Oracle Fusion Cloud Human Resources

Workforce Management Questions and Answers

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Author: Shine Mathew

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1 Workforce Management Questions and Answers

How do I skip geofencing checks for hybrid workers when they work from home?

Here's how

1. Go to **My Client Groups** > **Time Management** > **Tasks panel** > **Worker Time Entry Profile**.
2. Edit relevant existing profiles or create profiles and select **Show Web Clock users the work from home option**.
3. Save your changes.

How do I let workers use Web Clock to report time from any office location?

Here's how:

1. Go to **My Client Groups** > **Time Management** > **Tasks panel** > **Worker Time Entry Profile**.
2. Edit relevant existing profiles or create profiles and select **Let workers use Web Clock from any office location**.
3. Save your changes.

When's the Enable Group Order option available and how does it affect workforce schedule managers and workers?

It's available when publishing schedules only if the corresponding schedule generation profile has worker groups defined.

Here's how it affects schedule managers:

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    - Define and view group order settings during schedule publication. Also view publication details, including who gets access first and when others can claim.
    - When you republish schedules that were unpublished, group order is reset and you need to review and update the settings as appropriate.

Here's how it affects workers:

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    - Workers see and request shifts only during their specified access window. Outside of that window, open shifts won’t appear on their calendar.
    - Notifications are clear and timely, helping workers act when eligible.

Why can't I see my next shift details on Web Clock?

Because it's more than 7 days in the future

Why can't I see my shift details on Web Clock?

If your schedule is derived from information other than a workforce schedule, Web Clock won't show the details.

What do I need to consider when creating public templates for worker time cards?

Make sure that workers with the same time card layout as the template are eligible for the template values. Otherwise workers will need to fix errors generated when they save or submit their time cards after applying the template.

What do I need to check when I apply a public template to my time card?

Make sure that the applies values are correct and reflect the work you actually did. Don't just rely on validation rules to catch violations.

Why can't I view attendance violation details?

Here are the possible reasons:

- The violation is allowed because no notification is sent to the manager, and thus there aren't any more details to view.
- The approval transaction was purged because the related contents aren't accessible anymore.
- You aren't a violation approver. By default, the violation approver is the worker's line manager, based on the approval rule for attendance tracking.

How do I configure guided journeys and enable them on the Redwood time card page?

Here's an example of what to do for a guided journey with an External URL task type defined.

1. Go to **My Client Groups** > **Journeys Setup** > **Guided Journey**.
2. Create the guided journey by completing the required and relevant optional fields.
3. In the Tasks section, add an External URL task type with the URL `https://host?name={value}`:
    - name is based on your URL.
    - value can be the relevant parameter from this table, for example, `https://host?PersonNum={PersonNum}&StartDate={StartDate}&EndDate={EndDate}`

Parameter	Description
StartDate	Start date for the time card period
EndDate	End date for the time card period
PersonNum	Worker's person number
AssignmentNum	Worker's primary assignment number
TimeCardId	Time card identifier
ResourceID	Worker identifier

4. Go to the Redwood Time Card page.
5. Go to **Settings and Actions** > **Edit Page in Visual Builder Studio**.
6. Enable the guided journey. Use the guided journey code you specified in step 2, and the URL task code.

How do I include workforce scheduling info on time cards?

You need to configure time layout sets to include relevant shift fields and link the layout sets to workers.

1. *Create time layout sets and configure the time entry layout.*

    The schedule considered when generating the time card from device events is based on the schedule hierarchy. It's the published schedule. If there isn't any, it's the worker's work pattern. If there isn't any, it's the working hours for their work assignment. The shift attributes available on the time card depend on the level used from this schedule hierarchy, so make sure you have enough layout sets to handle each of your scenarios.

2. Assign any new layout sets to the appropriate workers using the *Worker Time Entry Profiles* task.

How do I default public holidays on time cards?

You need to complete these steps before the holidays automatically appear for just the primary assignment.

1. If you haven't already, *create a payroll element* for public holidays, for each Legislative Data Group (LDG). For example, you could create the US Public Holiday element for the US and Canada Public Holiday element for Canada.

   These elements are used in time card list fields and to set the time attribute value when creating public holiday entries on time cards.

2. *Generate Global Payroll time attributes for the data dictionary*.
3. Set the payroll element as one of the payroll time type attribute values to include in the time card list field using the *Time Entry Layout Components* task.

