

P-040023

# RECONNECT Live! Presentation

■  
May 7 – 10, 2024

PeopleSoft

**RECONNECT**  
AT BLUEPRINT4D *LIVE!*

# Meet SpearMC



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# Recognition and Specializations

## Oracle Specialized

### ORACLE | Partner

Since joining Oracle's Partner Program in 2006, SpearMC was elevated to Platinum Partner level in 2017 and to Oracle Applications Managed Partner in 2018.

### ORACLE | Expertise in PeopleSoft in North America

SpearMC is an authorized PeopleSoft Resale Partner, allowing us to resell, host and finance PeopleSoft at steep discounts.

### ORACLE | Expertise in Oracle EPM Cloud in North America

SpearMC is an authorized Oracle EPM Cloud, Analytics and Hyperion Resale and Implementation Partner.

### ORACLE | Expertise in Oracle Cloud Platform in North America

SpearMC is an authorized Oracle Cloud Infrastructure (OCI) Resale Partner and North America's only PeopleSoft Partner recognized by Gartner for OCI Professional and Managed Services.

### ORACLE | Education Reseller

SpearMC is an authorized Oracle University Education Reseller and PeopleSoft Training Provider. We are the sole PeopleSoft Partner authorized to resell and implement Oracle Guided Learning.

### ORACLE | Public Sector Addendum

Reflecting our deep domain expertise in state and local government, SpearMC has a Public Sector Addendum in place allowing us to resell Oracle applications and technology to public sector organizations.

## SOC 2 Type II Certified



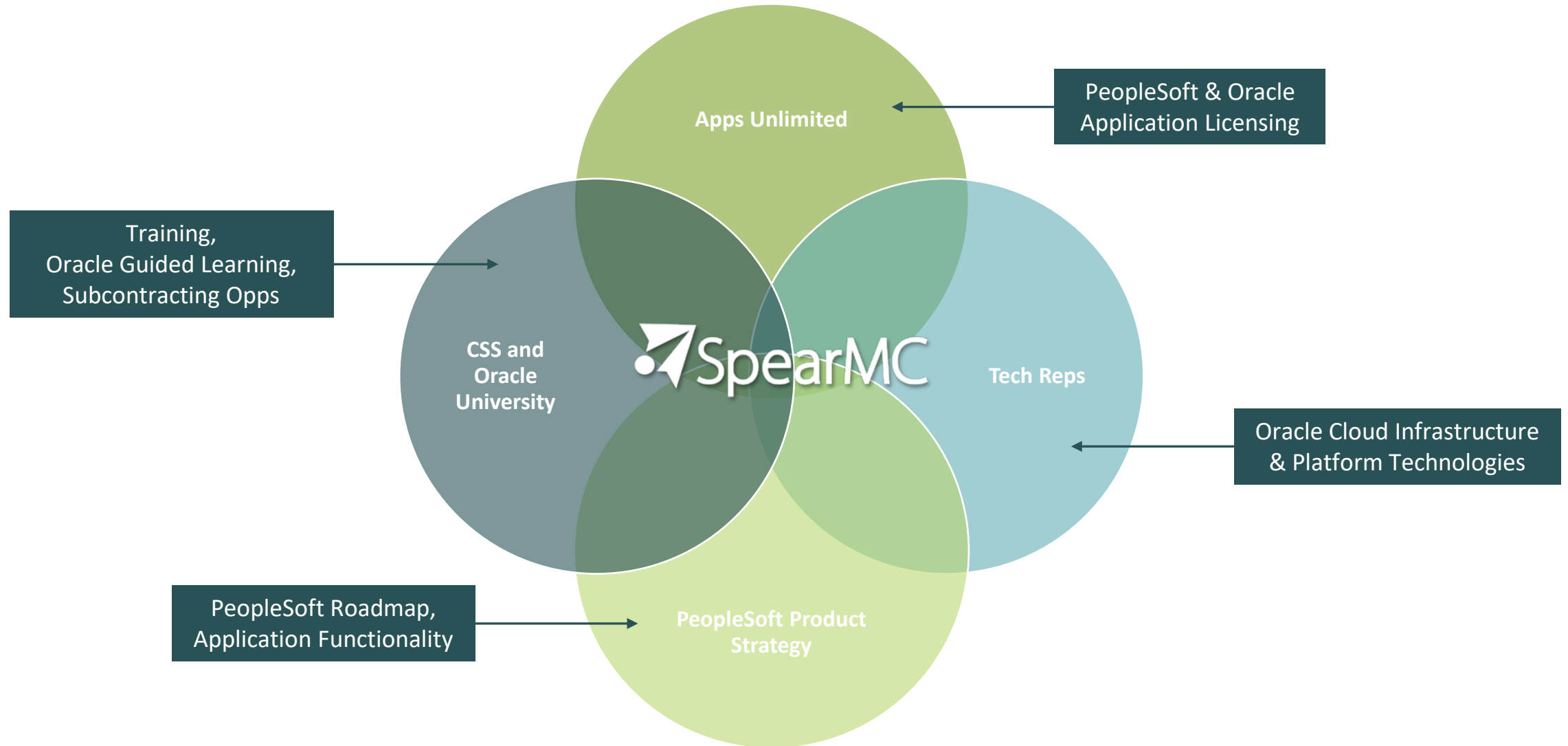
Reduce risk with a partner you can trust. This certification demonstrates our deep commitment to protecting data.

## Gartner-Recognized Vendor



SpearMC is the sole featured PeopleSoft vendor in the latest 2023 Gartner Market Guide for Oracle Professional Services.

# SpearMC Strategy: Positioning with Oracle



# PRODUCTS AND SERVICES

HEALTHCARE | HIGHER ED | FINANCIAL SERVICES | PUBLIC SECTOR



- Managed Services

Application Support  
Testing as a Service  
System Administration  
Infrastructure Hosting

- Consulting Services

Financials and Supply Chain  
Test Framework  
Human Capital Management  
Campus Solutions

- PeopleSoft Training

All-Access Learning Pass  
Live Private Training  
Oracle Guided Learning  
Oracle University Reseller

## Oracle PeopleSoft

- Oracle Cloud Platform

OCI Migration  
Infrastructure Hosting  
Disaster Recovery

- Emerging Technology

Oracle Assessment  
Chatbots & Digital Assistants  
PeopleSoft Roadmap  
OpenSearch Dashboards

- Proprietary Products

PTF Testing Grounds  
Grants: LCD/Effort Reporting  
Supplier Contracts: Authoring  
Lease Admin: GASB 87

# PeopleSoft Training Opportunities

## Learn from an Oracle University Partner

### PeopleSoft Public Training Classes

You will receive Powerful, Practical Learning Experiences covering PeopleSoft Campus Solutions, Human Capital Management, Financials and PeopleTools:

- HCM Solutions: Core HR, NA Payroll, Benefits
- Campus Solutions: Advisement, Admissions, Registration, 3C's
- PeopleSoft Systems Administration: Maintenance and Troubleshooting
- PeopleTools: Security, PeopleCode and Object-Oriented Programming
- PeopleTools: Fluid Development, and Integration Broker/REST Web Services
- Reporting: OpenSearch Dashboards (formerly Kibana) and Query

Visit our [website](#) for a full listing of available public courses and free webinars



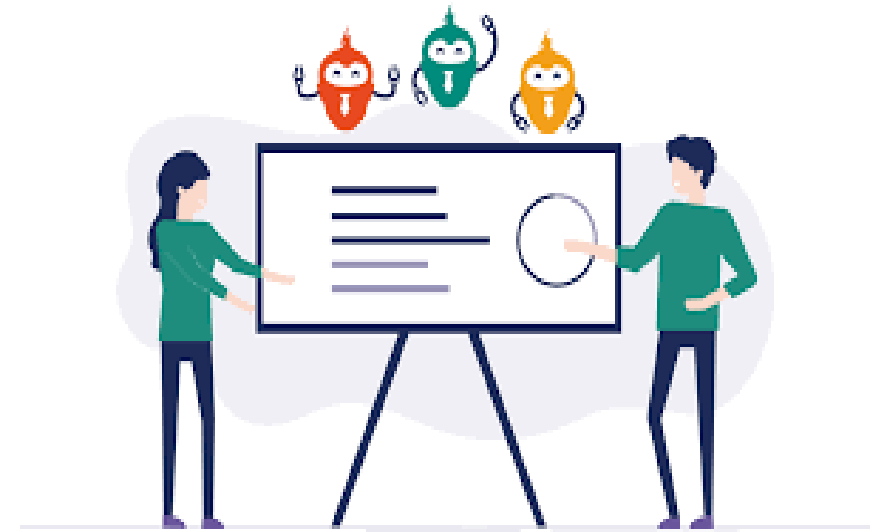
Scan the QR code to view the full listing of offerings and courses

# Agenda

- PeopleSoft Digital Assistant (PICASO) Demo
- Chatbots Value Proposition
- Chatbot Deployment Process
- Getting Chatbots Production Ready in 5 Steps
- Q & A

# Online Demo

- PeopleSoft Digital Assistant (PICASO)



# Chatbots Value Proposition

## User Experience

- Interactive, engaging user experience, significantly improves user satisfaction thru positive feedback
- Single channel to accomplish multiple related tasks
- No need to know/remember system navigations

## Training

- Natural conversational UI can cut down user training when rolling out new features

## On-demand Assistance

- Question and Answer (FAQ) offers a virtual helpdesk capability reducing HR call volumes

