

Oracle Fusion Cloud HCM

**Using Oracle Digital Assistant to
Interact with HCM**



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Get Help

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Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

Get Help in the Applications

Some application pages have help icons  to give you access to contextual help. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. If the page has contextual help, help icons will appear.

Get Support

You can get support at [My Oracle Support](#). For accessible support, visit [Oracle Accessibility Learning and Support](#).

Get Training

Increase your knowledge of Oracle Cloud by taking courses at [Oracle University](#).

Join Our Community

Use [Cloud Customer Connect](#) to get information from industry experts at Oracle and in the partner community. You can join forums to connect with other customers, post questions, suggest [ideas](#) for product enhancements, and watch events.

Learn About Accessibility

For information about Oracle's commitment to accessibility, visit the [Oracle Accessibility Program](#). Videos included in this guide are provided as a media alternative for text-based topics also available in this guide.

Share Your Feedback

We welcome your feedback about Oracle Applications user assistance. If you need clarification, find an error, or just want to tell us what you found helpful, we'd like to hear from you.

You can email your feedback to oracle_fusion_applications_help_ww_grp@oracle.com.

Thanks for helping us improve our user assistance!

1 Introduction to Oracle Digital Assistant for HCM

Introduction to Oracle Digital Assistant for HCM

In Oracle Cloud HCM, it's now possible for users to access HCM services through a conversational medium called a digital assistant (a chat bot).

Digital assistants can be developed and deployed through the Oracle Digital Assistant cloud service. A digital assistant serves as a unified platform for skills, each of which is designed to handle inquiries and requests in a specific area.

Oracle Cloud HCM delivers skills across HCM and Recruiting functions. If you have an Oracle Cloud HCM account that comes with a preprovisioned instance of Oracle Digital Assistant (ODA), you also get a ready-to-use digital assistant called FADigitalAssistant. This includes various skills for Oracle Fusion Cloud applications, including those for HCM and Recruiting. You also get another Digital Assistant called Candidate Experience V2, which has the Candidate Experience V2 (CE V2) skill for external candidates.

Using these digital assistants, you can handle various employee and manager tasks through a chat window, thus saving time for HR representatives. You can download these skills from the ODA skill store and use them as is, or extend them to answer more questions and handle company-specific terms and phrasing.

Here are some examples of requests that you can try with these skills:

- Find someone in the company
- Check on your last paycheck
- View your benefits
- View your available vacation/PTO balance
- Ask about manager functions such as Approvals, My Team, or Promotion
- View your interview schedule
- Search for jobs
- Check your job application status

While on the road or between meetings, you can quickly converse with skills to answer questions using chat channels such as a Web channel. Or, you can use the various channels supported by the Oracle Digital Assistant platform.

Related Topics

- [Overview of Digital Assistants and Skills](#)

HCM Skill

The HCM skill, which is delivered as part of FADigital Assistant, includes multiple intents designed to address employment-related questions or start a manager self-service transaction.

When you download the HCM skill, you get all the delivered intents. If you don't want to make them all available to your employees, or if you haven't implemented all the functionality to support the intents, you can control access to them using security. For a Web channel, you can access this skill within Oracle Cloud HCM.

To use the intents, you must have implemented the corresponding Oracle Fusion Cloud products so that data exists in the application. For example, to use the Payslip or Absence Balance intents, you must have implemented Oracle Payroll and Oracle Absence Management, respectively.

The Enhanced HCM V2 Skill

The enhanced HCM skill (HCM V2) helps employees and managers manage their actions and tasks through richer conversational experiences across 90+ intents.

The HCM V2 skill includes:

- More sophisticated natural language processing and natural language understanding models
- Enhanced intent reclassification model that supports standardized extensibility, lending itself much easier to personalize changes
- Native language support, paving the way for a multilingual implementation. Native language support eliminates the need for third-party translation services
- All message strings defined as resource bundle strings with named tokens

Earlier, one intent addressed all requests for each major feature area, using conversational chat to answer questions and retrieve information for that feature area.

With HCM V2, there are now separate intents for each business flow. For example, the intent that fulfills a user request to 'Find my coworker's phone number' is different from 'Find my coworker's email'. Each of these discrete intents supports a specific business case, which makes the skill easier to manage and extend, especially for native language support.

Also, there are separate intents to view and manage data, both for self and others. For example, user request to 'View my work phone' is handled differently from 'Update my work phone'. Likewise, 'View my phone' and 'View coworker's phone' resolve to two separate intents for self and others. Such discrete intents support a specific business case, so they're easier to manage, support, and upgrade. It allows for easier extension of intents as it's more localized and the user can switch off specific intents without affecting other functionality.

Added to the improved intent classification accuracy, there's also new functionality such "Show me [employee name]'s photo" and profile picture cards. Selecting employees is easier with profile photo cards.

All conversation flows in the new HCM V2 skill use resource bundle strings with named tokens, which makes the message strings easier to manage and translate.

Oracle Recruiting Assistant

Oracle Recruiting Assistant supports the Candidate Experience skill for external candidates and the Internal Candidate Experience and Hiring skills for employees.

Internal Candidate Experience and Hiring Skills

The Hiring and Internal Candidate Experience skills serve employees and are delivered as part of FADigital Assistant.

The Internal Candidate Experience skill enables internal candidates to search for jobs, check their application status, or withdraw their application. In release 24A, the skill has been enhanced with these new capabilities, making it the Internal Candidate Experience V2 (ICE V2) skill:

- Enhanced job search using location, job category, and job function synonyms.
- Ability to view interview schedules.
- Ability to access help and exit the conversation at any time.

To take advantage of these new features, you must install or update FADigitalAssistant, which includes the ICE V2 skill. You also need to enable Opportunity Marketplace.

Note: Whenever you upgrade to the latest release of Oracle Recruiting, you must also upgrade FADigital Assistant so that it's on the same version as Oracle Recruiting.

The Hiring skill enables recruiters and hiring teams to check their requisition status, candidate status, and review any pending offers.

To set up and configure the FADigital Assistant and use these skills, see the Configure the Digital Assistant section of this guide.

Candidate Experience V2 Skill

The Candidate Experience skill is hosted in its own digital assistant, the Candidate Experience V2 Digital Assistant.

This skill can't be combined with any other skills like Hiring, HCM, or others because it's public-facing and focuses on external candidates who don't have access to Oracle Recruiting Cloud.

This skill has been enhanced with new capabilities, making it the Candidate Experience Version 2 (CE V2) skill. This skill enables external candidates to search for jobs, check their application status, withdraw their application, and delete their profile. In addition, it supports these features:

- The administrator has several options to brand and configure the skill using HCM Experience Design Studio.
- The administrator can configure location synonyms and make it easy for candidates to discover jobs.
- Using suggestive conversations, candidates can easily find the locations and job categories they're searching for.
- Candidates can sign up for Talent Community and get access to updates.

Note: Although you can download and install the previous version of the Candidate Experience skill, all new enhancements, feature developments, and support are available only in the new CE V2 skill. Hence, we strongly recommend that you download and install this latest version.

In addition to the default language, which is English, the CE V2 skill provides support for these languages:

- Portuguese
- German
- Italian
- Arabic
- Dutch
- French

- Spanish

Note: Brazilian Portuguese and Canadian French aren't currently supported.

The language of the Recruiting Assistant is automatically set to the language of the career site, which enables candidates to chat with the Recruiting Assistant in that language. However, if the language of the career site isn't supported by the CE V2 skill, the conversation will continue to be in English.

To use the skill, ensure that you've completed these tasks:

- Licensed Oracle Digital Assistant for Oracle HCM.
- Downloaded the latest Candidate Experience Skill (CE V2) from the ODA skill store.
- Set up and configured the skill. For details, see the *Configure the Candidate Experience Skill* topic

2 Configure the Digital Assistant

Configure Digital Assistants for HCM and Recruiting

You need to configure the FADigital Assistant and Candidate Experience V2 Digital Assistant. Both these are collectively referred to as Oracle Digital Assistant in this guide.

Before you can set up your users to access Oracle Digital Assistant and configure it, you need:

- An Oracle Cloud HCM instance
- An Oracle Digital Assistant instance that has been provisioned as part of your Oracle Cloud HCM account:

Note: The pairing of Oracle Digital Assistant with Oracle Cloud HCM ensures that the HCM and Recruiting skills are available in the Digital Assistant's skill store. This also ensures that authentication between Oracle Cloud HCM and Oracle Digital Assistant is handled correctly. Work with Oracle support if you're unsure about your setup.

- Administrative access to Oracle Cloud HCM:
As a primary administrator, you can sign in to Oracle Identity Cloud Service and receive IDCS notifications for your organization.

For configuration information on setting up the FADigital Assistant and Candidate Experience V2 Digital Assistant, see the [Getting Started with Oracle Digital Assistant for Fusion Applications](#) guide.

After you configure these, see the rest of the configuration sections in this guide for setting up the HCM, Internal Candidate Experience, Candidate Experience and Hiring skills.

Related Topics

- [Order the Service and Provision an Instance](#)

Configure the HCM, Internal Candidate Experience, and Hiring Skills

Create a Web Channel and Connect It to FADigitalAssistant

Learn how to create a channel in Oracle Digital Assistant that exposes the FADigital Assistant in the Oracle Cloud HCM user interface.

Before you start

Set up the Oracle Digital Assistant and access the ODA External Endpoint URL using the procedures mentioned in the earlier sections. Then use the procedures below for settings specific to FADigital Assistant, which includes the HCM, Internal Candidate Experience, and Hiring skills.

Here's what to do

1. Based on the user privileges assigned to you, sign in to **Oracle Digital Assistant** using your SSO credentials.
2. From the Navigator, select **Development > Channels**.
3. Click **Add Channel**.
4. In the **Create Channel** dialog box, enter the details as required.
5. Enter a name for the channel.
6. From the **Channel Type** list, select **Oracle Web**.
7. Enter * in **Allowed Domains**.
8. Move the **Client Authentication Enabled** slider to the disabled status.
9. Click **Create**.
10. Select **FADigitalAssistant** in the **Route To** list to associate this Web channel to FADigitalAssistant.
11. Move the **Channel Enabled** slider to the enabled status.
12. Click **Reset Sessions**.
13. Copy the **Channel Id** value.

Configure the Web Channel

Use this procedure to configure the Web Channel for the HCM, Internal Candidate Experience, and Hiring skills.

Follow these steps to enable the HCM instance to work with FADigital Assistant and add the chat widget to the HCM user interface.

Enable Integration with FADigital Assistant in the HCM Instance

1. Sign in to Fusion Applications and go to **Setup and Maintenance**.
2. Search and select the task, **Manage Administrator Profile Values**.
3. Search for the profile option code, **FA_ENABLE_DIGITAL_ASSISTANT**.
4. Set the profile value to **Y** at the **Site** level.
5. Click **Save**.

Add the Chat Widget to the HCM User Interface

Next you need to add the chat widget to the HCM UI. You do this by completing these general steps:

- Create a sandbox in HCM. Sandboxes enable you to configure changes to the user interface and verify them before putting those changes into your production instance.
- Use HCM Experience Design Studio to add and configure the chat widget in the sandbox environment.
- Publish the changes in the sandbox to the active HCM instance.

