA routing messages
- Implement custom unresolved intent to provide escalation path (to HR Helpdesk or other human solution)