# PeopleSoft Chatbots – Current State

| Absence                                                                                                                                                                                                                                                                                 | Benefits                                                                                                                                                                                                                                                                                                                                            | Directory                                                                                                                                                                                                                                                                                                                          | Payroll                                                                                                                                                                                                                                                                                                                                                                   | Candidate                                                                                                                                                                                                                                                                                                                                                                                         | Expenses                                                                                                                                                                                                                   | Requisition                                                                                                                                                                                | Supplier                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> AbsenceBalance<br><input type="checkbox"/> CancelAbsence<br><input type="checkbox"/> FutureBalance<br><input type="checkbox"/> Submit<br><input type="checkbox"/> RequestAbsence<br><input type="checkbox"/> Review<br><input type="checkbox"/> AbsenceRequest | <input type="checkbox"/> AdminContactInfo<br><input type="checkbox"/> DependentBeneficiary<br><input type="checkbox"/> LifeEventInfo<br><input type="checkbox"/> OpenEnrollmentInfo<br><input type="checkbox"/> PlanCost<br><input type="checkbox"/> PlanDetail<br><input type="checkbox"/> PlanProvider<br><input type="checkbox"/> BenefitSummary | <input type="checkbox"/> View profile<br><input type="checkbox"/> View manager<br><input type="checkbox"/> View direct reports<br><input type="checkbox"/> View phone number<br><input type="checkbox"/> View job code or position<br><input type="checkbox"/> View contact details<br><input type="checkbox"/> View email address | <input type="checkbox"/> Paychecks<br><input type="checkbox"/> Bank account information<br><input type="checkbox"/> Employee's withholding<br><input type="checkbox"/> Voluntary deductions<br><input type="checkbox"/> Pay schedules<br><input type="checkbox"/> Year-end forms<br><input type="checkbox"/> Garnishments<br><input type="checkbox"/> Contact information | <input type="checkbox"/> ApplicationStatus<br><input type="checkbox"/> Submitting Applications<br><input type="checkbox"/> SavedSearches<br><input type="checkbox"/> SearchJobs<br><input type="checkbox"/> General Questions<br><input type="checkbox"/> ContactUs<br><input type="checkbox"/> WhatCanYouDo<br><input type="checkbox"/> AppNotification<br><input type="checkbox"/> Announcement | <input type="checkbox"/> Last 5 Reports<br><input type="checkbox"/> Get Name<br><input type="checkbox"/> Get Transaction Details<br><input type="checkbox"/> Search Reports<br><input type="checkbox"/> Send Notifications | <input type="checkbox"/> Item Description Status<br><input type="checkbox"/> Item ID Status<br><input type="checkbox"/> Search Requisitions<br><input type="checkbox"/> Requisition Status | <input type="checkbox"/> Collaboration skill<br><input type="checkbox"/> General skill<br><input type="checkbox"/> Invoice and Payment skill<br><input type="checkbox"/> Sourcing skill<br><input type="checkbox"/> Supplier Public skill |

## System Requirements

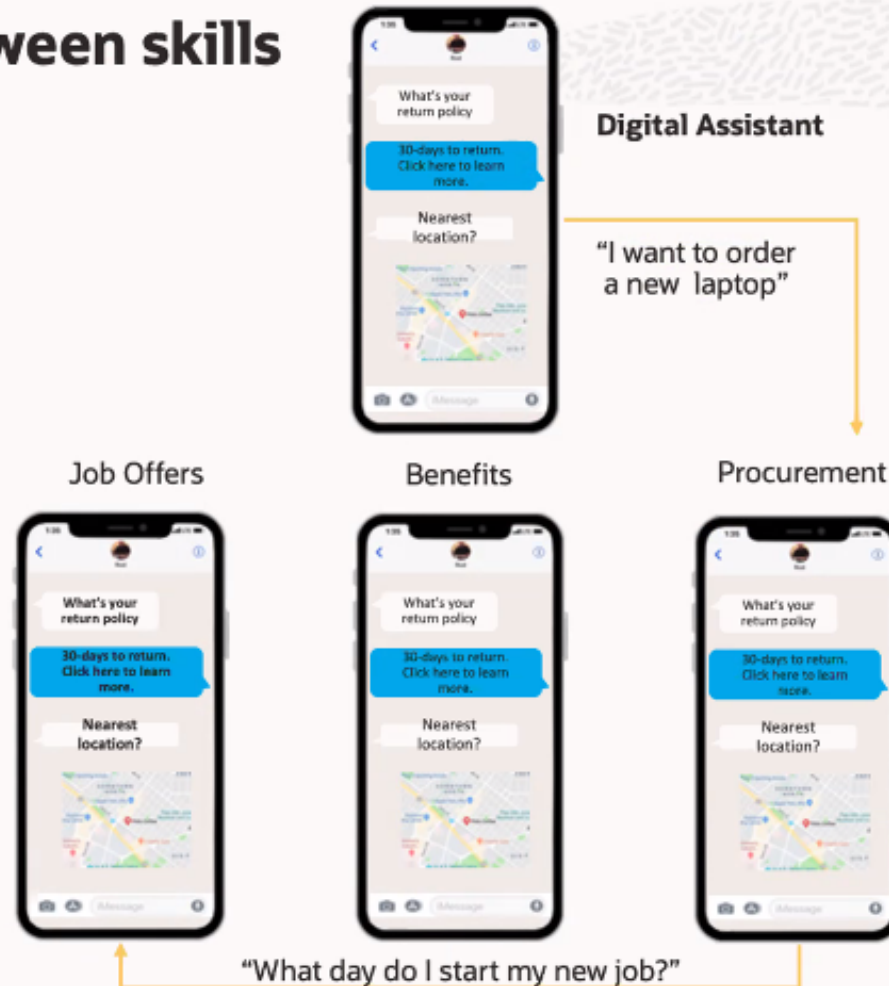
- PeopleSoft HCM Update Image 9.2.031+
- PeopleSoft FSCM Update Image 9.2.033+
- PeopleSoft Campus Solutions 9.2.015+
- PeopleSoft ELM Update Image 9.2.020+
- PeopleSoft CRM Update Image 9.2.018+
- PeopleTools version is 8.57.07+

# PeopleSoft Digital Assistant

## Seamless routing between skills

Digital Assistant routes requests to the right skill bots:

- Explicit routing – “Ask Banking Bot my savings balance”
- Implicit routing – “What’s my savings balance?”



### Skill benefits

- Modularize functions
- Enable incremental development
- Simplify code management
- Improve non-sequitur handling
- Simplify versioning and LCM
- Enable segmented authorization

# Basics of Delivered Chatbots

Functional modular chatbots

Need ODA Subscription

No additional PeopleSoft licenses

No additional servers or infrastructure requirements

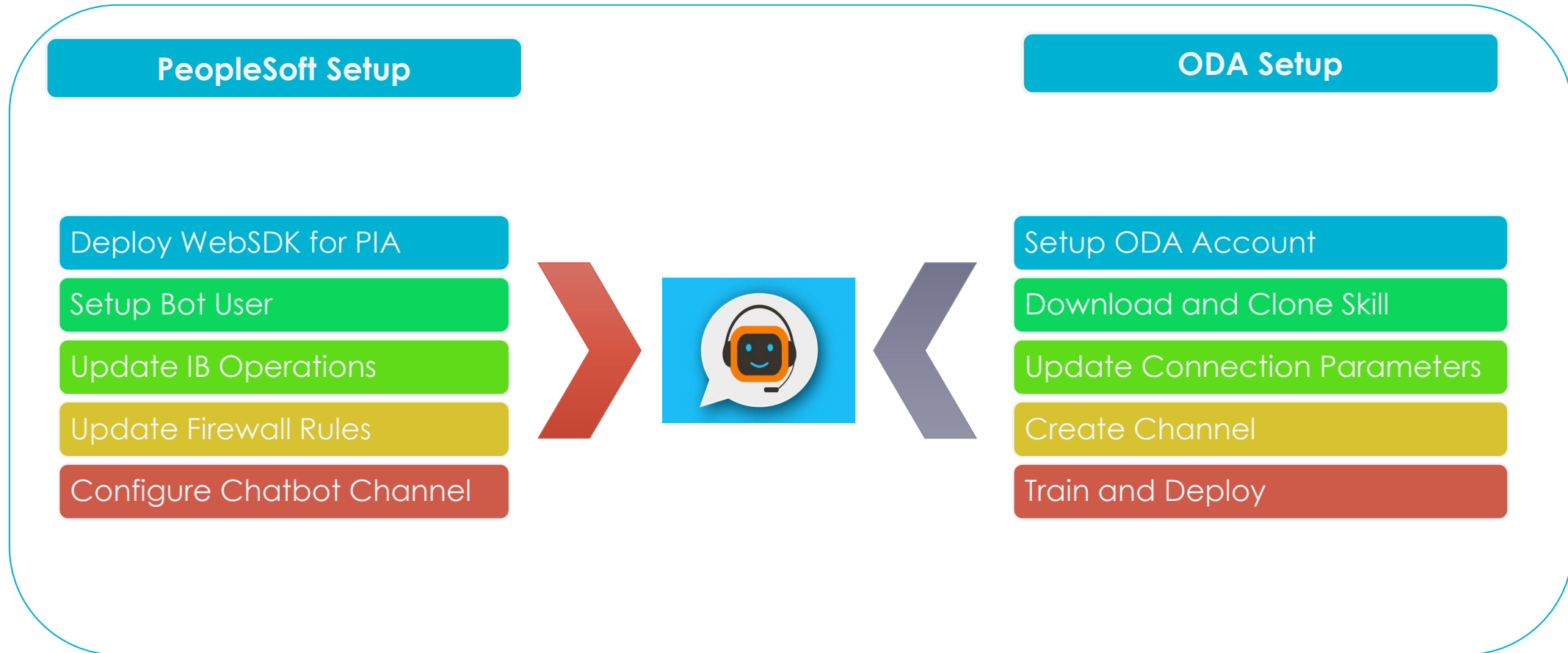
Simple installation process, setup time less than a day

Accessed from within PeopleSoft application (default channel)