Here are the steps:

1. Go to **HCM Experience Design Studio** in the sandbox environment.
2. From the Navigator, select **Digital Assistant Configuration**.
3. To configure HCM Skills, select **Oracle Fusion Application** from the **Digital Assistant** list.
4. The **Server URL of the ODA instance** where the Oracle Web Channel is configured is populated automatically. This usually doesn't need to be changed.
5. Paste the **Web Channel Id** that was generated while creating the web channel in ODA.
6. Specify other web channel preferences in the Features and Functionality Configuration section.
7. Click **Save and Close**.

8. Check if the connection is working by launching the chatbot launch icon and starting a conversation with the Digital Assistant.

Note: You must be assigned the relevant security role to render the chatbot launch icon.

9. Select **Publish** from the menu on the top left to publish the configuration changes.

You must assign users the required roles and privileges so that they can access Digital Assistant features in the HCM user interface. See this [Customer Connect post](#) to learn how to create your own roles or upload sample custom roles to your target HCM development instance for a rapid start. The post contains a how-to article on creating your own roles and a compressed file that you can use to upload the sample custom roles. The Employee role listed in the article includes the functional privilege, Access Digital Assistant (HRC_ACCESS_DIGITAL_ASSISTANT_PRIV), which allows users to access the chatbot icon.

You can also see [Grant Users Access to the Digital Assistant Chat Widget](#) to learn how to assign the Access Digital Assistant privilege to a role.

Related Topics

- [Set the da.FARestEndpoint Parameter](#)
- [Configure Channels](#)

Set the da.FARestEndpoint Parameter

For the FADigital Assistant to communicate with the HCM instance, it needs to use the REST endpoint for that instance. That endpoint is specified in a custom parameter.

You can set the da.FARestEndpoint parameter in FADigital Assistant or directly in the skill. When you specify this parameter in the skill, you can test the skill outside of the context of the digital assistant.

Set the da.FARestEndpoint Parameter in the Digital Assistant

1. In Oracle Digital Assistant, click **Navigator** to open the side menu, and then select **Development > Digital Assistants**, and select your digital assistant.
2. In the digital assistant's side menu, click the **Skills** icon.
3. Scroll down, or go to the next page, if necessary, and select the required skill - HCM, Internal Candidate Experience or Hiring.
4. After the page loads, scroll down to the Parameters section.
5. In the **da.FARestEndpoint** parameter, make sure that the value of the parameter is the URL for your HCM Cloud instance.

Note: The URL should start with `https://`, end with `.com`, and not include a port number. The updated parameter value will be applied for all skills that use the parameter.

Set the da.FARestEndpoint Parameter Directly in the Skill

If you plan to extend a skill, you might want to iteratively test the skill without having to add it to the digital assistant each time you make changes. In this case, you need to set the da.FARestEndpoint parameter directly in the skill itself.

1. In Oracle Digital Assistant, click **Navigator** to open the side menu, and then select **Development > Skills**.
2. Enter the name of the skill in the search box.

3. Select the skill that you want to configure.
4. In the skill's side menu, click the **Settings** icon.
5. Click the **Configuration** tab.
6. Scroll down to the Custom Parameters section.
7. Select the **da.FARestEndpoint** parameter, and click **Edit**.
8. In the Edit Parameter dialog box, make sure that the value of the parameter is the URL for your HCM Cloud instance.

Grant Users Access to the Digital Assistant Chat Widget

To allow users to access the chat widget, you need to assign the Access Digital Assistant functional privilege (HRC_ACCESS_DIGITAL_ASSISTANT_PRIV) to them.

1. Sign in to Oracle HCM Cloud with IT Security Manager Privileges.
2. On the home page, select **Navigator > More > Tools > Security Console** to open the Security Console.
3. On the **Roles** page, search for the custom role that you're using to access the digital assistant. If the role doesn't exist, create a new custom role.
See this [Customer Connect document](#) to learn how to create your own roles or upload some sample custom roles.
4. From the drop-down list, select **Edit Role** to view the Edit Role: Basic Information page.
5. Click **Next** to view the Edit Role: Function Security Policies page.
6. Click **Add Function Security Policy** to add the digital assistant function privilege.
7. Search for the **Access Digital Assistant** function privilege.
8. Select the function privilege and click **Add Privilege to Role** to add it to the custom role.
9. Click **Next**.
10. On the Edit Role: Summary and Impact Report page, click **Save and Close** to save the changes.
11. Click the **Users** tab.
12. Search for and select the user who requires access to the digital assistant.
13. Click **Add Roles** to add the new role to a user.
14. Search for the custom role, and click **Add Role Membership**. Ensure that the custom role is assigned to this user.
15. Click **Save and Close**.

Verify That the Chat Widget Works

In this section, you confirm that end users can converse with the digital assistant by logging in as one of them.

1. Sign in as an HCM user to whom you just granted the Access Digital Assistant (HRC_ACCESS_DIGITAL_ASSISTANT_PRIV) functional privilege. You'll see a widget on the lower corner of your screen.
2. Click the widget to open the chat window. It should open up within the page.
3. Type **who is my hr representative** and press **Enter**. The chat bot responds with the details of your HR representative.
4. Next, type **who is my manager** and press **Enter**. You should get a response that displays your manager's name and contact details.

Results:

This confirms that the HCM widget is correctly set up to use FADigitalAssistant, through which users can access personal and job-related data from the HCM application.

FAQs for Enabling HCM Skills

If you're using the FADigitalAssistant to enable HCM tasks for the first time, we recommend that you implement its most recent version, which includes the HCMv2 skill.

Although we continue to support the existing HCMv1 skill, all new enhancements and feature developments are available only in the new HCMv2 skill. Hence, we strongly recommend that you use the HCMv2 skill to take advantage of the enriched functionality that includes multilingual support. We don't advise you to use the existing HCMv1 skill, especially for native language support.

If you've deployed the earlier version of the HCM skill (referred here as the HCMv1 skill), please find your use case below. We provide scenario-based recommendations to enable your preferred version of the HCM skill. These scenarios assume that you have implemented the FADigitalAssistant and are using the HCMv1 skill.

I've modified the HCMv1 skill, and I want to continue using this version.

We recommend you complete the following steps to deploy the most updated HCMv1 skill:

1. If you haven't already, we recommend installing the update to the FADigitalAssistant from the skill store, which includes the HCMv2 skill.
2. We recommend downloading the newest version of the HCMv1 skill and rebasing your modified skill to it, to continue using it in your FADigitalAssistant.
3. Disable the HCMv2 skill included in the FADigitalAssistant.

I've modified the HCMv1 skill and I want to use the HCMv2 skill.

We recommend you complete the following steps to deploy the HCMv2 skill:

1. If you haven't already, we recommend updating to the most recent version of the FADigitalAssistant from the skill store, which includes the HCMv2 skill.
2. After you have the HCMv2 skill, you need to recreate your modifications. This will require analysis of the modifications made to the previous skill and redo those changes in the new v2 skill. There's no migration path or rebasing from the HCMv1 skill to the HCMv2 skill.
3. Disable the HCMv1 skill from your digital assistant. Ensure you've completed recreating the modifications the new version of the HCMv2 skill.

I haven't modified the HCMv1 skill and I want to use the HCMv2 skill.

If you haven't already, we recommend updating to the most recent version of the FADigitalAssistant from the skill store, which includes the HCMv2 skill. That will replace the HCMv1 skill.

I haven't modified the HCMv1 skill and I want to keep using this version.

If you're using the HCMv1 skill, we recommend that you consider using the HCMv2 skill to take advantage of the enhancements and new features. But, if you choose to continue with earlier version, complete the following steps to deploy the most updated HCMv1 skill:

1. Update to the most recent version of the FADigitalAssistant from the skill store, which includes the HCMv2 skill.
2. Download the newest version of the HCMv1 skill from the skill store and add it to the FADigitalAssistant.
3. Disable the HCMv2 skill included in the FADigitalAssistant.

I've created my own digital assistant and want to continue using the HCMv1 skill.

This scenario assumes that you've created your own digital assistant and modified the HCMv1 skill.

To continue using the HCMv1 skill in your digital assistant, we recommend you download its newest version from the skill store and rebase your modified skill to it.

Tips and Considerations

- The FADigitalAssistant no longer includes the HCMv1 Skill. It includes only the new HCMv2 skill.
- The HCMv1 skill is delivered as a stand-alone skill.
- There's no migration path or rebasing from the HCMv1 skill to the HCMv2 skill.
- The structure and names of the intents have changed in the HCMv2 skill. Therefore, existing customers who're using the HCMv1 skill and have modified it must disable it first. They then need to upgrade to the HCMv2 skill and redo those modifications.

Note: You can't have both HCMv1 and HCMv2 enabled in the same digital assistant at the same time. Whether it's the FADigitalAssistant or a digital assistant that you created, you must disable one of these skills.

Configuration Considerations for the Internal Candidate Experience Skill

Here are some tips and considerations for configuring the Internal Candidate Experience V2 (ICE V2) skill. If you've deployed an earlier version of the Internal Candidate Experience skill or modified it, and want to either use it or change over to ICE V2, you'll find a list of recommendations here.

Although you can download and install the previous version of the ICE skill, all new enhancements, feature developments, and support are available only in the new ICE V2 skill. Hence, we strongly recommend that you install this latest version.

Configuration Considerations for ICE V2

ICE V2 requires Opportunity Marketplace services to be enabled. If it's not enabled, you can use only a previous version of ICE that was available before release 24A. This version is referred to as ICE V1.

To enable Opportunity Marketplace, set the `ORA_HCM_OPP_MARKET_PLACE_JOBS` profile option to Yes.

To access the features of Internal Candidate Experience, you need to have these privileges:

- `IRC_ACCESS_INTERNAL_CANDIDATE_EXPERIENCE_PRIV` (Access Internal Candidate Experience)
- `IRC_ACCESS_OPPORTUNITY_MARKETPLACE_PRIV` (Access Opportunity Marketplace)

You also need to complete these tasks to take advantage of the ICE V2 skill:

- [Configure Recruiting Assistant](#)
- [Configure Recruiting Assistant Synonyms](#)
- [Sync Synonym Data with Recruiting Assistant](#)

Here are some things to consider:

- From release 24A, ICE V2 is delivered as part of FADigitalAssistant and not as a stand-alone skill.

- If you're installing FADigitalAssistant for the first time, you'll not see ICE V1 included as part of FADigitalAssistant. However, it's delivered as a stand-alone skill.
- If you've already been using the FADigitalAssistant or extended the ICE V1 skill, you'll see an entry for this skill.
- You can't have both ICE V1 and ICE V2 enabled in the same digital assistant at the same time. Whether it's the FADigitalAssistant or a digital assistant that you created, you must enable only one of these skills.
- Please note that there's no migration path or rebasing from the ICE V1 skill to the ICE V2 skill.
- The structure and names of the intents have changed in the ICE V2 skill. Therefore, it's recommended that you use this version.

Scenario-based Recommendations for ICE V1 and V2

These recommended actions will help you use your preferred version of ICE, depending on the digital assistant that you use.