   If your multiattribute time card field definitions contain attributes for multiple LDGs, you can add another row for each public holiday payroll element you created for those LDGs.

4. Make sure that you defined all observed public holidays for the appropriate *geography* or *organization* trees. Use the Manage Calendar Events task.
   - Be sure to set Category to **Public holiday**.
   - Define full-day public holidays as 12:00a to 12:00a.
5. Select the payroll element to use as the default time attribute value when automatically adding a public holiday entry to the time card. Use the *Worker Time Processing Profile* task.

   For example, if the people linked to the profile work in the US, you would select the US Public Holiday element.

How do I set up attendance violations for managers to review?

These attendance violations apply only to time entries generated by the Generate Time Cards from Time Collection Device Process process. Use time entry rules to identify deviations in time entries created by people who report time directly on time cards.

1. Define *grace periods*.
   - For workforce schedules, go to **My Client Groups** > **Show More** > **Workforce Scheduling** > **Schedule Generation Profiles**.
   - For legacy schedules, go to **My Client Groups** > **Time Management** > **Tasks panel** > **Shift Properties**.
2. Define *repeating time periods* for attendance tracking

   Go to **Setup and Maintenance** > **Workforce Deployment** > **Time and Labor** > **Repeating Time Periods.**

   You can select the new usage in relevant, existing periods or create the necessary periods.

3. Define attendance rule sets.

   Go to **My Client Groups** > **Show More** > **Time** > **Workforce Management Rule Sets**.

   You can save rule sets as drafts until you're ready to activate them so that they're ignored by the Generate Violations from Attendance Rules process.

How can I make allowed time data adjustments outside my adjustment period?

Here's how you do it:

1. Edit the relevant time entry profile to remove the days before or after values for the relevant actions allowed for your role--either line manager or time and labor manager. Go to **My Client Groups** > **Time Management** > **Tasks panel** > **Worker Time Entry Profiles**.
2. Adjustment the data on the relevant time card.
3. Edit the relevant time entry profile again to re-enter the original days before or after values.

How do I restrict managers and employees from editing absences after a certain time period or if the absence is already paid?

Here's how you do it:

1. Click **My Client Groups > Absences > Absence Types**.
2. Search and select the absence type you want to update the absence editing rules for.
3. While viewing the absence type, navigate to the Type Attributes tab
4. In the Absence Record Maintenance section, set the **Lock completed absence for updates after** field to Time Period or Absence is Paid, depending on your requirement.
5. If you select Time period, enter the number of calendar days for it.
6. Click **Save and Close**.

How do I configure accrual plans to automatically recalculate accrual when a time card is updated in an earlier time card period?

Here's how you do it:

1. Click **My Client Groups** > **Absences** > **Absence Plans**.

2. Search and select the absence plan you want to attach the event condition to.
3. In the Additional Details tab, click **Select and Add**.
4. Select Time Card Approval Condition in the **Event** field.
5. Set **Response** field to Recalculate accruals.
6. Click **Save and Close**.

Once you attach the event condition, you need to schedule the Event Processing process to run periodically.

How do I determine which future absences get processed during absence entry?

Click **My Client Groups > Absences > Absence Administration > Configure Batch Parameters** and use the **Future Absence Processing** field to do so.

If you select **All Absences** option, when you add an absence, all future dated absences are reprocessed automatically.

If you select **Only Impacted Absences** option, when you add an absence, the application reprocesses only the future dated absences of the same absence type, and any impacted absences that are a part of the concurrent or shared plan.

Why can't I edit some time rules?

Because they're linked to time processing or time device processing profiles.

Here's what you can do:

1. Duplicate the rule you wanted to edit.
2. Make your changes to the new rule and save them.
3. Add the rule to the appropriate rule sets.
4. Add the rule sets to the appropriate worker time processing profiles, if they aren't already added.

Why can't I edit some time rule templates?

Because they were used to create rules. It doesn't matter if the rules link to time processing or time device processing profiles, just that the rules exist.

Here's what you can do:

1. Duplicate the template you wanted to edit.
2. Make your changes to the new template and save them.
3. Use the template to create rules.
4. Add the rules to the appropriate rule sets.
5. Add the rule sets to the appropriate worker time processing profiles, if they aren't already added.