Uses existing security framework

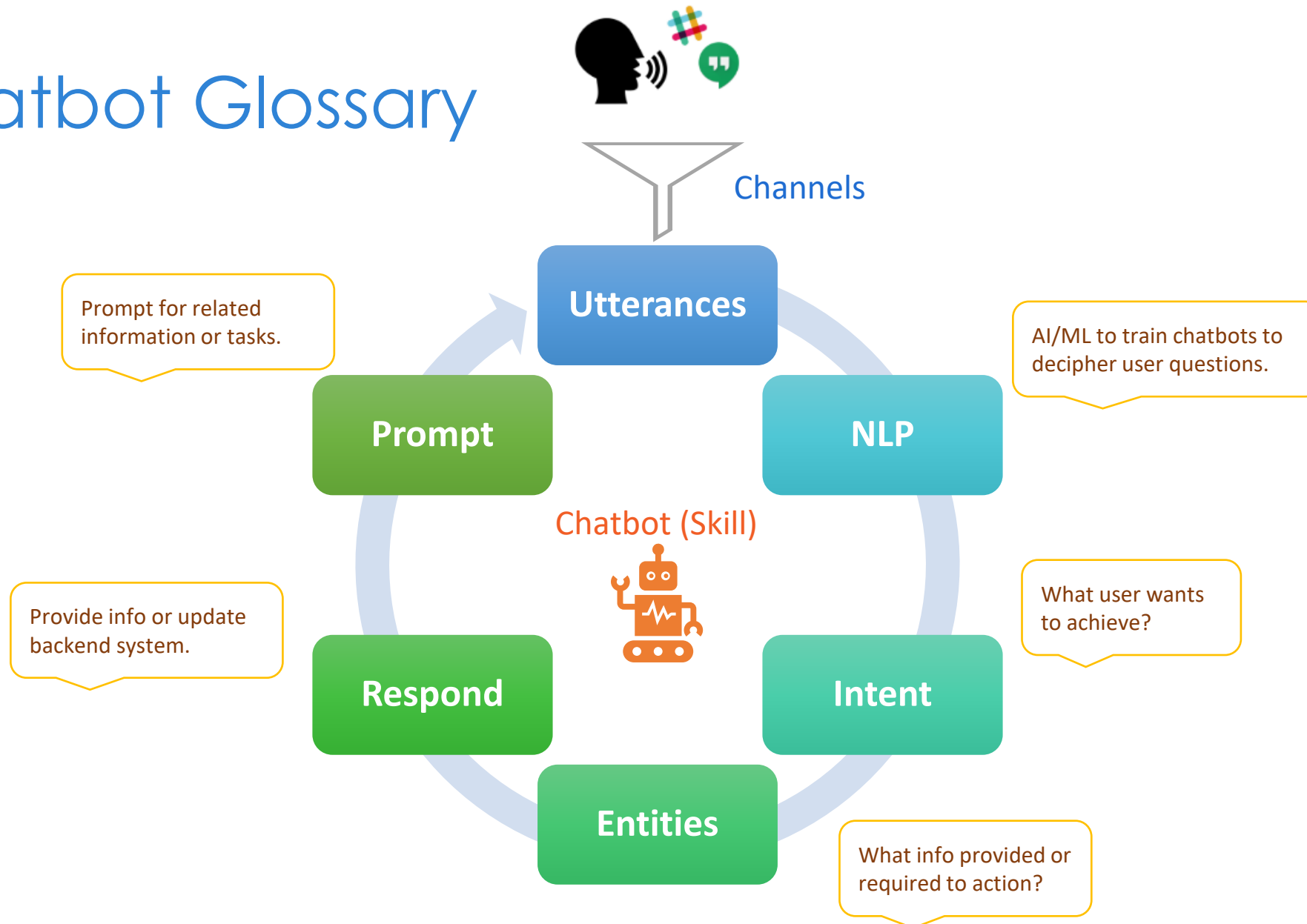
Delivered tool kit to build new bots and extend delivered bots

# Deployment Process

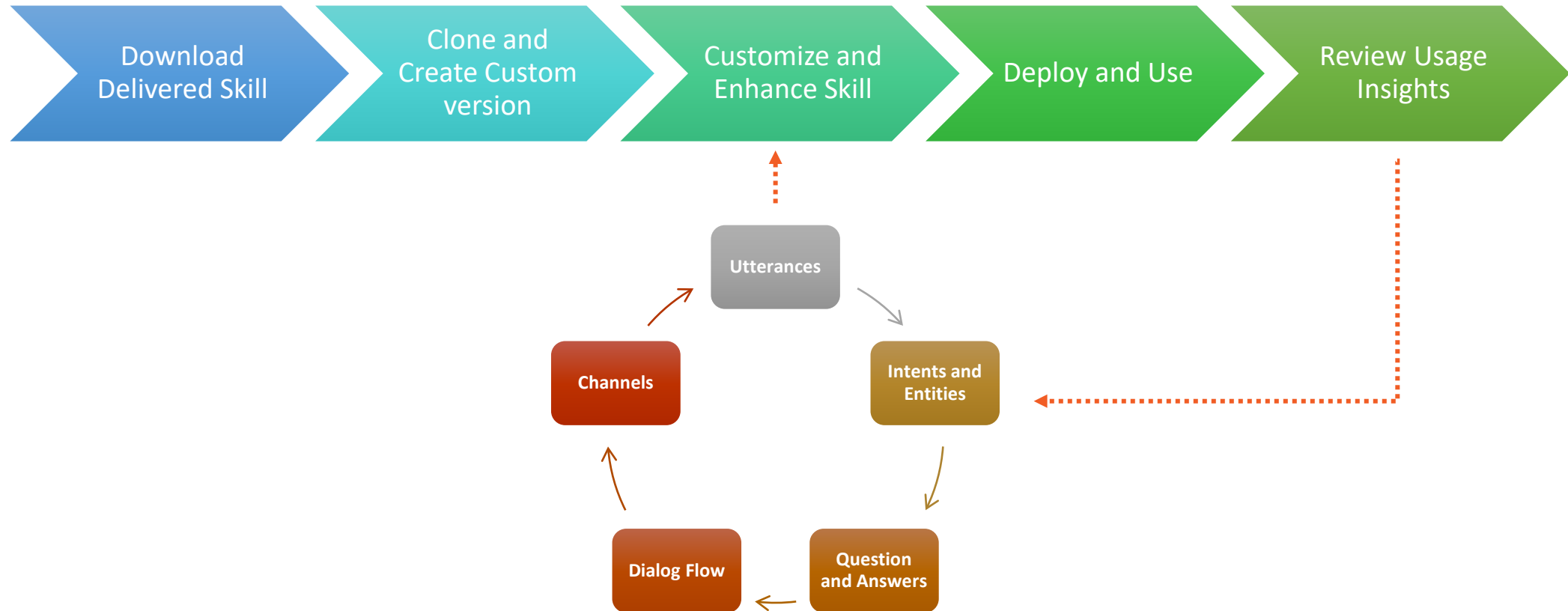


- Getting PeopleSoft Chatbots Production Ready

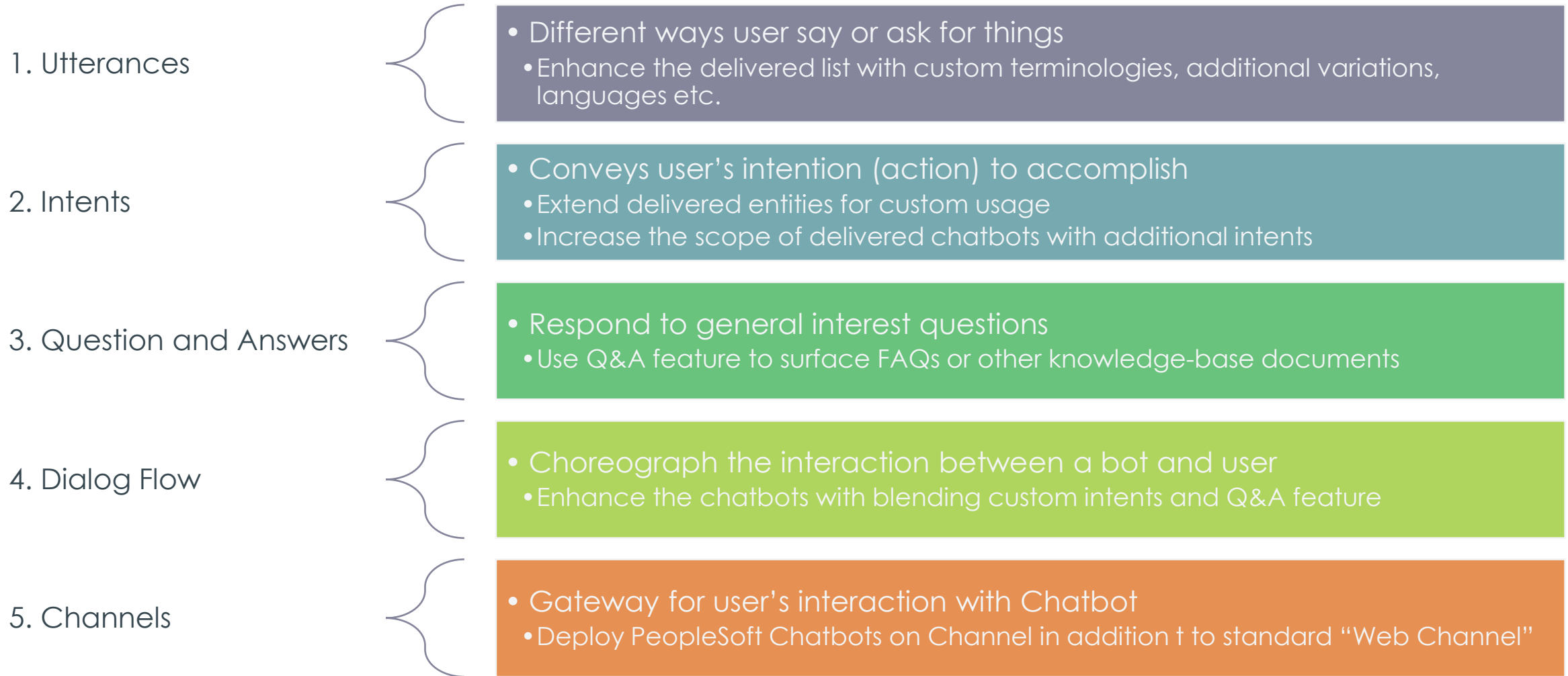
# Chatbot Glossary



# Chatbot Deployment Process



# Getting Chatbots Production Ready



# 1. Working with Utterances

# Enhancing Utterances

- Review delivered Intents and Utterances
- Add/Remove/Change utterances for delivered intents
  - ✓ Variations in Utterances makes the chatbots flexible
  - ✓ Anticipate the way your audience might speak
  - ✓ Use different lengths of sentence
  - ✓ Mix the grammar up
  - ✓ Polarization, Punctuation variations
- Export/import utterance using flat file (Bulk Updates)
- Run Utterance Quality Report
- Add Auto-Complete Suggestions
- Train, Train, Train...