Your Digital Assistant	Scenario	Actions
FADigital Assistant	I haven't modified the ICE V1 skill, and I want to use the ICE V2 skill.	<ol style="list-style-type: none"> 1. Install the latest version of the FADigitalAssistant from the Skill store. 2. FADigitalAssistant should be rebased as required.
FADigital Assistant	<p>I've modified the ICE V1 skill. But I want to use the ICE V2 skill.</p> <p>Note: Even if you've modified the ICE V1 skill, it's recommended to move over to ICE V2.</p>	<ol style="list-style-type: none"> 1. Install the latest version of the FADigitalAssistant from the Skill store. 2. Please note that modifications done to any previous version of ICE aren't carried forward to ICE V2. So you need to analyze these modifications thoroughly and redo them in ICE V2. 3. There's no migration path or rebasing from ICE V1 to ICE V2. 4. Ensure that you disable ICE V1 in FADigitalAssistant.
FADigital Assistant	<p>I haven't modified the ICE V1 skill and haven't changed/extended the FADigitalAssistant. But I'd like to use the ICE V1 skill.</p> <p>Note: This scenario will also be applicable if you haven't enabled Opportunity Marketplace.</p>	<ol style="list-style-type: none"> 1. Install the latest version of the FADigitalAssistant from the Skill store. 2. Download ICE V1 from the Skill store. 3. Extend FADigitalAssistant and add an entry for ICE V1. 4. Ensure that you disable ICE V2 in FADigitalAssistant.
FADigital Assistant	<p>I've extended the ICE V1 skill and modified it, and I want to continue using this version.</p> <p>Note: This scenario will also be applicable if you haven't enabled Opportunity Marketplace.</p>	<ol style="list-style-type: none"> 1. Install the latest version of the FADigitalAssistant from the Skill store. 2. It's recommended to download ICE V1 again from the Skill store and rebase your existing extended skill. 3. Extend FADigitalAssistant and point to the newly rebased ICE V1 skill. 4. Disable ICE V2 in FADigitalAssistant.
Your own Digital Assistant	I've modified the ICE V1 skill and want to continue using this version.	<ol style="list-style-type: none"> 1. Download ICE V1 from the Skill store and rebase your modified skill to it. 2. Update your own digital assistant to point to the newly rebased skill.

Your Digital Assistant	Scenario	Actions
Your own Digital Assistant	I used ICE V1 so far, but now I'd like to move to ICE V2.	<ol style="list-style-type: none">1. Install the latest version of the FADigitalAssistant from the Skill store.2. Update your digital assistant to include ICE V2.3. Disable ICE V1 in your digital assistant.

Configure the Candidate Experience Skill

Configure the Candidate Experience Skill

The steps in this section apply to both the Candidate Experience and Candidate Experience V2 (CE V2) skills. Although you can download and install the Candidate Experience skill, all new enhancements, feature developments, and support are available only in the new CE V2 skill. Hence, we strongly recommend that you download and install this version.

1. *Set the `da.FARestEndpoint` parameter* to specify the HCM cloud instance URL in the Candidate Experience skill.
2. *Create a Web channel for the Candidate Experience* digital assistant.
3. *Configure the Candidate Experience skill parameters.*
4. *Configure the Web channel* by linking the Candidate Experience digital assistant to Oracle Recruiting Cloud.
5. *Enable the Candidate Experience digital assistant on the Candidate Experience site.* Launch the Candidate Experience site and confirm that the skill works.

To take advantage of the CE V2 skill, complete these configuration tasks:

- *Configure Recruiting Assistant*
- *Configure Recruiting Assistant Synonyms*
- *Sync Synonym Data with Recruiting Assistant*

Set the da.FARestEndpoint Parameter in the Candidate Experience Skill

You need to specify the URL of the HCM Cloud instance in the `da.FarestEndpoint` parameter in the Candidate Experience Digital Assistant and skill.

1. From the Navigator, select **Development** > **Digital Assistants**.
2. Select your digital assistant for Candidate Experience.
3. In the digital assistant's side menu, click the **Skills** icon.
4. Select the Candidate Experience skill.
5. Scroll down to the Parameters section of the page.
6. In the **da.FARestEndpoint** field, make sure that the value of the parameter is the URL for your HCM Cloud instance. The URL should start with `https://`, end with `.com`, and not include a port number.
7. In Oracle Digital Assistant, click **Navigator** to open the side menu, and then select **Development** > **Skills**.
8. Enter the name of the Candidate Experience skill in the search box.

9. Select the skill that you want to configure.
10. In the skill's side menu, click the **Settings** icon.
11. Click the **Configuration** tab.
12. Scroll down to the Custom Parameters section of the page.
13. Select the da.FARestEndpoint parameter, and click **Edit**.
14. In the Edit Parameter dialog box, make sure that the value of the parameter is the URL for your HCM Cloud instance.

Create a Web Channel for the Candidate Experience Digital Assistant

In this section, you create a channel in Oracle Digital Assistant that exposes your Candidate Experience Digital Assistant in the Oracle Cloud HCM user interface.

1. Based on the user privileges assigned to you, sign in to **Oracle Digital Assistant** using your SSO credentials.
2. From the Navigator, select **Development > Channels**.
3. Click **Add Channel**.
4. In the **Create Channel** dialog box, enter the details as required.
5. Enter a name for the channel.
6. From the **Channel Type** list, select **Oracle Web**.
7. Enter * in **Allowed Domains**.
8. Move the **Client Authentication Enabled** slider to the disabled status.
9. Click **Create**.
10. Select **Candidate Experience V2** in the **Route To** list to associate this Web channel to the Candidate Experience digital assistant.
11. Move the **Channel Enabled** slider to the enabled status.
12. Click **Reset Sessions**.
13. Copy the **Channel Id** value.

Configure the Candidate Experience Skill Parameters

You can configure various custom parameters to enhance location and job category search and enable the digital assistant for multiple sites.

Here's how you configure the Candidate Experience skill parameters:

1. In Oracle Digital Assistant, click **Navigator** to open the side menu, and then select **Development > Skills**.
2. Enter the name of the Candidate Experience skill in the search box.
3. Select the skill that you want to configure.
4. In the skill's side menu, click the **Settings** icon.
5. Click the **Configuration** tab.
6. Scroll down to the Custom Parameters section of the page.
7. Select the parameter that you want to configure and click **Edit**.
8. Edit the values in the parameter as required, and click **OK**.

Skill Configuration Parameters

These are some parameters that you can configure in the Candidate Experience skill:

- **siteMapping** and **multisite**: When there are multiple sites, you can enable a chat bot for each site using these two parameters. In the **siteMapping** parameter, specify the site number, channel, and site name for each site in the **Value** field. Next, edit the **multisite** parameter and enable the **Value** field.
- **maxSuggestionCount**: By default, 10 suggestions are shown for the location and job category.

Configure the Web Channel for Candidate Experience

Use this procedure to configure the Web Channel SDK for the Candidate Experience skill.

You can configure the chat bot using **HCM Experience Design Studio > Digital Assistant Configuration**. This provides enhanced support for chat bot branding and configuration. You can also configure bot functionality (such as showing buttons as pills, playing audio, and others), layout, custom colors, and custom icons.

1. Go to **HCM Experience Design Studio** in the sandbox environment.
2. From the Navigator, select **Digital Assistant Configuration**.
3. Select **Candidate Experience** from the **Digital Assistant** drop-down.
4. The **Server URL of the ODA instance** where the Oracle Web Channel is configured is populated automatically. This usually doesn't need to be changed.
5. Paste the **Web Channel Id** that was generated while creating the web channel in ODA.
6. Specify other web channel preferences in the Features and Functionality Configuration section.
7. Click **Save**.
8. On the top left menu, select **Publish** to publish the configuration changes.

Related Topics

- [Configure Channels](#)

Enable the Digital Assistant on the Candidate Experience Site

Follow these steps to enable the Candidate Experience Digital Assistant on the career site of your choice.

1. Go to **Setup and Maintenance**, and select **Recruiting and Candidate Experience** from the Setup list.
2. Select **Candidate Experience** from the list of functional areas.
3. Select the **Career Sites Configuration** task.
4. Select the site for which you want to enable the digital assistant.
5. Click the gear icon next to the site, and select **Edit** from the menu. The setup page opens in a new tab in your browser.
6. Scroll down the page and expand the Digital Assistant section.
7. Select the **Enable digital assistant** check box.
8. Click the **Go to Site** icon on the page to preview the site with the digital assistant enabled. Launch the chat bot icon to check the connection.

Enable the Exit Functionality

The exit functionality allows the digital assistant to end a conversation with a candidate smoothly when they want to exit a specific task. This functionality is available with the CE V2 skill. However, if you're extending the skill, you need to enable this feature again.

Follow these steps to enable it in your digital assistant:

1. In Oracle Digital Assistant, click **Navigator** to open the hamburger menu, and then select **Development > Digital Assistants**.
2. Enter the name of the Candidate Experience digital assistant in the search box.
3. Select your digital assistant.
4. From the digital assistant's side menu, click the **Settings** icon.
5. Click the **Configurations** tab.
6. In the System Intents Mapping section, set these parameters:
 - **Digital Assistant Custom Exit Skill:** Specify the name of your CE V2 skill.
 - **Digital Assistant Custom Exit Flow/State:** Select **exitCurrentIntent**.

Enable Multilingual Support

Candidates can chat with the Recruiting Assistant in any of the languages supported by the CE V2 skill. To make the most of this feature, you need to complete these extra tasks in Setup and Maintenance:

- You can define synonyms in multiple languages using the **Configure Recruiting Assistant Synonyms** task. However, you must first define the synonyms in English and then define them in other languages.
- Run the **Sync Data with Recruiting Digital Assistant** scheduled process, which synchronizes all the synonyms defined in the supported languages.
- Enable resume parsing in multiple languages by using these tasks:
 - **Recruiting Category Provisioning and Configuration** – Edit the Profile Import Partner integration category and select the languages that are installed in the Oracle Fusion Cloud application environment for your resume parser.
 - **Recruiting Category Enablement** – Edit the details of your resume parser in the Profile Import integration category and set the supported languages to the installed languages.

Here are a few things to consider:

- By default, English and the language of the career site are available in the CE V2 skill. To use the other supported languages, you need to install them in the Fusion Cloud application environment.
- English, which is the primary language of the CE V2 skill, must be installed. If it's not installed, the **Sync Data with Recruiting Digital Assistant** scheduled process will fail.
- You can't change the primary language while extending or cloning the CE V2 skill.
- When using Arabic, we recommend testing different resume parsers and selecting the best fit to ensure that it extracts the correct information to get matching jobs.

Related Topics

- [Sync Synonym Data with Recruiting Assistant](#)
- [Configure Synonyms for Recruiting Assistant](#)
- [Set Up Partner Enablement](#)
- [Set Up Partner Integration Provisioning](#)

Enable Secure Access to Intents

Secure Access to Intents

Most intents are backed by REST APIs that are secured by function and aggregate privileges. Using these privileges, you can control the intents employees can access in Oracle Digital Assistant.

If you haven't implemented or licensed a functionality required for an intent, don't grant your employee role the privileges for those intents.

REST APIs not only give access to the conversation in the skill, but also evaluate data security to decide whether the user can see their own data or others' data within the skill response.