Can I use time calculation rules to create absence entries on time cards?

No. Absence entries need to be manually added to time cards. If your Time and Labor app is integrated with the Absence Management app, absences that workers create in **Me** > **Time and Absences** also appear on their time cards.

How do I submit an absence request?

Here's how:

1. Click **Me>Time and Absences>Add Absence**.
2. Select an absence type.
3. Set the start and end dates.
4. Select an assignment, if required, from the **Business Title** field. If you have multiple assignments, depending on the absence type configuration, you can enter an absence for a specific assignment. If you don't select a specific business title, the absence applies to all assignments.
5. Click **Submit**.

How do I update an employee's vacation plan?

On the absence plans page (**My Client Groups > Absences > Absence Plans**), click **Edit > Correct**. If you want the changes to be effective from a specific date, click **Edit > Update** instead. You can't modify some details like legislative data group, UOM, accrual method and repeating period.

If employees are currently using this plan, you need to withdraw and re-run the accruals to re-calculate the accruals based on the new changes.

How do I enable the repeating absence option in the Redwood absence entry page?

Here's how you do it:

1. Enable the ORA_ANC_ADD_ABSENCE_VBCS_UI_ENABLED profile option.
2. Open the New Absence page in Visual Builder Studio and set the **repeatOptionEnableFlag** field to True.
3. Publish the change.

Why can't I hide a button on a Redwood page?

Your workspace might not be up to date up to date. Here's how you can migrate to the latest edition:

1. Switch to the Advanced mode of Visual Builder Studio and commit all changes.
2. Click **Migrate** to update your workspace.
3. Switch back to Express mode and try hiding the button again.

See the *Migrate Runtime Dependencies* topic for more details.

How do I enable absence entry for an individual assignment for employees with multiple assignments?

You need to select both the **Allow assignment selection at absence entry** and the **Allow only one assignment per absence** checkboxes. You do this in the Create or Edit Absence Type page's Multiple Assignment Rules section. This ensures that all absences using that type are entered for a specific assignment.

If you don't select the **Allow only one assignment per absence** checkbox, you get the option to select All as an option in the **Business Title** field. If you select this option, the absence affects all the assignments of the employee.

How to deduct the entire positive plan balance first, then deduct the negative balance based on priority?

You need to enable the ORA_ANC_ABS_CASCADE_PLANS_ENABLED profile option to ensure that the application first consumes the positive balance from the plans in the sequence of the absence type for a worker, before deducting the negative balance.

For example, let's assume a worker has three absence plans A, B, and C in that order of priority in an absence type. Plan A is configured to allow negative balance, and Plan C is a qualification plan. When the worker submits an absence, the application will first consume all the positive balance from Plan A. After that, even though Plan A allows negative balance, the application will use the positive balance from Plan B. Once the positive balance from plan B is exhausted, the balance is consumed from the defined bands entitled in the qualification plan. Once all the positive balance is consumed, the application will deduct negative balance from Plan A.

How can workers and managers view qualified entitlements on the Absence Balance page?

The Qualified Entitlements tab is not available by default in the Absence Balance page. You need to enable it using the Visual Builder Studio.

Once the tab is enabled, you can configure the display of qualified entitlements using two options, **Worker Balance Display** and **Manager Balance Display**, under the Plan Attributes tab of the Create or Edit Qualification Plan page. The fields have these options:

Option	What it does
Do not display	The qualified entitlements won't be displayed on the Absence Balance page.
Always display	The qualified entitlement will always be displayed even if the worker isn't eligible for the plan and the entitlement is zero.
Display when eligible	The qualified entitlement will be displayed only if the worker is eligible for the plan.
Display when in use	The qualified entitlement will be displayed only if the worker has consumed a part of the entitlement in the current plan term year.

Related Topics

- Set Up Visual Builder Studio
- Field and Region Display Control

How do I upgrade the integration for Time and Labor and Absence Management?

Here's how you can upgrade the integration for Time and Labor and Absence Management:

1. On the Home page, click **My Client Groups** > **Payroll**.
2. Start the **Submit a Flow** task.
3. Search and select the **Run Feature Upgrade** flow.
4. Select **Upgrade Time Repository for Absences** in the Feature field and fill in rest of the details.
5. Click **Submit**.