+

Intent

More

Filter

Sort By

Display Name Ascending

EnterGreeting

×

ExitAssistant

×

GetAdminContactInfo

×

GetBenefitExpiry

×

GetDependentBeneficiary

×

GetLifeEventInfo

×

GetMainMenu

×

GetOpenEnrollmentInfo

×

GetPlanCost

×

GetPlanDetail

×

GetPlanProvider

×

unresolvedIntent

×

Page

1

<

>

⌂

Description

Try It Out!

Conversation Name

Dependent and Beneficiary

Name

GetDependentBeneficiary

Description

Answer

If the intent corresponds with a question that can be answered with static text, add that text here. When you use this option, the conversation ends after the answer text is displayed.

Enable Intent

☒

English

?

Examples

?

Utterances to Add

Advanced input mode

Enter your example utterance here

Utterances in Ascending Order

Filter

Are my children covered in vision

Are my children covered under my dental plan

Are my children covered under my plan

are my parents enrolled as beneficiaries

Are my spouse and kids are covered under my benefit plan

Give me a list of my beneficiaries

Page

1

(1-6 of at least 43 items)

<

1

2

3

4

5

6

...

>

⌂

Auto-Complete Suggestions

?

Suggestions to Add

Advanced input mode

Enter your suggestion here

There are currently no auto-complete suggestions defined for this intent.

# Enhancing Utterances

Skills • SMC PeopleSoft Benefits Assistant QnA v2

DRAFT • 9.2.036.00 – 21.02

Sort by: Display Name Ascending

EnterGreeting ×

ExitAssistant ×

GetAdminContactInfo ×

GetDependentBeneficiary ×

GetLifeEventInfo ×

GetMainMenu ×

GetOpenEnrollmentInfo ×

GetPlanCost ×

GetPlanDetail ×

GetPlanProvider ×

unresolvedIntent ×

UpdateBenefitSummary ×

Name

GetDependentBeneficiary

Description

Answer

If the intent corresponds with a question that can be answered with static text, add that text here. When you use this option, the conversation ends after the answer text is displayed.

Enable Intent

English

Examples

Utterances to Add

1 Who are my nominees?

2 Who are my savings plan nominees?

3 my savings plan nominees

4 my benefit nominees

5

+ Create

Cancel

⚠ Click Create button or Cancel

You have 4 pending utterance entries that either need to be created or canceled.

# Intent and Utterance – Export/Import

| 1   | query                                                    | topIntent               | conversationName          | answer | enable | nativeLanguage |
|-----|----------------------------------------------------------|-------------------------|---------------------------|--------|--------|----------------|
| 200 | How my beneficiaries are allocated                       | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 201 | Who is my beneficiary for my insurance                   | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 202 | Give me a list of my dependents                          | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 203 | list my beneficiary                                      | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 204 | Give me a list of my beneficiaries                       | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 205 | Who is my dependent for my benefit plan                  | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 206 | my beneficiaries                                         | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 207 | Are my spouse and kids are covered under my benefit plan | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 208 | Who has been covered in my benefit plan                  | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 209 | my beneficairies designation                             | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 210 | please tell me details of my dependent and beneficiary   | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 211 | is my spouse enrolled in life plan                       | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 212 | are my parents enrolled as beneficiaries                 | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 213 | tell me my dependent and beneficiary                     | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 214 | Tell me my beneficiaries                                 | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 215 | Are my children covered under my plan                    | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 216 | If my children are covered under my plan                 | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 217 | Is my parent enrolled in benefit plan                    | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 218 | My Beneficiary Designations                              | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 219 | is my parent enrolled in medical                         | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 220 | Tell me my dependents                                    | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 221 | How many beneficiaries have I enrolled                   | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 222 | If my parent is enrolled in my benefit plan              | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 223 | who are my beneficiaries                                 | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 224 | is my son covered as dependent in medical?               | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 225 | Are my children covered in vision                        | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 226 | is my child covered as dependent                         | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 227 | is my daughter covered as dependent in vision            | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 228 | who are covered in my benefit plan                       | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 229 | is my spouse a beneficiary in life plan                  | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 230 | Are my children covered under my dental plan             | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 231 | my dependents                                            | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 232 | Show me my dependents                                    | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 233 | show me my dependents and beneficiaries                  | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 234 | list my beneficiaries                                    | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 235 | who are my dependents                                    | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 236 | Who will be covered on my plan                           | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 237 | is my spouse covered in dental plan                      | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |
| 238 | How many dependents I have enrolled                      | GetDependentBeneficiary | Dependent and Beneficiary |        | TRUE   | en             |

For bulk updates,

1. Export Intent/Utterance list
2. Make changes in CSV file
3. Upload file to update Intent/Utterance

# Enable Auto-Complete Suggestions

## Auto-Complete Suggestions

Suggestions to Add

Advanced input mode

Enter your suggestion here

Suggestions in Ascending Order 

Filter

|                           |
|---------------------------|
| Who are enrolled?         |
| Who are my beneficiaries? |
| Who are my dependents?    |

Page 1 of 1 (1-3 of 3 items)   1  

Who are enrolled?

Who are my dependents?

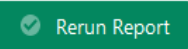
Who are my dependents?

 Who are 

# Utterance Quality Report







Show All

Similar Utterances

?

Filter

Sort By

Quality Ascending

Intent Pair



GetLifeEventInfo

↔ unresolvedIntent

11



GetDependentBeneficiary

↔ unresolvedIntent

4



GetBenefitExpiry

↔ GetOpenEnrollmentInfo

4



EnterGreeting

↔ ExitAssistant

3



GetLifeEventInfo

↔ GetPlanDetail

28



GetDependentBeneficiary

↔ GetPlanDetail

32

GetDependentBeneficiary

GetPlanDetail

Tell me my beneficiaries

If my parent is enrolled in my benefit plan

Who is my dependent for my benefit plan

Show me my dependents

tell me my benefit

what is my benefit plan

what is my benefit plan

show me my benefits

Show More...

Misclassified Utterances

?

Show All



| Utterance                                                | Expected Intent         | Observed Intent | Accuracy                                                                              |
|----------------------------------------------------------|-------------------------|-----------------|---------------------------------------------------------------------------------------|
| Give me a list of my dependents                          | GetDependentBeneficiary | GetPlanDetail   |   |
| Are my spouse and kids are covered under my benefit plan | GetDependentBeneficiary | GetPlanDetail   |  |
| my beneficiaries designation                             | GetDependentBeneficiary | GetPlanDetail   |  |
| is my spouse enrolled in life plan                       | GetDependentBeneficiary | GetPlanDetail   |  |

Show More...

Page 1 of 1

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X

## 2. Working with Intents and Entities

# Delivered Intents and Entities

Skills • SMC PeopleSoft Benefits Assistant QnA v2

DRAFT • 9.2.036.00 – 21.02





Validate



Train























+ Intent

More ▾

Filter

Sort By Display Name Ascending ▾

EnterGreeting ×

ExitAssistant ×

GetAdminContactInfo ×

GetDependentBeneficiary ×

GetLifeEventInfo ×

GetMainMenu ×

GetOpenEnrollmentInfo ×

GetPlanCost ×

GetPlanDetail ×

GetPlanProvider ×

unresolvedIntent ×

UpdateBenefitSummary ×

Page 1 of 1

Description

Try It Out!

Conversation Name \*

Plan Detail

Name \*

GetPlanDetail

Description

Answer

If the intent corresponds with a question that can be answered with static text, add that text here. When you use this option, the conversation ends after the answer text is displayed.

Enable Intent

☒

English ?

Examples ?

Utterances to Add

Basic input mode

1 Enter your example utterances here

Intent Entities

+ Entity ▾

PLANTYPE ×

PLAN\_CATEGORY ×

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Expertise in  
PeopleSoft  
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Expertise in  
Oracle Cloud Platform  
in North America

Expertise in  
Oracle EPM Cloud  
in North America



Education  
Reseller

Gartner  
Recognized Vendor



26

# Modifying Delivered Entities

< Skills • SMC PeopleSoft Benefits Assistant QnA v2 DRAFT • 9.2.036.00 – 21.02



Validate



+ Entity

More

Filter

Sort By Type Ascending

LIFEEVENT\_TYPE

PLAN\_CATEGORY

PLANTYPE

SUMM\_UPD\_ACTION

SUMM\_UPD\_FLAG

ADDRESS

CURRENCY

DATE

DURATION

EMAIL

NUMBER

PERSON

Page 1 of 2

Description

Name \*

PLAN\_CATEGORY

Description

Configuration

Type \*

Value list

English

+ Value

Sort By Primary Language Value Ascending

Value (Primary Language)

Synonyms

CATE1

Health , Health Benefits , doctor

CATE2

Death , Accidental Death , Life and Accidental Death , Life Insurance , Life or Death

CATE3

Disability , Disability Insurance

CATE4

Savings

CATE6

Spend Acct , Spending Accounts

CATE7

Retirement

Page 1 of 2 (1-6 of 9 items)