Some intents use deep links rather than REST APIs. There's no functional security check to decide which deep links the responses will include. When the user clicks a deep link provided by the digital assistant, a security check is performed. Users who don't have the function privilege to perform the deep linked action will get an access error or a blank page. For actions that require selecting a person, the user must click the deep link and sign into the HCM Cloud Service before selecting a person. Data security is performed after the user searches for and selects the person.

See this [Customer Connect document](#) to learn how to create your custom role with the necessary privileges you need to get started with Oracle Digital Assistant.

The topics in this chapter identify the required privileges for REST APIs and deep links for all the intents included in the HCM, Hiring, Internal Candidate Experience, and Candidate Experience skills.

Aggregate Privileges - HCM Skill

This table identifies the required privileges for REST APIs and deep links for all the intents included in the HCM skill.

HCM Skill

Intent	REST API/Deep Link	(Aggregate) Privileges/Duty Role	Deep Link Name
Absence Balance	REST API	Use REST Service - Absences Read Only (ORA_ANC_REST_SERVICE_ACCESS_ABSENCES_RO)	Not Applicable
	Deep Link	Maintain Absence Records (ORA_ANC_SELF_SERVICE_ABSENCE_RECORDS_DUTY)	Add Absence (ADD_ABSENCE)

Intent	REST API/Deep Link	(Aggregate) Privileges/Duty Role	Deep Link Name
Anytime Feedback	REST API	Use REST Service - Person Notes Visibility Options Read Only (HRT_REST_SERVICE_ACCESS_PERSON_NOTES_VISIBILITY_OPTIONS_RO) Use REST Service - Person Notes (ORA_HRT_REST_SERVICE_ACCESS_PERSON_NOTES)	Not Applicable
	Deep Link	View Worker Feedback Access HCM Common Components - HRC_ACCESS_HCM_COMMON_COMPONENTS_PRIV (functional privilege) Access Quick Actions - PER_ACCESS_QUICK_ACTIONS_PRIV (functional privilege)	View Feedback for Me (VIEW_FEEDBACK_FOR_ME)
	Deep Link	View and Provide Feedback for Worker View Requested Feedback - ORA_HRA_VIEW_REQUESTED_FEEDBACK (functional privilege) Administer Requested Feedback - ORA_HRA_ADMINISTER_REQUESTED_FEEDBACK (functional privilege)	View and Provide Feedback (VIEW_AND_PROVIDE_FEEDBACK)
Benefits Coverage	REST API	Use REST Service - Benefit Enrollments Read Only (ORA_BEN_REST_SERVICE_ACCESS_BENEFIT_ENROLLMENTS_RO)	Not Applicable
All Personal and Employment Information (Directory)	REST API	Use REST Service - Public Workers Read Only (ORA_PER_REST_SERVICE_ACCESS_PUBLIC_WORKERS_RO)	Not Applicable
	Deep Link	Access Person Gallery (ORA_PER_WORKER_GALLERY_SEARCH_DUTY)	Change Photo (UPDATE_PHOTO)
	Deep Link	Access Person Contact Information by Worker (ORA_PER_ACCESS_PERSON_CONTACT_INFORMATION) Person Communication Methods Management (ORA_PER_PERSON_COMMUNICATION_METHODS_MANAGEMENT_DUTY) - for phone and email Change Person Address (ORA_PER_PERSON_ADDRESS_MAINTENANCE_DUTY) - for address	Contact Info (EMP_CONTACT_INFO)
	Deep Link	Access Person Gallery (ORA_PER_WORKER_GALLERY_SEARCH_DUTY)	Directory (DIRECTORY_ORG_CHART)
	Deep Link	Access Family and Emergency Contacts by Worker (ORA_PER_PERSON_CONTACT_DETAILS_VIEW_DUTY)	Family and emergency contacts

Intent	REST API/Deep Link	(Aggregate) Privileges/Duty Role	Deep Link Name
		Manage Person Contact Details (ORA_PER_MANAGE_PERSON_CONTACT_DETAILS)	(EMP_FAMILY_AND_EMGNC_CONTACTS)
	REST API	Use REST Service - Worker Searches PER_REST_SERVICE_ACCESS_WORKER_SEARCHES_PRIV (functional privilege) Note: This function privilege is required only with Oracle Search enabled.	Not Applicable
Goals	REST API	Use REST Service - Performance Goals Read Only (ORA_HRG_REST_SERVICE_ACCESS_PERFORMANCE_GOALS_RO)	Not Applicable
	Deep Link	Manage Performance Goal by Manager (ORA_HRG_MANAGE_PERFORMANCE_GOAL_BY_MANAGER)	Manage Goals (MANAGE_GOALS)
Manager Self-Service	Deep Link	Change Worker Location (ORA_PER_WORKER_LOCATION__CHANGE DUTY)	Change Location (CHANGE_LOCATION)
	Deep Link	Change Worker Manager (ORA_PER_WORKER_CHANGE_MANAGER_DUTY)	Change Manager (CHANGE_MANAGER)
	Deep Link	Change Worker Working Hour (ORA_PER_WORKER_WORKING_HOURS_CHANGE_DUTY)	Change Work Hours (CHANGE_WORK_HOURS)
	Deep Link	Hire Employee (PER_HIRE_EMPLOYEE)	Hire an Employee (NFX_HIRE_AN_EMPLOYEE)
	Deep Link	Manage Direct Report (ORA_PER_DIRECT_REPORTS_MANAGEMENT_DUTY)	Manage Direct Reports (MANAGE_DIRECTS)
	Deep Link	Manage Onboarding by Manager (ORA_PER_MANAGE_ONBOARDING_BY_MANAGER)	Onboarding Employees (MGR_ONBOARDING_EMPLOYEES)
	Deep Link	Manage Salaries (ORA_CMP_MANAGE_SALARIES)	Manage Salary (MANAGE_SALARY)
	Deep Link	Promote Worker (ORA_PER_PROMOTION_DUTY)	Promote (PROMOTE)
	Deep Link	Terminate Work Relationship (ORA_PER_WORKER_WORK_RELATIONSHIP_TERMINATION_DUTY)	Terminate (TERMINATE)
	Deep Link	Transfer Worker (ORA_PER_WORKER_TRANSFER_DUTY)	Transfer (TRANSFER)

Intent	REST API/Deep Link	(Aggregate) Privileges/Duty Role	Deep Link Name
Onboarding	Deep Link	Manage Onboarding by Worker (PER_MANAGE_ONBOARDING_BY_WORKER) Manage Onboarding by Manager (PER_MANAGE_ONBOARDING_BY_MANAGER)	Onboarding Tasks (EMP_ONBOARDING) (MGR_ONBOARDING_TASKS)
Past & Future Scheduled Absences	Rest API	Use REST Service - Absences Read Only (ORA_ANC_REST_SERVICE_ACCESS_ABSENCES_RO)	Not Applicable
Payslip	Rest API	Use REST Service - Payslips Read Only (ORA_PAY_REST_SERVICE_ACCESS_PAYSLIPS_RO)	Not Applicable
	Deep Link	Manage Personal Payment Method (ORA_PAY_PERSONAL_PAY_METHOD_MANAGEMENT_DUTY)	Payment Methods (VIEW_RES_PAY_METHOD)
	Deep Link	View Payslip (ORA_PAY_VIEW_PAYSLIP_MANAGEMENT_DUTY)	Payslips (VIEW_RES_PAY_SLIP)
Salary	Rest API	Use REST Service - Salaries Read Only (ORA_CMP_REST_SERVICE_ACCESS_SALARIES_RO)	Not Applicable
Tax Withholdings & Year End Documents	Deep Link	Update US W-4 (ORA_HRX_W4_UPDATE_DUTY) View Year-End Documents (ORA_PAY_VIEW_YEAR_END_DOCUMENTS)	Tax Withholding (VIEW_RES_TAX_FORM_US) Year End Documents (VIEW_RES_YEAR_END_DOCS)
Team Performance Evaluations	Rest API	Use REST Service - Performance Evaluations Read Only (ORA_HRA_REST_SERVICE_ACCESS_PERFORMANCE_EVALUATIONS_RO) Use REST Service - Review Periods List of Values (HRT_REST_SERVICE_ACCESS_REVIEW_PERIODS_LOV_PRIV) Use REST Service - Performance Template Document Names List of Values (HRA_REST_SERVICE_ACCESS_PERFORMANCE_TEMPLATE_DOCUMENT_NAMES_LOV_PRIV)	Not Applicable
	Deep Link	View Performance Overview by Manager (HRT_VIEW_PERFORMANCE_OVERVIEW_BY_MANAGER_PRIV)	Evaluate Performance (EVALUATE_PERFORMANCE)

Intent	REST API/Deep Link	(Aggregate) Privileges/Duty Role	Deep Link Name

Aggregate Privileges - Hiring Skill

This table identifies the required privileges for REST APIs and deep links for the intents included in the Hiring skill.

Hiring Skill

Intent	REST API/Deep Link	(Aggregate) Privileges/Duty Role
Show My Requisitions	Rest API	Use REST Service – Job Requisitions Read Only (ORA_IRC_REST_SERVICE_ACCESS_JOB_REQUISITIONS_RO) (Duty Role) Use REST Service – Job Applications Read Only (ORA_IRC_REST_SERVICE_ACCESS_JOB_APPLICATIONS_RO) (Duty Role) Use REST Service – Public Workers Read Only (ORA_PER_REST_SERVICE_ACCESS_PUBLIC_WORKERS_RO)
	Deep Link	View Job Requisition (IRC_VIEW_JOB_REQUISITION_PRIV) Access to Hiring as Recruiter (IRC_ACCESS_TO_HIRING_AS_RECRUITER_PRIV) Access to Hiring as Manager (IRC_ACCESS_TO_HIRING_AS_MANAGER_PRIV)
View Job Applications	Rest API	Use REST Service – Job Applications Read Only (ORA_IRC_REST_SERVICE_ACCESS_JOB_APPLICATIONS_RO) (Duty Role) Use REST Service – Job Requisitions Read Only (ORA_IRC_REST_SERVICE_ACCESS_JOB_REQUISITIONS_RO) (Duty Role) Use REST Service – Public Workers Read Only (ORA_PER_REST_SERVICE_ACCESS_PUBLIC_WORKERS_RO)
Check Candidate Status	Rest API	Use REST Service – Candidates Read Only (IRC_REST_SERVICE_ACCESS_CANDIDATES_RO_PRIV) Use REST Service – Job Applications Read Only (ORA_IRC_REST_SERVICE_ACCESS_JOB_APPLICATIONS_RO) (Duty Role) Use REST Service – Public Workers Read Only (ORA_PER_REST_SERVICE_ACCESS_PUBLIC_WORKERS_RO)
Check Offer Status	Rest API	Use REST Service – Job Offers Read Only (ORA_IRC_REST_SERVICE_ACCESS_JOB_OFFERS_RO) (Duty Role) Use REST Service – Candidates Read Only (IRC_REST_SERVICE_ACCESS_CANDIDATES_RO_PRIV)

Intent	REST API/Deep Link	(Aggregate) Privileges/Duty Role
		Use REST Service – Public Workers Read Only (ORA_PER_REST_SERVICE_ACCESS_PUBLIC_WORKERS_RO)

Aggregate Privileges - Candidate Experience Skill

This table identifies the privileges or authorization required for the intents included in the Candidate Experience skill.

