Talent Management

Touchpoints Questions and Answers

FA Latest

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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 Touchpoints Questions and Answers

How do I configure a touchpoints check-in template?

To configure this feature:

1. Go to **My Client Groups** > **Performance** , scroll to the Setup Maintenance section and click **Check-In Templates**.
2. Click **Add** to create a new check-in template or search for an existing template.
3. Select the specific performance review periods from the **Review Periods** list to associate with the template. You can choose the **All Review Periods** or **Specific Review Periods** options. The **Select Review Periods** list list appears if you choose a specific review period. See *Review Periods in Talent Management*.

   Note: Dissociating a check-in template from a review period does not impact employees' existing check-in documents.

4. Select an appropriate choice as active or inactive for the status of the template in the **Status** list.

   Note: You can specify or change review periods for an inactive check-in template. These review periods will become effective when the template is activated later.

5. Choose appropriate talent profile, position profile, and job profile competencies as discussion topics.
6. Click **Add Row** in the Eligibility Profile section to make the template available to eligible employees who meet one or more eligibility criteria.
7. Click the check box to make an eligibility profile required among the set of eligibility profiles you've selected.

   Note: Ensure you schedule the eligibility batch process to assign check-in templates to eligible profiles.

8. Click **Submit**.

   Once a check-in template is created, any changes made to it after it’s created doesn't impact check-ins that were previously created from it. The changes made will apply only to new check-ins created afterwards.

What to do next

You must run the eligibility batch process to determine eligible workers for check-in documents using eligibility profiles. To do so, use the Eligibility Batch Process task in the Setup Maintenance work area. See *Run the Eligibility Batch Process*.

Related Topics

- How do I enable a profile option?

How do I enable touchpoints check-in options?

Here’s how you enable check-in options, such as create, close, reopen, and delete:

1. Go to **My Client Groups** > **Performance** , scroll to the Setup Maintenance section and click **Check-In Templates**.
2. Click **Add** to create a new check-in template or search for an existing template.
3. Select one or more options for a manager and employee in the Role Actions section as shown in this table.

Role Options	Description
Create Check-In	Employees or managers can create a check-in using this template.
Delete Check-In	Employees or managers can delete a check-in based on this template, but only the person whi created the check-n can do so.
Make Check-In Read Only	Employees or managers can close check-ins based on this template.
Make Check-In Editable	Employees or managers can make a check-in editable again by reopening it.

4. Click **Submit**.

Related Topics

- How do I configure a touchpoints check-in template?
- How do I enable a profile option?

What are the page properties to display or hide elements on a Touchpoints page?

Functional administrators use page properties in Oracle Visual Builder Studio (VB Studio) to extend Redwood pages.

Page properties play a crucial role in extensibility and are used for various purposes, for example, to reorder tabs or show or hide panels. You can access the list of available page properties for a particular page by navigating to the **Page Properties** pane in the Designer. Many page properties are available for various Redwood pages to ensure a diverse range of options to tailor the application to your specific needs.

In Touchpoints, you can display or hide the page elements by using the corresponding page property.

Page	Page Element	Page Property	Description
Manager's Dashboard	Pulse Score Comparison graph on the Summary tab	Show Pulse Score Comparison on the Summary tab	The graph is shown by default. To hide the graph, unselect this checkbox.
Manager's Dashboard	Low pulse scores section on the Summary tab and pulse scores on the Employees tab	Show Low Pulse Scores Section on the Summary Tab and Pulse Scores on the Employees tab	The section and scores are shown by default. To hide them, unselect this checkbox.
Manager’s Dashboard	Feedback Received analytic on the Interactions graph and the list view of the graph	Show Feedback Received in Interactions Graph and List View	The graph and list view are shown by default. To hide them, unselect this checkbox.
Manager’s Dashboard	Recognitions and Awards analytics on the Interactions graph and the list view of the graph	Show Recognitions and Awards in Interactions Graph and List View	The graph and list view are shown by default. To hide them, unselect this checkbox.