# Export/Import Entities

| File Home Insert Page Layout Formulas Data Review View Help <span>Share</span> |                 |                 |                                                                                                          |
|--------------------------------------------------------------------------------|-----------------|-----------------|----------------------------------------------------------------------------------------------------------|
| C28                                                                            |                 |                 | life                                                                                                     |
|                                                                                | A               | B               | C                                                                                                        |
| 1                                                                              | <b>entity</b>   | <b>en:value</b> | <b>en:synonyms</b>                                                                                       |
| 2                                                                              | SUMM_UPD_FLAG   | SAVE            | Savings Contributions:Contributions:deduction:contribution                                               |
| 3                                                                              | SUMM_UPD_FLAG   | FUND            | fund allocation:funds:allocation                                                                         |
| 4                                                                              | SUMM_UPD_FLAG   | BENDEP          | beneficiaries:beneficiary designation:beneficiary                                                        |
| 5                                                                              | LIFEEVENT_TYPE  | AAA             | adoption:Adopted:adopt:adopting:adopted                                                                  |
| 6                                                                              | LIFEEVENT_TYPE  | MMM             | marriage:married:union:new husband:new wife                                                              |
| 7                                                                              | LIFEEVENT_TYPE  | DDD             | separated:marriage annulled:split:ex:annulment:dissolution:divorced:ex-spouse:divorce:ex-wife:ex-husband |
| 8                                                                              | LIFEEVENT_TYPE  | BBB             | birth:new baby:newborn:birthing:delivery:new-born                                                        |
| 9                                                                              | LIFEEVENT_TYPE  | XYZ             | son:daughter:child:children:spouse:husband:wife                                                          |
| 10                                                                             | PLAN_CATEGORY   | CATE1           | Health:Health Benefits:doctor                                                                            |
| 11                                                                             | PLAN_CATEGORY   | CATE2           | Death:Accidental Death:Life and Accidental Death:Life Insurance:Life or Death                            |
| 12                                                                             | PLAN_CATEGORY   | CATE3           | Disability:Disability Insurance                                                                          |
| 13                                                                             | PLAN_CATEGORY   | CATE4           | Savings                                                                                                  |
| 14                                                                             | PLAN_CATEGORY   | CATE6           | Spend Acct:Spending Accounts                                                                             |
| 15                                                                             | PLAN_CATEGORY   | CATE7           | Retirement                                                                                               |
| 16                                                                             | PLAN_CATEGORY   | CATE8           | Pension                                                                                                  |
| 17                                                                             | PLAN_CATEGORY   | CATE9           | Vacation:Buy:Sell                                                                                        |
| 18                                                                             | PLAN_CATEGORY   | CATEA           | Simple Benefits                                                                                          |
| 19                                                                             | SUMM_UPD_ACTION | EDIT            | update:modify:change:edit:add:remove:delete                                                              |

For bulk updates,

1. Export Entities list
2. Make changes in CSV file
3. Upload revised file

# Answer Intent

< Skills • SMC\_Ext\_PS\_Ben\_Asst\_FAQ

DRAFT • 9.2.0.36.06 – 21.02

Validate Train

+ Intent

More

Filter

Sort By Display Name Ascending

EnterGreeting

ExitAssistant

GetAdminContactInfo

GetBenefitExpiry

GetDependentBeneficiary

GetLifeEventInfo

GetMainMenu

GetOpenEnrollmentInfo

GetPlanCost

GetPlanDetail

GetPlanProvider

unresolvedIntent

Description

Try It Out!

Conversation Name \*

GetBenefitExpiry

Name \*

GetBenefitExpiry

Description

Benefit Expiry Date

Answer

Employer sponsored benefits expire on the last calendar day of the month of termination.  
<https://www.guardianlife.com/life-insurance/term-life-expiring>  
  
If your policy's term is coming to an end, you can just let the coverage expire and go without life insurance. That is an option that some people choose, especially if their children are mature and financially independent, and there are enough saved assets to take care of their spouse or partner. If your family still needs the financial protection of life insurance, however, you have three basic choices:

Enable Intent

☒

English

Examples

Utterances to Add

Enter your example utterance here

Utterances in Ascending Order

Filter

Intent Entities

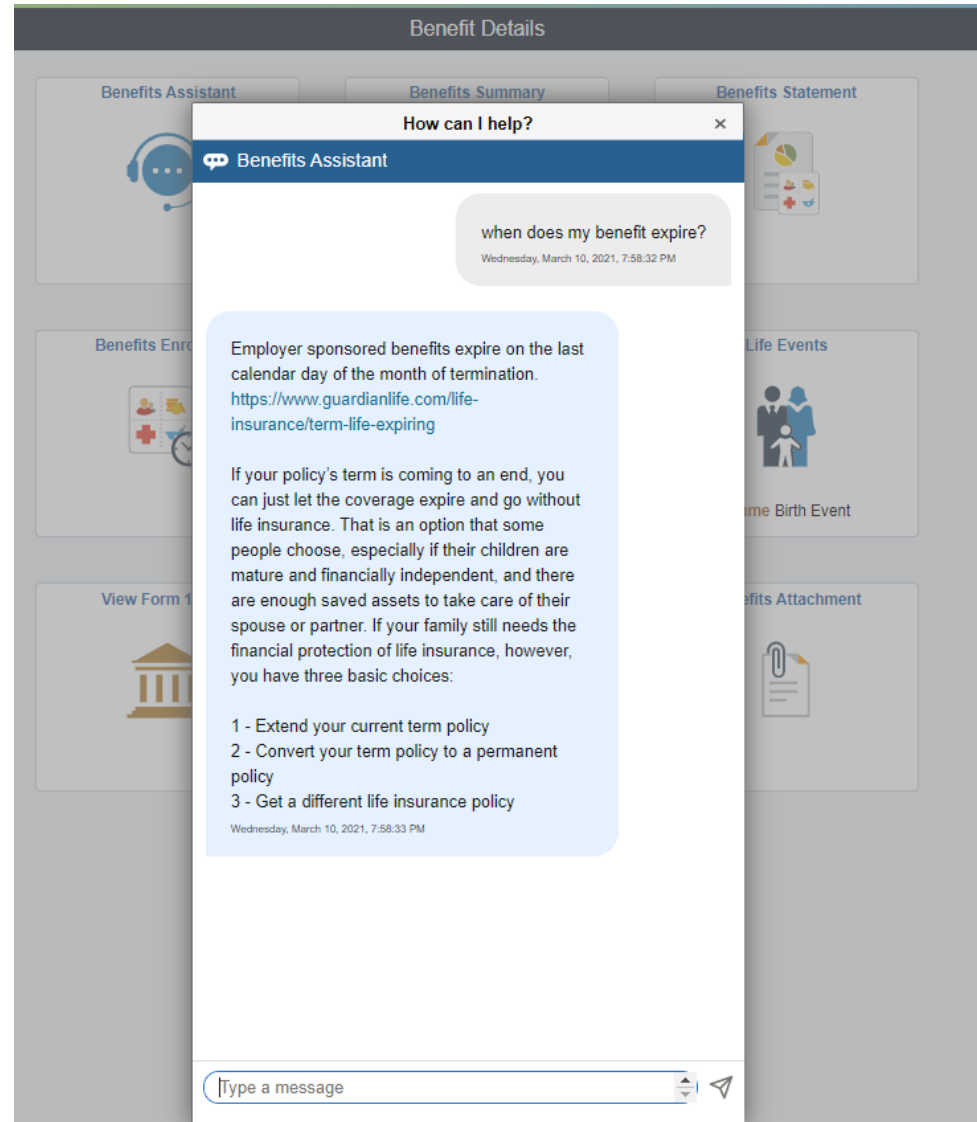
+ Entity

This intent doesn't have any entities.

Add entities to extract the key words and phrases from the user input. You can add the predefined entities along with the ones that you've created.

Tell me more

# Answer Intent - Example



# 3.Working with Question and answers

## Question and Answers

The Q&A framework enables your skill to answer general interest questions by returning one or more question and answer pairs. It's a way for you to use a skill to surface FAQs or other knowledge-base documents.

- Question and Answer created by importing data source file
- Supports multiple languages
- Ability to manually add/edit question and answers after file upload
- Used for answering Frequently Asked Questions

*Note: PeopleSoft Chatbots do not have a Question-and-Answer library, customers can create their own.*