Candidate Experience Skill

Functional Area	REST API/Deep Link	(Aggregate) Privileges/Duty Role
Search for jobs	Not applicable	Focused on external candidates searching for jobs and applying for appropriate roles. Nonemployees will use this skill; therefore no special security is needed.
Check application status	Authorization code through email	Not applicable
Withdraw job application	Authorization code through email	Not applicable
Delete candidate profile	Authorization code through email	Not applicable

Aggregate Privileges - Internal Candidate Experience Skill

This table identifies the required privileges for REST APIs for the intents included in the Internal Candidate Experience skill.

Internal Candidate Experience Skill

Intent	REST API/Deep Link	(Aggregate) Privileges/Duty Role
Search for Jobs	REST API	Access Internal Candidate Experience (IRC_ACCESS_INTERNAL_CANDIDATE_EXPERIENCE_PRIV)
Refer a Candidate		
View Application Status		Access Opportunity Marketplace (IRC_ACCESS_OPPORTUNITY_MARKETPLACE_PRIV)
Withdraw Application		
View My Interviews		
Join Talent Community		
Match Jobs Using Resume (Available with Recruiting Booster)		
Ask Questions on Requisitions (Available with Recruiting Booster)		

Intent	REST API/Deep Link	(Aggregate) Privileges/Duty Role

Configure Recruiting Assistant

You configure the Recruiting Assistant by defining job and application display settings, job search settings, and skill configuration settings to sync synonym data. These settings apply to the Candidate Experience V2 and Internal Candidate Experience V2 skills.

1. Go to the Setup and Maintenance work area.
 - o Offering: **Recruiting and Candidate Experience**
 - o Functional Area: **Recruiting Assistant**
 - o Task: **Manage Recruiting Assistant Configuration**
2. On the Configure Recruiting Assistant page, configure these display settings in the Display Settings section:
 - a. **Maximum Number of Jobs per List:** Specify the number of jobs to display in a horizontal list on the chat bot interface. If the search returns 20 jobs, and you specify five here, the user will see five jobs in a horizontal list. The candidate has to click the **View Jobs** button to view more such lists.
 - b. **Maximum Number of Job Lists:** Specify the number of horizontal lists to display. Continuing from the previous example, let's say you specify two here. Two horizontal lists will be displayed, with five jobs in each list. In total, 10 jobs that have the highest match with the search criteria are selected out of the 20 search results and displayed.
 - c. **Maximum Number of Applications per List:** Specify the number of applications that the candidate can view per horizontal list.
3. By default, the Recruiting Assistant searches for jobs based on job function synonyms. To search based on the job category, select the **Search jobs using job category instead of job function** check box.
4. Configure these search settings in the Display Settings section:
 - a. **Default Search Radius:** The Recruiting Assistant searches for jobs within the minimum location radius that you specify here in miles.
 - b. **Extended Search Radius:** If no jobs are found within the default search radius, the Recruiting Assistant searches for jobs within the extended radius that you specify here.
 - c. **Minimum Number of Jobs to Expand Search Radius:** If the number of jobs that are found based on the default search radius falls below the number you specify here, the Recruiting Assistant uses the expanded radius for the job search. For example, if you specify 10 here, and the number of jobs found based on the candidate's location is only 5, the extended search radius will be used to search for more jobs.
5. In the Skill Configuration for Synonyms Data Sync section, select a skill name and minimum version of the Candidate Experience and Internal Candidate Experience skills. These should be the skills with which you want

to sync synonym data. Specifying a minimum version of the skill enables the digital assistant to sync synonym data from that version onward to the current version that you've installed.

Note: For the Internal Candidate Experience skill, the skill name needs to have either of these keywords, Internal Candidate Experience or ICE V2, for it to appear in the selection list. If you've downloaded the latest skill from FADigitalAssistant, enter that version number. If you're currently using another version and wish to continue using that, you can either enter that version number or provide an earlier version from which you want to sync synonyms. The digital assistant will sync from that version onward to the current version that you've installed.

6. Click **Save and Close**.

Related Topics

- [Enable Attachments in the Chat Interface](#)

Configure Synonyms for Recruiting Assistant

Synonyms help candidates find jobs using different terms. You can configure job category, job function, and location synonyms for the Candidate Experience V2 and Internal Candidate Experience V2 skills. These synonyms are used by the digital assistant while interacting with candidates.

On the synonym pages, you can create, delete, and translate synonyms.

As an example, for the San Francisco location, you could create synonyms such as Bay Area, Silicon Valley, South San Francisco, and San Francisco in this way:

1. Go to the Setup and Maintenance work area.
 - o Offering: **Recruiting and Candidate Experience**
 - o Functional Area: **Recruiting Assistant**
 - o Task: **Manage Recruiting Assistant Synonyms**
2. On the Synonyms page, select the area for which you want to create synonyms: Job Category, Job Function, or Location. For example, let's say you select **Location Synonyms**.
3. On the Location Synonyms page, from the Actions menu, select **Add Location**.
4. From the Location list, select **San Francisco**.

Note that if synonyms already exist created for the San Francisco location, you need to go back to the Location Synonyms page, and then edit this location to add more synonyms to it. You can't select it again to create a new set of synonyms.
5. In the **Synonyms** field, enter the synonyms and separate them with a semi-colon. For example: Bay Area; Silicon Valley; South San Francisco.
6. Click **Save and Close**.

Related Topics

- [Sync Synonym Data with Recruiting Assistant](#)

Sync Synonym Data with Recruiting Assistant

Whenever you create synonyms for locations, job categories, or job functions, you must sync synonym data with the Candidate Experience V2 (CE V2) and Internal Candidate Experience V2 (ICE V2) skills. The CE V2 skill is synced as part of the Candidate Experience Digital Assistant and the ICE V2 skill is synced as part of the FADigitalAssistant.

To sync synonym data:

1. Open the **Manage Recruiting Assistant Synonyms** task from the Setup and Maintenance work area.
2. Select the area for which you want to sync synonyms: Job Category, Job Function, or Location. For example, let's say you select **Job Category Synonyms**.
3. On the Job Category Synonyms page, from the Actions menu, select **Sync Synonym Data**. This launches the scheduled process, Sync Data with Recruiting Digital Assistant, which synchronizes the job category synonyms with the Recruiting Assistant.

Similarly, you can sync job function and location data by going to the respective synonyms pages and performing the above steps.

You can also run the Sync Data with Recruiting Digital Assistant scheduled process from the **Navigator > Tools > Scheduled Processes** menu. Using the Basic Options section of the Process Details page, you can sync all synonym categories - location, job category, and job function, at once.

Note: It's recommended to schedule this process to run once every day, after you enable Recruiting Assistant.

Related Topics

- [Submit Scheduled Processes and Process Sets](#)

Enable Insights in ODA

To understand how the skill is performing, you can enable Insights in Oracle Digital Assistant.

Before you start

Before you can do this, you need to:

- Set up IDCS.
- Get access to the ODA External Endpoint URL credentials.

Refer to [Overview of Configuring Digital Assistant](#) for more information on these prerequisites.

Follow these steps to enable Insights in ODA:

Here's what to do

1. Based on the user privileges assigned to you, sign in to **Oracle Digital Assistant** using your SSO credentials.
2. Click **Navigator**, select **Development > Digital Assistants**, and then select your digital assistant.
3. From the side menu, click the **Skills** icon.

4. Select the HCM skill that you have configured.
5. Go to **Navigation > Settings**.
6. Select **Enable Insights** to gain insights into how the skill is performing.
7. Go to **Navigation > Insights**.

Here you can see how the skill is performing. For example, complete versus incomplete conversations and the top resolved intents.

Related Topics

- [Oracle Digital Assistant Insights](#)

Configure the Oracle Digital Assistant Interface

You can use HCM Experience Design Studio to modify the look and feel of the Oracle Digital Assistant chat widget and allow users to add custom icons.

For non Redwood-based interfaces, you can allow users to drag the chatbot launch button out of the way when it's blocking content on the web page. You can also allow users to add a custom icon for the **Ask** button.

You can also create custom text for the chatbot widget using the User Interface Text tool in the sandbox.

1. Enable a sandbox and then edit your pages at the site level.
2. Go to **My Client Groups > Quick Actions > HCM Experience Design Studio**.
3. Click **Digital Assistant Configuration** from the side menu.
4. From the Digital Assistant list, select the application for which you want to configure the chat widget.
5. In the Features and Functionality Configuration section, select the **Enable launch button dragging** check box.

Note: For Redwood interfaces, this check box isn't available. You can however configure all other features as required.

For more information on the other options available on this page, refer to the section, Configure Digital Assistant to Work with Oracle Web Channel, in the topic [Configure Channels](#).

6. You can set the layout and choose the theme from the Layout section.
7. You can specify custom colors for various areas of the chatbot widget. Expand the Show Area Legend section to identify the areas where you can apply custom colors.
8. In the Custom Icons section, select the **Use custom** check box for the Ask launch button, and specify the URL of the image asset for the logo.

Note: The Ask button can be configured for only for non Redwood interfaces.

This icon is responsive to screen sizes. It will automatically scale down to 48 x 48 pixels if the screen width is below 789 pixels, and to 64 x 64 pixels if the screen width is above 789 pixels.

9. Scroll up and click **Save and Close**.

Related Topics

- [How do I modify text using the User Interface Text tool?](#)

Additional Resources

This topic provides other references to documentation and training to help you with setting up and using the Oracle Digital Assistant.

- To learn more about how the digital assistant works with Oracle Cloud HCM and other Fusion-based Cloud Applications, see the section *Fusion-Based Oracle Cloud Applications and Digital Assistant* in the Using Oracle Digital Assistant guide.
- To learn how to extend your copy of FADigital Assistant, see *Extending Digital Assistants and Skills*.
- See *additional training units*.
- Learn how to configure and deploy your digital assistant in just 4 days from *Customer Connect*.
- To consult with experts on digital assistant integration with HCM, attend our *Office Hours* events.

3 HCM Skill

Considerations for Interacting with the Oracle Digital Assistant

These are considerations for using the HCM Digital Assistant skill.

The HCM skill covers wide product functionality, but isn't designed to address every feature present in Oracle Cloud HCM. You can extend the skill beyond its ready-to-use capabilities to address specific use cases.

These are important considerations for interacting with the Oracle Digital Assistant:

Name Formats

When you enter a person's name, type their display name as *first name last name*.

Line Manager's Team

A line manager is a user with at least one direct report, including dotted line and matrix reports. Line managers can view the data for only direct employees.

Primary Assignments

Only primary assignments are supported for all intents. The digital assistant's responses include information for the signed in user's primary assignment when they ask about themselves, and the primary assignment for others when they ask about another person.

Configuring Skills

Delivered skills are read-only. You can extend skills to modify utterances, synonyms, and other metadata to match your organization's tone and speaking style. Doing so will help the skill recognize your company name, plan names, and plan types when included in the phrases that employees enter into the digital assistant.