Page	Page Element	Page Property	Description
Manager’s Dashboard	Guided Journey on Summary tab	Show Journey on Summary Tab of Manager's Dashboard	This setting controls the display of the guided journey on the Summary tab. You can set it up using the guided journey code on the checklist template.
Manager’s Dashboard	Spark Chart	Set High Score Threshold for Spark Chart on Employees tab	This setting controls the high survey score threshold for an employee's spark chart. The default value is 4.
Manager’s Dashboard	Spark Chart	Set Medium Score Threshold for Spark Chart on Employees tab	This setting controls the medium survey score threshold for an employee's spark chart. The default value is 2.
Manager's Dashboard	Dashboard	Display Dashboard tabs	This setting controls the display and ordering of the tabs on the manager's dashboard.
Manager's Dashboard	Guided Journey on Summary tab	Show Journey on Employees Tab of Manager's Dashboard	This setting controls the display of the guided journey on the Summary tab. You can set it up using the guided journey code on the checklist template.
Manager's Dashboard	Guided Journey on Employees tab	Show Tasks on Employees Tab of Manager's Dashboard	This variable controls the display of the guided journey tasks on the Employees tab of the manager's dashboard. Set it with the guided journey code available in the checklist template.
Manager's Dashboard	Guided Journey On Summary Tab	Show Tasks on Summary Tab of Manager's Dashboard	This variable controls the display of the guided journey tasks at the page level. Set it with the task codes available in the checklist template. Use a comma as separator to display multiple tasks.
Manager's Dashboard	Use AI Assist button	Show Use AI Assist Button for Anytime Feedback	This setting controls the AI Assist feature in the Anytime Feedback panel. Set it to true to display the **Use AI Assist** button.
Manager's Dashboard and Employee’s Touchpoints page	Low Pulse Scores section	Show Low Pulse Scores Section on the Summary Tab and Pulse Scores on the Employees tab	This setting controls the display of the Low Pulse Scores section on the Summary tab of the manager's view. It also controls the display of pulse scores on the Employees tab of the manager's view. Set the value to true to display the section, else to false to hide it.

Page	Page Element	Page Property	Description
Employee’s Touchpoints page	Touchpoints Summary	Select the display and order of in-app-navigation tabs	This setting controls the different in-app-navigation tabs and the order in which they are displayed on this page when 'showNavigator' page parameter value is true.
Employee’s Touchpoints page	Pulse score line graph	Show Pulse Survey Graph on the Employee page	The graph is shown by default. To hide it, unselect this checkbox. This setting applies to both the manager’s view of the employee’s Touchpoints page and the employee’s own Touchpoints page.
Employee’s Touchpoints page	Recommendations for you drawer panel (which displays recommended nudges)	Show Recommendations for You	The panel is shown by default. To hide it, unselect this checkbox. This setting applies to both the manager’s view of the employee’s Touchpoints page and the employee’s own Touchpoints page.
Employee’s Touchpoints page	Actions menu	Show Send Thank You	This setting controls the display of the **Send Thank You** option on the Actions menu. The option is displayed by default. To hide the button, set it to false.
Employee’s Touchpoints page	Events and interactions	Timeline Future Months to View	This setting controls the minimum date displayed in the events timeline viewport. The default value is 1 month from the current date.
Employee’s Touchpoints page	Events and interactions	Timeline Past Months to View	This setting controls the minimum date displayed in the events timeline viewport. The default value is 3 months before the current date.
Employee’s Touchpoints page	Events and interactions	Show Journey on Employee's Dashboard	This setting controls the display of the guided journey on the employee's dashboard. Set it with the guided journey code available in the checklist template.
Employee’s Touchpoints page	Events and interactions	Show Tasks on Employee's Dashboard	This variable controls the display of the guided journey tasks at the page level. Set it with the task codes available in the checklist template. Use a comma as separator to display multiple tasks.
Check-In page	Check-in page for both employees and managers	Hide Delete Button on Check-In page	The button is shown by default. To hide it, select this checkbox.

Page	Page Element	Page Property	Description
Check-In page	Insights tab on the Recommended Topics drawer	Hide Insights Tab on Recommended Topics panel	The tab is shown by default. To hide it, select this checkbox. This setting applies to both the manager and employee views.