# Question and Answer – Input File

| AutoSave <span>Off</span> <span>SMC_Ben_Asst_QnA-Benefits-all... - Saved</span> <span>Search</span> <span>Logesh Balasubramaniam</span> <span>Share</span> <span>Comments</span> |               |                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| File Home Insert Page Layout Formulas Data Review View Help                                                                                                                      |               |                                                                                                                                                                                                                            |
| A11 <span>✕</span> <span>✓</span> <span>f<sub>x</sub></span>                                                                                                                     |               |                                                                                                                                                                                                                            |
|                                                                                                                                                                                  | A             | B                                                                                                                                                                                                                          |
| 1                                                                                                                                                                                | category_path | questions                                                                                                                                                                                                                  |
| 2                                                                                                                                                                                | Medicare      | content                                                                                                                                                                                                                    |
|                                                                                                                                                                                  |               | What is Medicare?                                                                                                                                                                                                          |
|                                                                                                                                                                                  |               | What does Medicare mean?                                                                                                                                                                                                   |
|                                                                                                                                                                                  |               | Medicare is our country's health insurance program for people age 65 or older. Certain people younger than age 65 can qualify for Medi too, including those with disabilities and those who have permanent kidney failure. |
|                                                                                                                                                                                  |               | Medicare is the federal health insurance program for:                                                                                                                                                                      |
|                                                                                                                                                                                  |               | - People who are 65 or older                                                                                                                                                                                               |
|                                                                                                                                                                                  |               | - Certain younger people with disabilities                                                                                                                                                                                 |
|                                                                                                                                                                                  |               | - People with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant, sometimes called ESRD)                                                                                                 |
| 3                                                                                                                                                                                | Medicare      | Who is eligible for medicare?                                                                                                                                                                                              |
|                                                                                                                                                                                  |               | Who is covered in medicare?                                                                                                                                                                                                |
|                                                                                                                                                                                  |               | What is medicare eligibility?                                                                                                                                                                                              |
|                                                                                                                                                                                  |               | How does Medicare work?                                                                                                                                                                                                    |
|                                                                                                                                                                                  |               | <a href="https://www.medicare.gov/what-medicare-covers/your-medicare-coverage-choices/whats-medicare">https://www.medicare.gov/what-medicare-covers/your-medicare-coverage-choices/whats-medicare</a>                      |
|                                                                                                                                                                                  |               | The different parts of Medicare help cover specific services:                                                                                                                                                              |
|                                                                                                                                                                                  |               | Medicare Part A (Hospital Insurance)                                                                                                                                                                                       |
|                                                                                                                                                                                  |               | Part A covers inpatient hospital stays, care in a skilled nursing facility, hospice care, and some home health care.                                                                                                       |
|                                                                                                                                                                                  |               | Medicare Part B (Medical Insurance)                                                                                                                                                                                        |
|                                                                                                                                                                                  |               | Part B covers certain doctors' services, outpatient care, medical supplies, and preventive services.                                                                                                                       |
|                                                                                                                                                                                  |               | Medicare Part D (prescription drug coverage)                                                                                                                                                                               |
|                                                                                                                                                                                  |               | Helps cover the cost of prescription drugs (including many recommended shots or vaccines).                                                                                                                                 |
| 4                                                                                                                                                                                | Medicare      | What are the parts of Medicare?                                                                                                                                                                                            |
|                                                                                                                                                                                  |               | What are the components of Medicare?                                                                                                                                                                                       |
|                                                                                                                                                                                  |               | What does Medicare entail?                                                                                                                                                                                                 |
|                                                                                                                                                                                  |               | How does Medicare work with my other insurance?                                                                                                                                                                            |
| 5                                                                                                                                                                                | Medicare      | Does Insurance cover Medicare?                                                                                                                                                                                             |
|                                                                                                                                                                                  |               | When you have other insurance, there's more than one "payer" for your coverage.                                                                                                                                            |
|                                                                                                                                                                                  |               | <a href="https://www.medicare.gov/supplements-other-insurance/how-medicare-works-with-other-insurance">https://www.medicare.gov/supplements-other-insurance/how-medicare-works-with-other-insurance</a>                    |
|                                                                                                                                                                                  |               | Are prescriptions covered in Original Medicare?                                                                                                                                                                            |
|                                                                                                                                                                                  |               | What drugs are covered in Medicare?                                                                                                                                                                                        |
| 6                                                                                                                                                                                | Medicare      | How are prescriptions covered in Medicare?                                                                                                                                                                                 |
|                                                                                                                                                                                  |               | In most cases, yes. You can go to any doctor, health care provider, hospital, or facility that is enrolled in Medicare and accepting new Medicare patients.                                                                |

# Creating Q&A Source

The screenshot shows the Oracle Digital Assistant interface. At the top, it says "ORACLE Digital Assistant - Version 21.02". Below that, a breadcrumb trail reads "Skills > SMC PeopleSoft Benefits Assistant QnA v2" with a status "DRAFT • 9.2.036.00 - 21.02". The main area has two tabs: "Data Sources" and "Language Config". Under "Data Sources", there is a button "+ Q&A Source" highlighted with a red box. Below this button is a table with columns "Enabled" and "Name", and a message "No items to display.".

A "Create Source" dialog is open in the foreground, also highlighted with a red box. It contains the following fields and controls:

- \* Language: A dropdown menu set to "English".
- Locale: A dropdown menu with the text "Select source locale (optional)".
- \* Name: A text input field with the placeholder "Enter source name".
- File: A dashed box containing a file upload icon and the text "Select a CSV or compressed CSV file or drag it here". Below this is a progress bar labeled "Uploading source file...".
- Enabled: A toggle switch that is currently turned on.

At the bottom of the dialog, there is a checkbox "Create another" and a green "Create" button.

# Question and Answer Library


Digital Assistant – Version 21.02

logesh.balasubramaniam@spearmc.com

All Questions and Answers

Close

Sort By

Export

Expand All | Collapse All

Benefits (en)

Filter by category

Filter by question, answer, or source

Search

What is Medicare?

▶ Alternative Questions (1)

Categories Medicare

Answer Medicare is our country's health insurance program for people age 65 or older. Certain people younger than age 65 can qualify for Medicare, too, including those with disabilities and those who have permanent kidney failure.

Who is eligible for medicare?

▶ Alternative Questions (3)

Categories Medicare

Answer Medicare is the federal health insurance program for: - People who are 65 or older - Certain younger people with disabilities - People with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant, sometimes called ESRD) ...

What are the parts of Medicare?

▶ Alternative Questions (2)

Categories Medicare

Answer The different parts of Medicare help cover specific services: Medicare Part A (Hospital Insurance) Part A covers inpatient hospital stays, care in a skilled nursing facility, hospice care, and some home health care. Medicare Part B (Medical Insura ...

How does Medicare work with my other insurance?

▶ Alternative Questions (1)

Categories Medicare

Answer When you have other insurance, there's more than one "payer" for your coverage. <https://www.medicare.gov/supplements-other-insurance/how-medicare-works-with-other-insurance>

Are prescriptions covered in Original Medicare?

▶ Alternative Questions (2)

Categories Medicare

Answer In most cases, yes. You can go to any doctor, health care provider, hospital, or facility that is enrolled in Medicare and accepting new Medicare patients.

# Train Q&A Module

## Train

Intent

Active

☒

Trainer Ht

A linguistics-based model.

☒

☐

Trainer Tm

A machine learning-based model.

☐

Other

☒

Q&A

☒

Entity

Submit

## Try Out Intents/Q&A

Reset

Intent

Q&A

Batch

☐

What is Medicare?

Question

Rank

Who is eligible for medicare?

1

What is Medicare?

2

What are the parts of Medicare?

3

Are prescriptions covered in Original Medica...

4

How does Medicare work with my other ins...

5

Showing top 10 results

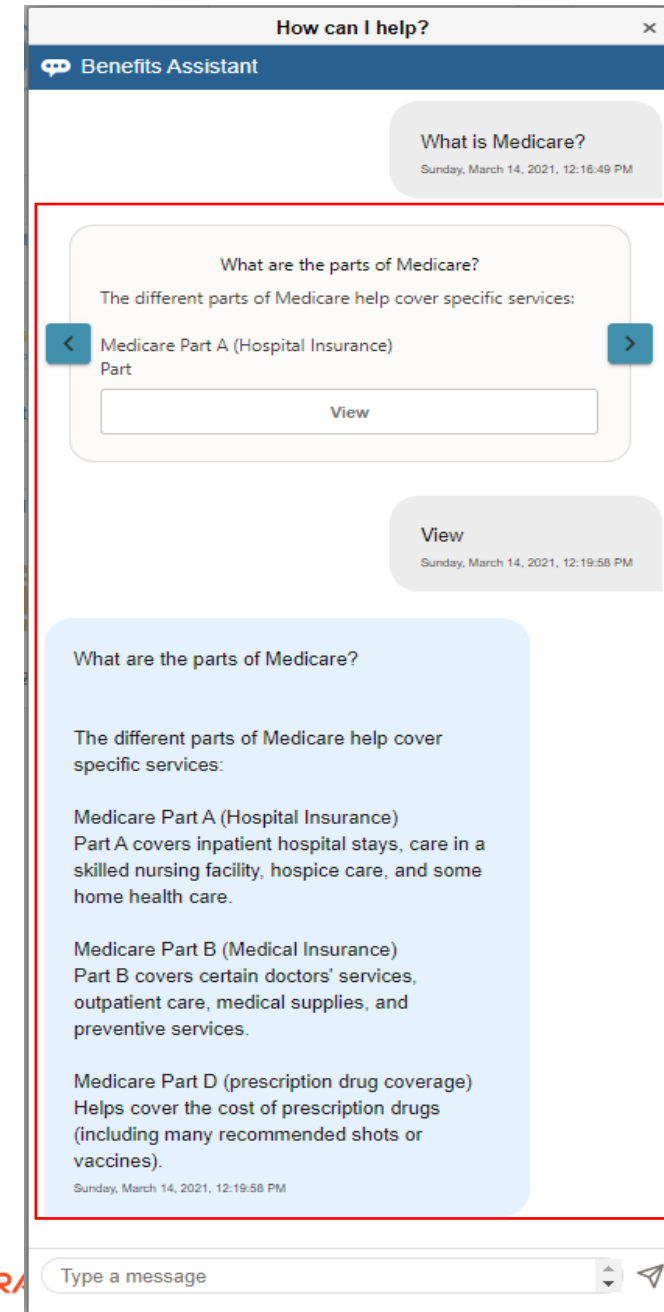
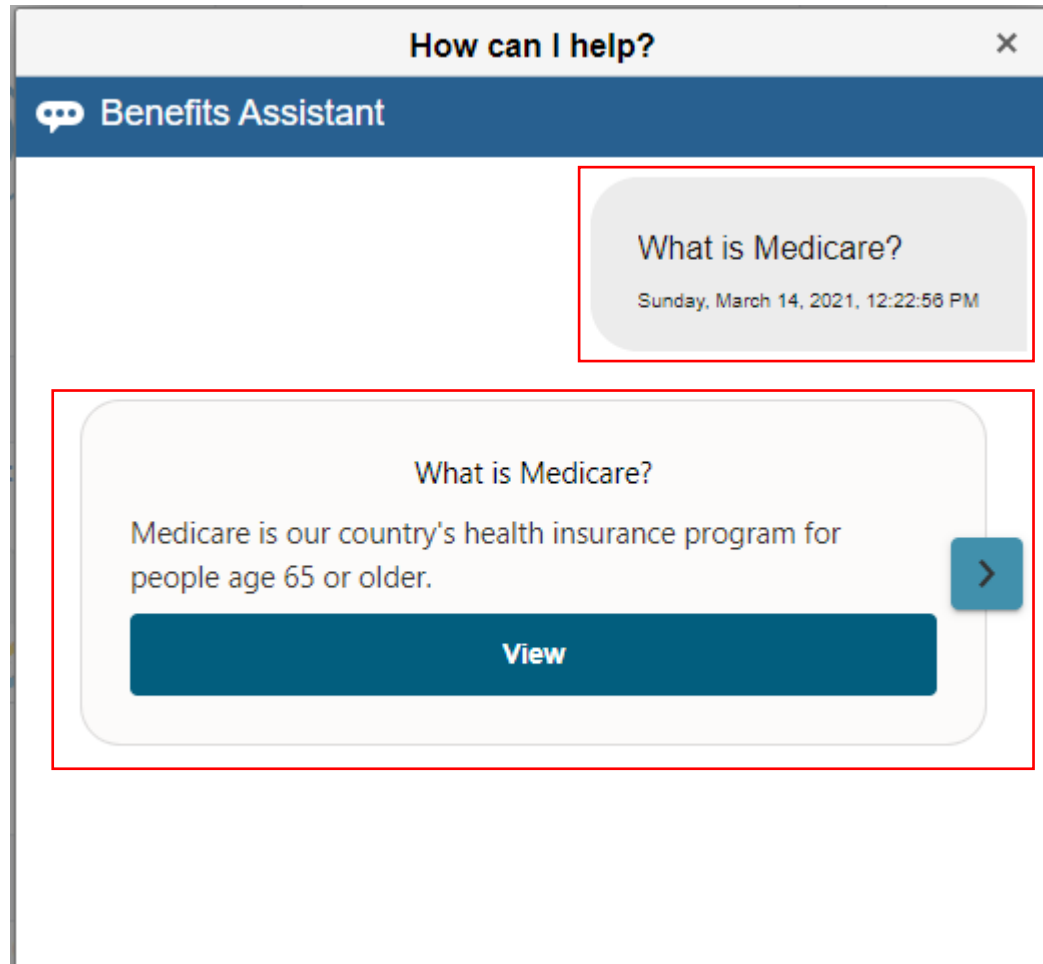
Add to Question