Note: You can extend skills if you have the ODA platform as part of the SaaS subscription service.

Language

English is the only delivered language.

Other Considerations

The rest of the topics in this guide list sample phrases you can use to interact with the digital assistant for performing various tasks. If you'd like to change over to a new topic in the middle of a conversation, you can type 'Exit' or 'Cancel' and start over a new conversation.

Absence Balances

View all balances for accrual-based absence plans that you or your team members are enrolled in.

Intended user: Employee and line manager

Sample phrases you can use:

- What's my leave balance?
- Can you show my available vacation balance?
- Do you know if I can take time off?
- How do I find out my annual leave balance?
- Am I eligible for taking more leave?
- Can I take vacation in June?
- Show me how many PTOs I can afford to take
- Is it possible for me to take 5 days off?
- What's my absence balance?
- Can I be absent from work tomorrow?
- Can I miss any more work?
- How many more days can I skip work?
- Check my team's vacation balance
- Show me Bob Ryan's sick leave balance
- Show absence hours available to Dolly
- How many PTO days left for my team member
- Display his vacation leave balance
- Show her remaining sick leave

Sample synonyms/words: sick, vacation, PTO, comp time, leave, absence, time off, balance

Things to note:

The digital assistant doesn't recognize company-specific absence types and plan names. It only generically recognizes plan types such as sick, vacation, PTO, and comp time. So if you ask, "How many days do I have in my Acme Sabbatical Plan", the digital assistant might not understand and might display an unrelated response. The digital assistant displays all plan balances, even if you ask about a specific plan balance.

You can click the provided deep link to navigate into the application to schedule time off.

Past & Future Scheduled Absences

View your approved absences scheduled in the past, future, or during a specific time-period. As a manager, you can view this information for your team members as well.

Intended user: Employee and line manager

Sample phrases you can use:

- Show me my scheduled absences
- When was my last day off?
- Have I already scheduled my vacation?
- How many paid days leave have I taken this year?
- How much sick time have I used?
- Did I take any time off this year?
- Bring up vacation plans
- My most recent time off in last 6 months
- What were my recent holidays in past 12 weeks?
- Do I have any holiday booking in the next 30 days?
- When was I absent from 10/11/2020 to 1/1/2020?
- When is my next annual leave?
- Has Lisa been absent in the past one year?
- Can you please show me Rohini's planned PTOs for next week
- Show his PTO time for 2019
- When is my team's next day off
- Find scheduled holidays for her
- Has Christy booked any vacations
- When did I apply for my last leave
- Did Christy miss work anytime
- Show Vijay's recent time off
- How much sick time has she used

Sample synonyms/words: sick, vacation, PTO, comp time, leave, absence, time off, scheduled

Things to note: The digital assistant doesn't recognize company-specific absence types and plan names. It only generically recognizes the types of plans using words such as sick, vacation, PTO, and comp time. So if you ask a question that uses a company specific plan name or plan type, the digital assistant might not understand and might display an unrelated response.

The digital assistant displays all absences for a time period.

Anytime Feedback

Provide feedback for your peers and reports. Also view feedback received for you and your reports.

You can also change the feedback you've given to others or change the visibility settings of the feedback they've given to you.

Intended user: Employee, line manager

Sample phrases you can use:

- Is it possible to write feedback for Barry Joan?
- I want to enter feedback for worker who reports to me
- Show me how I can enter my assessment for Percy
- Am I able to provide John's anytime feedback?
- Blake cooper's feedback details aren't correct
- I wish to make a change to Jackie's feedback
- Adjust employee feedback
- You have the wrong feedback for Shiva Prasad
- I want to fix my feedback
- I would like to change the feedback you have for me
- My feedback details are wrong
- Has anyone given any feedback for Jules Barn?
- I want to see my direct reports feedback
- Has anyone praised Connie's work?

Sample synonyms/words: feedback, note, kudos

Things to note: You can add feedback for your peers and reports. You can also view feedback that you gave to others or feedback that others gave to you. To view and manage feedback, use the deep link provided in the digital assistant.

While providing feedback, even if you specify who can see your feedback, the skill will still prompt you to choose the visibility after you enter the feedback.

Benefit Plans

View your medical, dental, and health provider group numbers and plan details for your enrolled benefit plans.

Intended user: Employee

Sample phrases you can use:

- What are the details of my health plan?
- What is my vision group number?
- I lost my insurance details
- What is MetLife's medical group ID?
- Please show the health benefits of the company
- What is my health plan group ID?
- I would like to know my provider for health, vision and dental

- Who pays for my dental expenses?
- How to access my dental plan details?
- Will the insurance provider pay for my heart surgery?

Note: You can't view benefit plan information for your coworkers or your reports, or change this information for yourself or your reports.

Sample synonyms/words: medical, dental, vision, health, Kaiser, VSP, MetLife, group number, dependents, enrolled, insurance

Things to note: The digital assistant doesn't recognize company-specific benefit plan types or plan names. It only generically recognizes the types of 'medical', 'dental', and 'vision' and some very common US health providers like Kaiser, VSP, and MetLife. If you ask a question that uses a company-specific plan name or plan type that doesn't include one of these recognized words, the skill might display an unrelated response.

When the digital assistant understands the plan type that you're referring to, it provides the group number for that specific plan. When it doesn't understand, it displays group numbers for all enrolled plans.

For example, if open enrollment is from November 1 to November 15, 2020, and you made benefit election effective January 1, 2021, the digital assistant will display enrollment information in effect for 2020. On January 1, 2021, it will display enrollment information for 2021.

Benefits Coverage

View your medical, dental, and health provider coverage details for you and your dependents enrolled in your benefit plans.

Intended user: Employee

Sample phrases you can use:

- Show me my current enrollment participation
- Is my daughter covered under my health plan?
- Is my son's injury covered under my health plan?
- Show me if my wife is covered
- My benefits coverage details please
- What is my benefit enrollment summary?
- Who did I include within health cover?
- Is it possible to tell me my coverage for health and vision?
- How many people are covered under my health plan?

Note: You can't view benefits coverage information for your coworkers or your reports.

Sample synonyms/words: medical, dental, vision, health, Kaiser, VSP, MetLife, group number, coverage, dependents, enrolled, insurance

Things to note: The digital assistant doesn't recognize company-specific benefit plan types or plan names. It only generically recognizes the types of 'medical', 'dental', and 'vision' and some very common US health providers like Kaiser, VSP, and Metlife. If you ask a question that uses a company-specific plan name or plan type that doesn't include one of these recognized words, the skill might display an unrelated response.

The digital assistant displays the coverage for enrolled dependents.

For example, if open enrollment is from November 1 to November 15, 2020, and you made coverage changes effective January 1, 2021, the digital assistant will display coverage information in effect for 2020. On January 1, 2021, it will display coverage information for 2021.

Personal and Employment Information

Viewing Personal and Employment Information

Using multiple intents, you can view personal and other work-related information about yourself and your coworkers from the company directory.

Intended user: Employee

You can view these details about yourself and your coworkers:

- Phone number
- Email address
- Department
- Work location
- Job
- Business title / assignments
- Personal contact information
- Representatives
- Photo
- Nickname
- Manager name
- Direct reports

In addition, you can view your emergency contact information, bank account details (payment method), and hire date, but not those of your coworkers.

Sample phrases and formats you can use:

- Who's Mandy Steward?
- Show Stephen's contact information
- How can others reach me?
- I want to view my profile
- My business contact details

- How can I get to Rina's department?
- How can I view the department of my directs?
- Find my department
- Get workers who report to Todd Granger
- Does Robin have anyone working for him?
- Can I see my org chart?
- Who are my reports?
- Who are in my team?
- Can you show me Smith Willson work email address?
- How can I view my email?
- Show me my emergency contacts
- Show my contacts info to me
- Give me Scott Campbell's assignment name
- Show me what work I have been entrusted with
- Can you show me my work assignments?
- I would like to see my date of hire
- How many years I have completed in this company?
- I want to see Rahul's job info
- How can I view the job of my directs?
- I am trying to get my job title
- Show me Sue's location
- Which office is Terry Smith working from?
- Can you show me my work address?
- Which site am I working from?
- Can you show my familiar name?
- What's my moniker at work?
- How can I view the assignment of my directs?
- Where is Rana's photo in the application?
- I want to see Prasad's image
- Where can I view my manager's photograph?
- Show me my photo
- Do I have a pic stored in the application?
- Show me my bank account for salary credits
- Does Julianna have HR services contact
- Who is my HR Manager

Sample synonyms or words: phone, email ID, email, emergency number, display picture, first name, last name, moniker, location, job, contact information, assignment, job title, date of joining

Changing Personal and Employment Information

Using multiple intents, you can change personal and other work-related information for yourself.

Intended user: Employee

You can change the following information about yourself:

- Phone number
- Emergency contacts
- Personal contact information
- Photo
- Submit resignation
- Nickname

In addition, you can clock in your work hours or break hours using the Web clock application.

Sample phrases and formats you can use:

- Can I update my contact details?
- I must change information on how I can be reached at work
- I have new contact details
- I have to change my contact address
- You don't have the correct contact details for me
- Show me how I can update my email
- I got a new work email
- Can you fix my personal email address?
- How can I upload a photograph?
- I want to update my photo
- My profile pic should be changed
- What are the resignation steps?
- How to terminate my employment?
- Enter my resignation
- Initiate my leaving the company
- Cancel my employment contract
- Change my nickname in my work profile
- Where can I clock in my business hours
- How do I record my break time

Note: You can't change your assignment / business title details, department details, hire date, job information, work location, manager's name, and HR or other representatives' information.

Sample synonyms or words: phone, home phone, email ID, email, emergency number, display picture, contact information

Manager Self-Service

Initiate a Manager Self-Service (MSS) transaction by using a deep link to navigate to the application to search for the person you want to manage. Deep links make it easy to quickly launch the transaction.

Intended user: Line manager

The following manager self-service transactions are supported in the HCM skill. Users must have at least one direct report and the required privilege to perform these transactions.

Transaction	Sample Phrases You Can Use
View Your Direct Reports	<ul style="list-style-type: none"> Show me my direct reports Is there anyone in my team? Retrieve all people who are in my charge
Change Work Location for Your Reports	<ul style="list-style-type: none"> You have the wrong location for Kieran Powell I want to update Li Yu's current location Lucy Hall location needs updating I want to change Marsha Able's location
Change Manager for Your Reports	<ul style="list-style-type: none"> I want to update the manager for my report I need to alter Mateo Lopez manager details I'd like to initiate a manager change for Neil Sturbush Update Owen Mann's manager, it is now Vijay Singh
Change Job Information for Your Reports	<ul style="list-style-type: none"> Yamagato's job needs to be updated How can I promote Thorne? How can I change Tracy Davis's title? I want to update Veronica Adriano current job
Add and Change Assignments for Your Reports	<ul style="list-style-type: none"> Add employee assignment details How can I put in a new assignment title for Tate Scott? Sue Parado needs a new assignment You have no assignments for Robert Altima Robin Marlow workplace assignment isn't correct Can I change Rina's assignment name? Am I able to change Rohini's business title
Change Working Hours for Your Reports	<ul style="list-style-type: none"> How to modify work hours for the employee? Need to increase Priya Krishnan's hours

Transaction	Sample Phrases You Can Use
	<ul style="list-style-type: none"> I need to change Nelon's total working time Work schedule update is required for one of my colleagues
Hire	<ul style="list-style-type: none"> Add a new hire Create a new hire Hire an employee
View and Manage Your Direct Reports	<ul style="list-style-type: none"> Who are my reports? Who's there in my team? Am I in charge of anyone at work? Is there a way to rearrange my team? How can I manage Neya Pali's directs? I'd like to move Nakamura to a different team Reassign Mateo to a new manager
View Onboarding Tasks for Your Reports	<ul style="list-style-type: none"> Please onboard employee Do any of my pending workers have onboarding tasks to complete? How do I take Marie Kleim onboard? Start a journey for new employee
Terminate Your Reports	<ul style="list-style-type: none"> John Gorman wants to leave the company Organize termination for John Hsing Enter separation for John Allens I'd like to update the termination date for Jenna Markum
Transfer Your Reports	<ul style="list-style-type: none"> I want to make a change to department for John Dunbar I need to relocate Liam to a different place Update department for my team Show me how to transfer employees

Note: You can't change personal or employment information such as contact information, phone number, email addresses, emergency contact information, job information, work location, nickname, HR or other representatives' information, and photo, for your coworkers or reports.

You can click any of the deep links to initiate the corresponding transaction.

Things to note: When you use a deep link for a transaction that includes a person's name (for example, 'Promote Mario Tesca'), you still need to search for and select the person after you navigate to the application. The digital assistant won't be able to pass the person's name to the application through the deep link.

Payslip

View the details of your payslip and access the .pdf to the actual payslip. View your most recent payslip, the payslip for a specific month or pay period, or the last 3 payslips, for example.

Intended user: Employee

Sample phrases you can use:

- Show me my payslip
- What is my net pay?
- How much did I get paid?
- How much money did I make last paycheck?
- Show my last 3 payslips
- How much was deposited directly into my bank account?
- Can I see my August paycheck?
- Show me my March payslip
- Have I been paid today?
- Which bank is my paycheck deposited to?

Note: You can't view payslip information for your coworkers or reports.

Sample synonyms/words: payslip, paycheck, paycheque, check, deposited, paystub

Things to note: Regardless of how you phrase your questions or statements, if the digital assistant finds that they're all related to the payslip, it displays the same response for all of them. To get answers to more detailed questions, you can click the link and look at the actual payslip for that period.

Salary

View your own salary or the salary of one of your employees. As a line manager, you can change the salary of your reports, but you can't change your salary details.

Intended users: Employee, line manager

Sample phrases you can use:

- Show me my salary
- What is my compensation?
- Did I get my raise?
- When was my last salary increase?
- How much was my salary adjustment?
- When was my last salary adjustment?

- What is Terry Smith current salary?
- When was Sonel's last raise?
- Can I give Rohini a raise?
- When was Rina's last salary increase?
- When was Rahul's last salary adjustment?
- Give Mateo a raise
- I want to adjust Marsha Able's salary
- I need to change my reports salary
- I want to give Margaret a salary increase

Sample synonyms/words: salary, pay rate, hourly rate, increase, salary adjustment, change, increase

Things to note: The digital assistant displays the same response for all questions that it finds are related to salary, regardless of what question you ask. If the person's salary has never changed, only the current information is displayed.

To change the salary of an employee, you need to navigate to the application using the deep link provided in the digital assistant.

Tax Withholdings & Year-End Documents

Employees can navigate to the application to view state and federal tax withholdings and their year-end tax documents.

Intended users: US employees only

Sample phrases you can use:

- Show me my latest state W4
- Where can I find my W4?
- Where can I find my W2?
- Show me my W2
- What is my tax withholding?
- View my tax documents
- Show my year end document
- Show me my filing status
- Show me my wage and tax statement
- I need the form for my 1040
- Show me my latest state tax forms
- Show me my residency certificate
- Show me my exemptions
- Where can I find my residence certificate?

Note: You can't view tax documents of your coworkers.

Sample synonyms/words: W2, W-2, W4, W-4, 1040, plus all state tax form codes, withholding, tax, tax forms, filing status, exemptions

Things to note: The digital assistant displays a generic response when it detects that you asked a question about your withholdings or year-end documents. The responses include deep links that take you to the Tax Withholding or Year-End Documents page within the application. You must sign in with your HCM Cloud user name and password to access these pages.

Onboarding

As an employee, find out what onboarding or preboarding tasks you need to complete. As a line manager, see the onboarding tasks for employees joining your team.

Note: If you have journeys enabled, this will take you to the Journeys landing page. To enable journeys, the profile option **ORA_PER_JOURNEYS_ENABLED** should be set to **Y** in the Setup and Maintenance area.

Intended users: Pending worker, line manager

Sample phrases you can use:

- Help needed for orientation program of new hires
- I want to view my onboarding task list
- How do I view my preboarding checklist?
- Show me my journeys
- Have I completed my onboarding tasks
- Do I have any journey tasks to complete?
- I would like to start my onboarding
- Open ticket for new hire onboarding for my team
- What onboarding tasks does Otis Dickson need to complete?
- Please onboard employee
- I want to start onboarding a new hire
- How do I take Lisa Bono onboard?
- Do my pending workers have any preboarding tasks?

Things to note: The digital assistant displays the same response for all questions that it finds are related to onboarding, regardless of what question you ask. To view onboarding tasks, click the deep link displayed in the digital assistant and navigate to the application. If you're a line manager, you need to tell the digital assistant whose onboarding tasks you want to view. The digital assistant doesn't know if you want to view onboarding tasks as an employee or as a line manager.

Team Performance Evaluations and Goals

View the status of one or all your direct and matrix reports' latest performance evaluations. Find out the status of employees' performance goals and identify those who have no goals. Add performance goals for employees.

Intended user: Line manager

Team Performance Evaluations

Sample phrases you can use:

- How can I find out who has not completed their performance reviews?
- Has my team completed their appraisals?
- Who has not started their performance reviews?
- Who hasn't started self-evaluations for this review period?
- Has Morris Beck started his self-evaluation?
- I want to add goals for my team for next appraisal cycle
- Can I add performance goals for my reports?
- I need to add short-term objectives
- How can I modify the appraisal goals?
- Enter KPIs I would be evaluated on
- Show me employees in team with no goals
- Who in my team needs to be assigned goals?
- View employees with no performance objectives
- Have I missed entering perf goals for anyone in this review period?
- Does Lucky Alison need new goals?

Sample synonyms/words: performance, perf, review, doc, appraisal, document, doc, midyear evaluation, eval, self-evaluation

Things to note: The digital assistant displays the status of the worker self-evaluation for the most current performance document created for an organization. 'Current performance document' means the one with a start date that's closest to today's date, regardless of employee eligibility for that document.

Goals

Sample phrases you can use:

- Who on my team doesn't have any goals for the current review period?
- Does everyone in my team have goals?
- Does anyone on my team have no goals?
- Who on my team doesn't have any goals?

- Which of my employees doesn't have any goals?
- Do I need to assign performance goals to anyone in my team?
- Who on my team has no goals for the current review period?
- Can I manage performance goals?
- I need to add short-term objectives
- Add performance targets for my directs
- I need to add objectives for this review period

Things to note: Status is displayed for employees with no goals in an active review period where the current date falls between the start and end date of the review period.

4 Recruiting Assistant

Recruiting Assistant Capabilities

The Recruiting Assistant supports the Candidate Experience, Internal Candidate Experience, and Hiring skills.

The Internal Candidate Experience V2 (ICE V2) and Hiring skills are delivered as part of the FADigital Assistant. The Candidate Experience Version 2 skill (CE V2) is delivered as part of the Candidate Experience V2 Digital Assistant.

Candidate Experience Skill

The Candidate Experience skill has been enhanced with new capabilities, making it the CE V2 skill. It enables candidates to:

- Search for jobs using location, job category, and job function synonyms
- Check their application status
- Join the Talent pool
- Withdraw their job application
- Delete their profile
- View interview schedules

In addition to English, which is the default language, the CE V2 skill provides support for these languages:

- Portuguese
- German
- Italian
- Arabic
- Dutch
- French
- Spanish

Here are a few things to note:

- Brazilian Portuguese and Canadian French aren't currently supported.
- The language of the Recruiting Assistant is automatically set to the language of the career site. However, if the language on the career site isn't supported by the CE V2 skill, the conversation will continue to be in English.
- Once a candidate starts the conversation in a specific language, they can't change the language in the middle of the conversation.
- When using Arabic, dates must be entered using Western Digits (0-9), as Arabic digits aren't currently supported.

Internal Candidate Experience Skill

The enhanced Internal Candidate Experience V2 (ICE V2) skill enables candidates to:

- Search for jobs using location, job category, and job function synonyms
- View their interview schedules
- Check the application status
- Withdraw a job application
- Refer a candidate
- Access help and exit the conversation at any time.

Note: The ICE skill has similar capabilities as Candidate Experience, with the major difference being that the ICE skill is used by employees.

Hiring Skill

The Hiring skill enables the hiring team to:

- View requisitions
- View job applications
- Check candidates' status
- Create a job requisition
- Check the status of offers

Logging on to the Candidate Experience Skill

Candidates don't need to authenticate again when they're already authenticated on the career site.

Candidates need to sign in once on the career site, and after that, they can continue to use the Candidate Experience skill. Similarly, when the **Keep Me Signed in for External Candidates** option is enabled, the session is shared with the Candidate Experience skill. This way, users don't need to authenticate again.

Note: All links except the **Apply for a Job** link will open in the same web session.

Candidate Experience

Getting Started - Candidate Experience Skill

When you launch the Recruiting Assistant, you're greeted with a welcome message, followed by guidance on how you can search for jobs and get started.

You can start the conversation by either typing in phrases such as "Search for jobs" or "application status" or any other task you need help with. You can also use the action button such as Search for jobs to get started quickly.

External Candidates - Check Application Status

Candidates can check on their submitted application status. Jobs are shown based on the city and job category.

Intended user: External candidate

Sample phrases you can use:

- Check application status
- Check my submission
- Check my resume
- Check submission status
- Find my application status
- How far did I get in selection
- My submission status
- Show me my application status
- Show me my resume status
- Verify my application status
- What's the status of my application
- When will I get feedback

Sample synonyms/words: application, resume, CV, submission

Things to note: The digital assistant needs to verify the candidate's email address to show the application status. An email or an SMS with a verification code is sent to the candidate, which then needs to be used for verification on the Web or SMS channels.

External Candidates - Enhanced Job Search

The Recruiting Assistant asks candidates about their interests such as job category, job function, or job location and provides suitable suggestions based on their responses. Candidates simply need to answer a few questions to explore jobs of their interest.

Candidates can also enter different synonyms while searching for job locations, job categories, or job functions, when the synonyms are configured by the administrator. For example, if they want to search for jobs in San Francisco, they can say "Search for jobs in SFO" or "Find jobs in Bay Area", and so on.

Using the Recruiting Assistant, candidates get a seamless experience on the job search and can then finally apply to the job.