JSON

What is Medicare?

>

# Q&A Example



## 4. Working with Dialog Flow

# Dialog Flow - Sample

- The dialog flow definition is the model for the conversation, one that lets us choreograph the interaction between a skill and its users.
- OBotML - Digital Assistant's own implementation of YAML.

ORACLE Digital Assistant – Version 21.02

< Skills • SMC\_Ben\_Asst\_QnA PUBLISHED • 00002 – 21.02

+ Components ?

```

1 #metadata: information about the flow
2 # platform Version: the version of the bots platform that this flow was written to work with
3 metadata:
4   platformVersion: "1.0"
5   main: true
6   name: BEN_CHAT_ASST
7
8 context:
9   variables:
10    iResult: "nlpresult"
11
12 #Entities
13   BEN_PlanType: PLANTYPE
14   BEN_PlanCategory: PLAN_CATEGORY
15   BEN_Asofdate: DATE
16   BEN_LifeEventType: LIFE_EVENT_TYPE
17   BEN_SUMM_UPD_FLAG: SUMM_UPD_FLAG
18   BEN_SUMM_UPD_ACTION: SUMM_UPD_ACTION
19
20 #Service input or returned data in JSON format
21   BEN_SystemInfo: "string" #JSON object for system info-Empl Name, EmplID
22   BEN_PlanCategoryList: "string" #JSON array of Plan Category
23   BEN_PlanTypeList: "string" #JSON #array of Plan Type
24   BEN_PlanTrans: "string" #no more use
25   BEN_PlanDetail: "string" # JSON object
26   BEN_OutMsg: "string" # Error message
27
28 # Service responded child node in array
29   BEN_TranDetails: "string" # JSON Array Plan level Plan Dtail, Dependents/Beneficiaries and Providers
30   BEN_AdminContacts: "string" # JSON Array Admin Contacts
31   BEN_RegDepBens: "string" # JSON Array Registered Depenendets/Beneficiraies
  
```

# Chatbot Dialog Flow

- Customizing Messages and Wordings
- Refining Conversation Flow
- Adding QnA Capability
- Adding new intents and transitions

# Custom Messages in Dialog Flow

The screenshot displays the Oracle Digital Assistant interface for configuring a custom message within a dialog flow. The interface is divided into several sections:

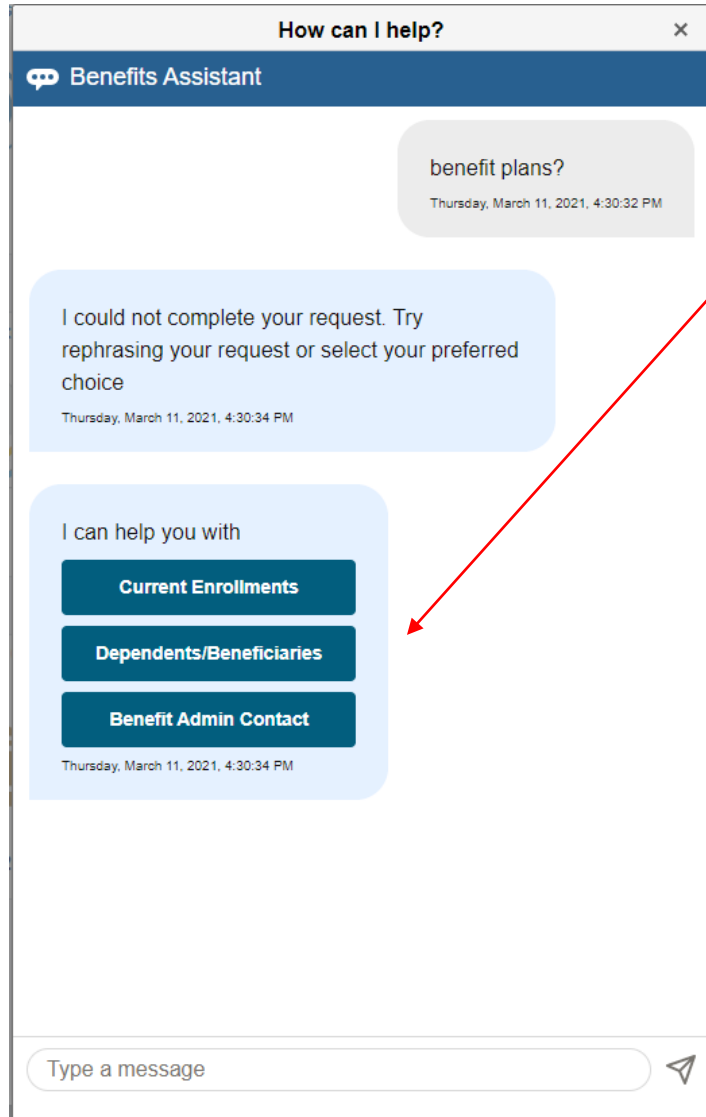
- Skills • Absence\_Assistant\_SpearMC**: The current skill being edited, with a draft version 1.1.
- Components**: A list of components used in the flow, including metadata, context, and variables.
- Message Catalog**: A section for managing messages, showing a list of messages with columns for Message Set Number, Description, and Short Description.
- Message Configuration**: A detailed view of a specific message (Message Set Number 17448, Description: Absence Mgmt - Chatbot, Short Description: Abs Bot). It includes fields for Message Number (152), Severity (Message), Message Text, and Description.
- Code Editor**: A section for editing the message's properties and transitions. The code defines the message's text and transitions, including a transition to 'SetGreetingFlag'.

The code editor shows the following configuration for the message:

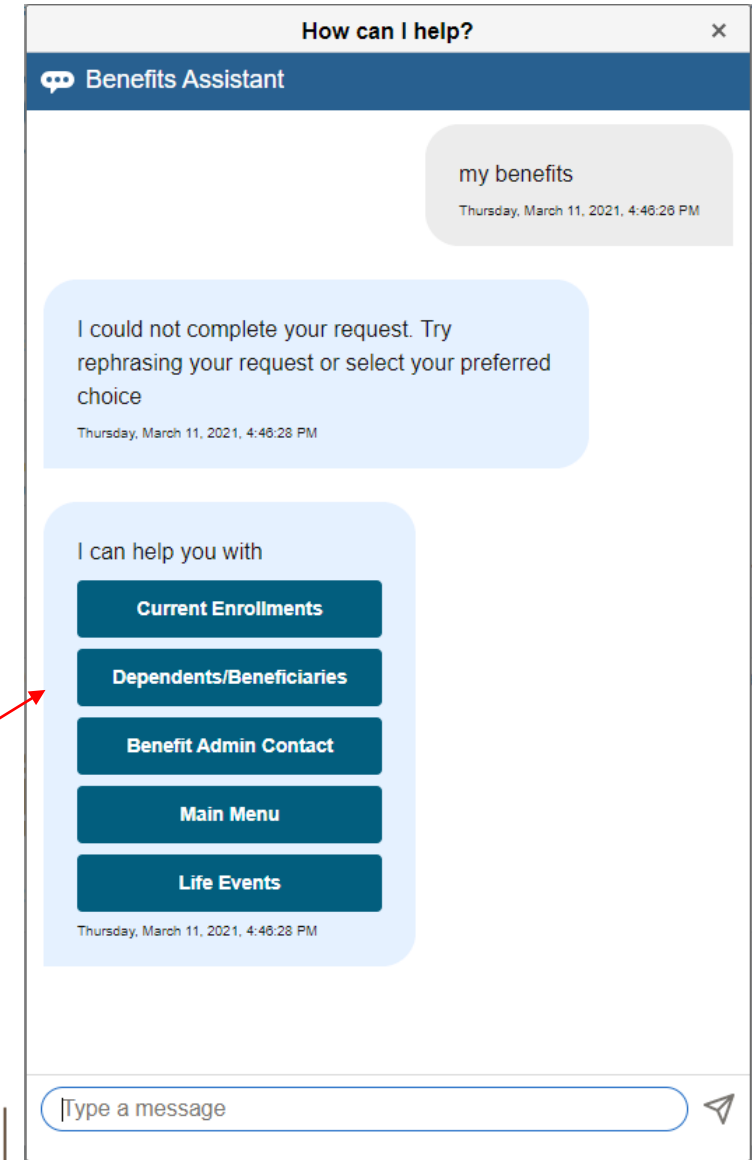
```
component: system.output
properties:
  text: "${HGA_MsgCatalogText.value['17448']['151']}"
transitions:
  return: "done"

EntryGreeting:
component: "System.Output"
properties:
  text: "${HGA_MsgCatalogDescr.value['17448']['152']}replace('%1', profile.AbsUserName)}"
keepTurn: true
transitions:
  next: "SetGreetingFlag"
```