Candidates can also type in a question in natural language such as "Can you find me product developer jobs with Java experience in the United States?" as their initial query. The Recruiting Assistant identifies the job title, skill, job category, and location from this question and responds with a list of available job categories to proceed with the job search.

The implementation of Machine Language (ML) entities in CE V2 enables the Recruiting Assistant to identify the skill and job title from a candidate question and the support for synonyms helps in identifying the job category, function, and location.

Intended user: External candidate

Sample phrases to use:

- Find jobs
- Find open positions
- Job openings
- Search for jobs in NY
- Jobs
- Find openings
- Find job roles
- Search for job opportunities
- Open positions in Pleasanton, CA
- Search for sales jobs

Sample synonyms/words: jobs, openings, opportunities, positions

External Candidate - Subscribe to Talent Pool

Candidates can add themselves to the talent pool and get regular updates based on their job preferences.

While searching for jobs, if they don't find jobs that match their interests, they're prompted to join the talent pool to get notified about jobs of their interest. They can click the **Join Now** button which takes them to the Interests page, where they can specify their job preferences and enable notifications.

They can also join the talent pool any time before or after the job search process.

Intended user: External candidate

Sample phrases you can use:

- Add me to the talent community pool
- Add me to the talent pool
- Add to the talent pool
- Subscribe to the talent pool
- Subscribe me to the talent pool

Sample synonyms/words: pool, talent, community

External Candidate - Withdraw Job Application

Candidates can withdraw an application, if it's in a status to be withdrawn.

Intended user: External candidate

Sample phrases you can use:

- Withdraw my application
- Withdraw my job applications
- Withdraw my job
- Withdraw application
- Delete my application
- Delete my job

Sample synonyms/words: withdraw, delete

Things to note: The digital assistant needs to verify the candidate's email address to show applications in the withdrawable state. An email or an SMS with a verification code is sent to the candidate, which then needs to be used for verification on the Web or SMS channels. The candidate is then asked to verify the email address.

External Candidate - Delete Profile

Candidates can delete their profile created on the Candidate Experience website.

Intended user: External candidate

Sample phrases you can use:

- Delete profile
- Delete my profile
- Delete my candidate profile
- Remove my profile
- Remove me
- Erase my profile
- Remove my profile
- Delete me
- Forget me
- Forget my profile
- Eliminate my profile
- Omit my profile
- Drop my profile
- Wipe out my profile

Sample synonyms/words: delete, forget, remove, erase, eliminate, drop

Things to note: The digital assistant needs to verify the candidate's email address to delete the profile. An email or an SMS with a verification code is sent to the candidate, which then needs to be used for verification on the Web or SMS channels. The candidate is then asked to confirm if the action is intended.

External Candidates - View Interview Schedules

Candidates can check and review upcoming interview schedules.

This is an authenticated intent. It requires the candidate to either sign in to the career site or the digital assistant.

When the candidate wants to view their interview schedule, the digital assistant displays details such as the title, date, and time of the interview, along with a **View Details** link. Candidates can click this link to view more details on the Candidate Experience page.

Intended user: External candidate

Sample phrases you can use:

- Show my upcoming interview
- Upcoming interviews
- Show me my interviews
- Any interviews
- Interview schedules
- Schedule an interview
- Any scheduled interviews
- Interview discussions
- Interview management
- Any job interviews
- Show job interviews
- My job interviews
- Scheduled job interviews
- Do I have any job interviews
- Want to know my job interviews

Sample synonyms/words: interview, schedule, job interview

Internal Candidate Experience

Internal Candidate - Enhanced Job Search

When candidates ask the Recruiting Assistant to search for jobs, they're shown a list of jobs based on their city and job category. Candidates can either select from this list or enter a location and job category of their choice.

The ICE V2 skill supports synonyms for job locations, categories, and job functions. So candidates can type any location or job category of their choice using their preferred acronyms or keywords, when the administrator configures these synonyms. For example, if they want to search for jobs in San Francisco, they can say "Search for jobs in SFO" or "Find

jobs in Bay Area”, and so on. From the list of displayed jobs, candidates can filter them by title to narrow down the number of jobs that they want to view.

When candidates want to start the job search, they can also type in a question in natural language such as “Can you find me product developer jobs with Java experience in the United States?”. The implementation of Machine Language (ML) entities in ICE V2 enables the Recruiting Assistant to identify the skill and job title from a candidate's question. The support for synonyms helps the Recruiting Assistant in identifying the job category, function, and location. Based on these, the user is presented with a list of available job categories to proceed with the job search.

Intended user: Internal candidate (employee)

Sample phrases you can use:

- Find jobs
- Find open positions
- Job openings
- Job search
- Jobs
- Find openings
- Find job roles
- Search for job opportunities
- Open positions in Pleasanton, CA
- Search for sales jobs

Sample synonyms/words: jobs, openings, opportunities, positions

Internal Candidate - Subscribe to Talent Pool

Employees can join the talent pool when they want to get regular updates based on their job preferences.

While searching for jobs, if employees don't find jobs that match their interests, they're prompted to join the talent pool to get notified about jobs of their interest. They can click the **Join Now** button which takes them to the Interests page, where they can specify their job preferences and enable notifications.

They can also join the talent pool any time before or after the job search process.

Intended user: Internal candidate (employee)

Sample phrases you can use:

- Add me to the talent community pool
- Add me to the talent pool
- Add to the talent pool
- Subscribe to the talent pool
- Subscribe me to the talent pool

Sample synonyms/words: pool, talent, community

Internal Candidate - Check Application Status

Employees can check on their submitted application status by city and job category.

Intended user: Internal candidate (employee)

Sample phrases you can use:

- Check application status
- Check my submission
- Check my resume
- Check submission status
- Find my application status
- How far did I get in selection
- My submission status
- Show me my application status
- Show me my resume status
- Verify my application status
- What's the status of my application
- When will I get feedback

Sample synonyms/words: application, resume, CV, submission

Internal Candidate - Withdraw Job Application

Employees can withdraw an application, if it's in a status to be withdrawn.

Intended user: Internal candidate (employee)

Sample phrases you can use:

- Withdraw my application
- Withdraw my job applications
- Withdraw my job
- Withdraw application
- Delete my application
- Delete my job

Sample synonyms/words: withdraw, delete

Internal Candidate - Refer a Candidate

Employees can refer a job to another employee or an external friend or colleague.

They can search for a specific job requisition using keywords. When the requisition is displayed, they can use two different links for external candidates and employee referrals.

Intended user: Internal candidate (employee)

Sample phrases you can use:

- Can I refer a candidate?
- I have a friend who is a great fit for the role
- I want to refer a friend
- Refer a friend
- Refer a family friend
- Want to give a referral
- Refer a candidate
- Refer an employee
- Refer an employee for a job
- Refer my colleague for a job
- Want to recommend a friend for a job role

Sample synonyms/words:Referral, refer, recommend

Internal Candidate - View Interview Schedules

If candidates have any interviews scheduled, they can view details such as the date and time of the interview, and URL to the video conferencing link, if any, and the names of the interviewers.

Intended user: Internal candidate (employee)

Sample phrases you can use:

- Get interview schedule
- View interviews
- Find interview schedules
- Interviews
- Show my planned interviews
- Do I have any scheduled interviews?

Sample synonyms/words: interviews, schedules

Hiring

Getting Started – Hiring

The Hiring skill can be included as part of Oracle HCM skills and within the same Digital Assistant.

To get started and find out what you can do, greet the Digital Assistant or ask for help.

Note: You must enable Oracle Search for the hiring skill to work.

Related Topics

- [Enable Oracle Search](#)

Show My Requisitions

The Recruiting team can review the status of the requisitions they're working on.

If the hiring team wants to look into the complete requisition, they can use the deep link provided with each requisition.

The maximum number of requisitions shown is 50, for the logged in user who's a hiring manager or recruiter. These requisitions are displayed in batches of 10.

Intended user: Hiring manager, recruiter

Sample phrases you can use:

- Show my requisitions
- Show job openings
- Show job reqs
- My job openings
- My requisitions
- Reqs that I have created
- Requisition status
- Show open requisitions
- Show my requisition status
- Want to see requisitions
- Show status of my requisitions
- What are my job postings
- View reqs

Sample synonyms/words: requisition, openings, job postings, postings, jobs

Things to note: Users need to sign in, authenticate to gain access, and view the required information. If they don't have proper permissions assigned to the role, they can't view the requested information.

View Job Applications

The Recruiting team can view all the applications submitted for a specific requisition.

If the hiring team wants to look into the requisition or application, they can do so using the deep link provided with the requisition and application.

Intended user: Hiring team

Sample phrases you can use:

- View all job applications
- View job information
- Show job applications
- Applications for a requisition
- Application for a job
- How many applications
- How many applicants
- Job applications
- Show me all applications
- Show me all applicants
- Show job applications
- Show me job applications
- View applications
- View job applications
- Show submissions

Sample synonyms/words: applications, applicants

Things to note: Users need to sign in, authenticate to gain access, and view the required information. If they don't have proper permissions assigned to the role, they can't view the requested information.

Check Candidate Status

The Recruiting team can view a candidate's applications and their statuses across all the requisitions.

If the hiring team wants to look into the full application, they can do so using the deep link provided with each application.

Intended user: Hiring team

Sample phrases you can use:

- Check candidate status for Katie Bond

- Application status for Katie Bond
- Applicant status for Katie Bond
- Job seeker status for katie bond
- View status of a candidate for Katie Bond
- What's the candidate status for Katie Bond
- Would like to know the candidate status for katie bond
- Show candidate status for Katie Bond
- Seeker status for katie bond
- Aspirant status for katie bond

Sample synonyms/words: delete, forget, remove, kill, erase, eliminate, drop

Things to note: Users need to sign in, authenticate to gain access, and view the required information. If they don't have proper permissions assigned to the role, they can't view the requested information.

Create a Job Requisition

The Recruiting team can create a new job requisition based on the hiring needs.

A deep link will be displayed for the recruiting team to navigate and create a job requisition.

Intended user: Hiring team

Sample phrases you can use:

- Create a new job
- Create a new position
- Create a new req
- Create a new requisition
- Create a new requisition and post it
- Create reqs
- Create requisition
- New positions
- New req
- New requisition
- Post a new job

Sample synonyms/words: role, requisition, req, job, position

Things to note: Users need to sign in, authenticate to gain access, and view the required information. If they don't have proper permissions assigned to the role, they can't view the requested information.

Check Offer Status

The Recruiting team can view a candidate's offers and their statuses across all the requisitions.

If the hiring team wants to look into the full offer, they can do so using the deep link provided with each offer.

Intended user: Hiring team

Sample phrases you can use:

- Display offer status for katie bond
- Display offers for katie bond
- Check offer status for katie bond
- All active offers for katie bond
- Are there any offers for katie bond
- Display offers for a candidate for katie bond
- Offer follow up for katie bond
- Show job offers for katie bond
- Show offers for katie bond
- Show offers for a candidate for katie bond
- View job information for katie bond
- View offers for katie bond
- Offer info for katie bond

Sample synonyms/words: offer

Things to note: Users need to sign in, authenticate to gain access, and view the required information. If they don't have proper permissions assigned to the role, they can't view the requested information.