# Before and After Dialog Flow Update



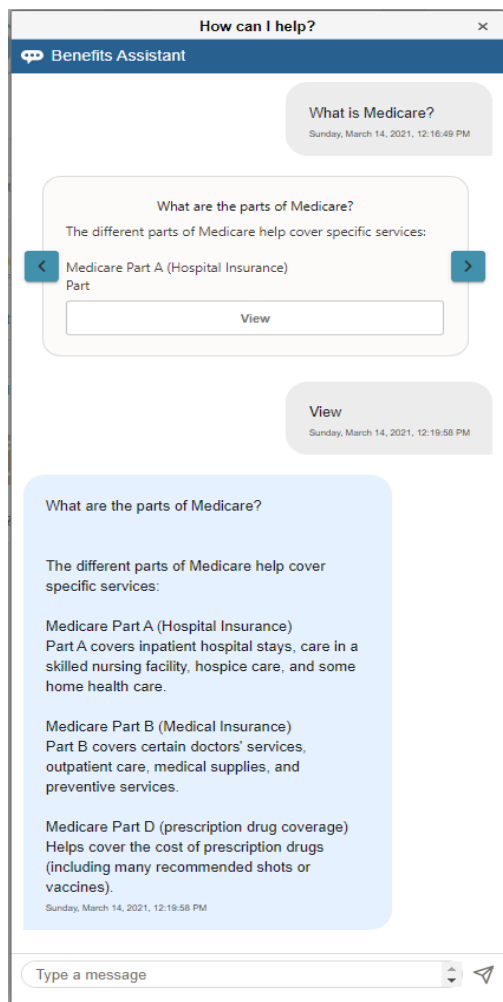
Unresolved intent responded with 3 options.



Unresolved intent updated to respond with 5 options.

# Customizing Dialog Flow

Updates needed to the Dialog flow to add “Q&A” ability to the chatbot.



- Add `qnaEnable: true` to enable the router:

```
intent:
  component: "System.Intent"
  properties:
    variable: "iResult"
    qnaEnable: true
```

[Copy](#)

- Set a transition action to the QnA state:

```
transitions:
  actions:
    Balances: "startBalances"
    Transactions: "startTxns"
    Send Money: "startPayments"
    Track Spending: "startTrackSpending"
    Dispute: "setDate"
    unresolvedIntent: "unresolved"
    qna: "qna"
```

[Copy](#)

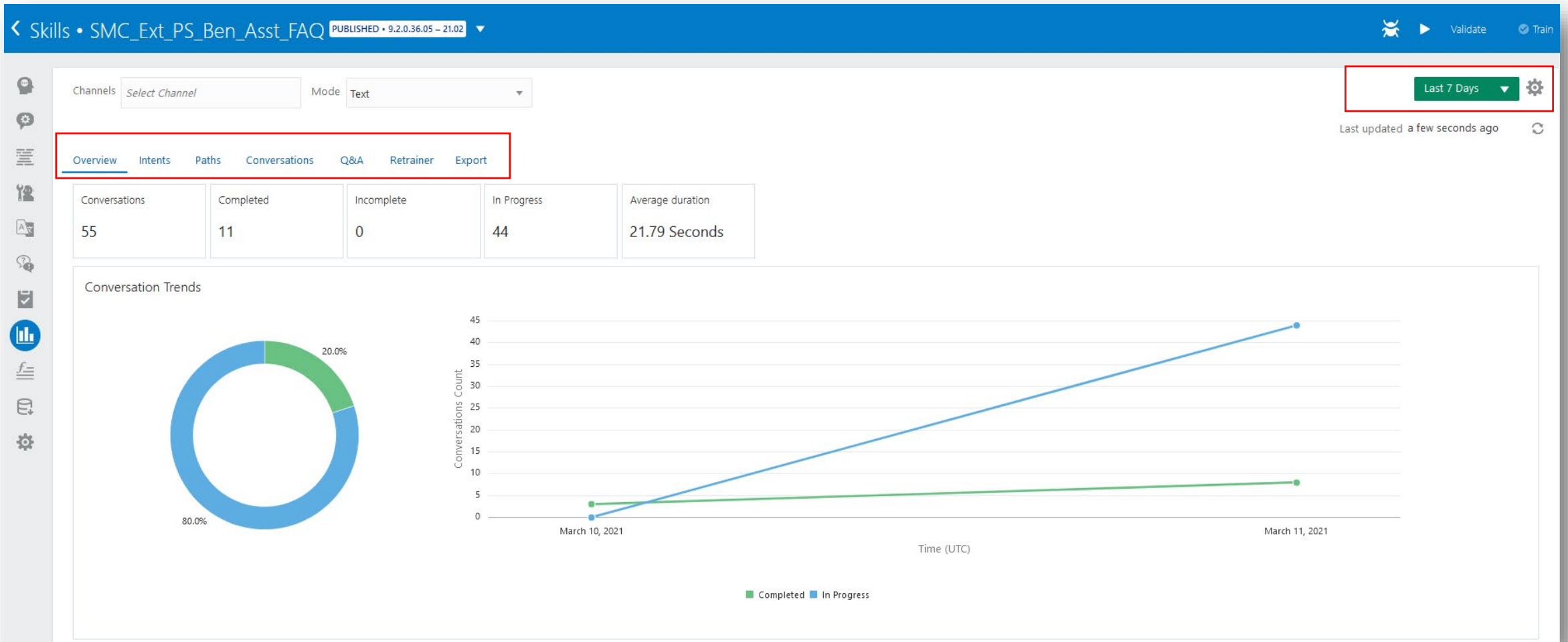
If the intent resolution is below the confidence threshold, then the skill triggers the `qna` action which the Dialog Engine to the `qna` state. In this case, the skill's message includes the View Answers link only.

```
qna:
  component: "System.QnA"
  transitions:
    actions:
      none: "unresolved"
      next: "intent"
  unresolved:
    component: "System.Output"
    properties:
      text: "Sorry I don't understand that question!"
    transitions:
      return: "unresolved"
```

[Copy](#)

# 5. Working with Insights

# Working with Insights



# Working with Insights

< Skills • SMC\_Ext\_PS\_Ben\_Asst\_FAQ PUBLISHED • 9.2.0.36.05 – 21.02 ▼

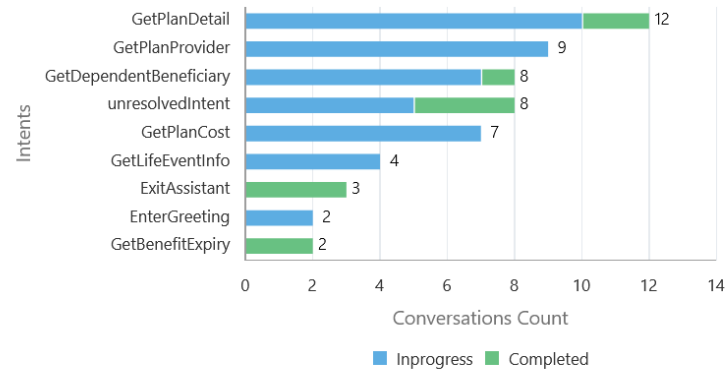


Validate



Train

All Intents Answer Intents Transaction Intents



GetDependentBeneficiary  
GetBenefitExpiry GetPlanProvider  
EnterGreeting  
ExitAssistant **GetPlanDetail**  
GetLifeEventInfo GetPlanCost  
unresolvedIntent

Most Popular Intents › GetPlanDetail

give my pension details show my benefits my benefit plans  
my \*\*k have question insurance detail  
view plan benefit plans give my plan  
tell my benefit profit sharing plan benefit plan  
benefit expiry taken pension plan profit sharing  
my savings plan

# Working with Insights

Skills • SMC\_Ext\_PS\_Ben\_Asst\_FAQ
PUBLISHED • 9.2.0.36.05 – 21.02
Validate
Train

Channels
Select Channel
Mode
Text
Last 7 Days
Last updated a few seconds ago

Overview
Intents
Paths
Conversations
Q&A
Retrainer
Export

EnterGreeting
ExitAssistant
GetBenefitExpiry
GetDependentBeneficiary
GetLifeEventInfo
GetPlanCost
GetPlanDetail
GetPlanProvider
No Intent
UpdateBenefitSummary
unresolvedIntent
Outcome
Completed

2
Paths

3.14
Minutes Average

Fastest  
29.67  
Seconds

Slowest  
5.78  
Minutes

53
States Average

Shortest  
19  
States

Longest  
87  
States

☒ Most Completed Paths
☐ Least Completed Paths

Count 1
Avg. duration 5.78 mins

Count 1
Avg. duration 29.67 secs

# Working with Insights

Skills • SMC\_Ext\_PS\_Ben\_Asst\_FAQ
PUBLISHED • 9.2.0.36.05 – 21.02
Validate
Train

Overview
Intents
Paths
Conversations
Q&A
Retrainer
Export

Intent: Show All
Outcome: Show All
Errors: Select Error Category
Sort By: Latest

| Intent                  | Outcome    | Time           | User messages                                            | Skill responses                                                                                              |
|-------------------------|------------|----------------|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| GetDependentBeneficiary | Inprogress | 13 minutes ago | is my daughter covered as dependent in vision            | Your dependents enrolled in Vision plan Enhanced Vision Plan are: <a href="#">View Conversation</a>          |
| GetDependentBeneficiary | Inprogress | 13 minutes ago | How many beneficiaries have I enrolled                   | Person Name - Robert Channing Person Name - Jason Channing <a href="#">View Conversation</a>                 |
| GetDependentBeneficiary | Inprogress | 13 minutes ago | If my children are covered under my plan                 | Person Name - Robert Channing Person Name - Jason Channing <a href="#">View Conversation</a>                 |
| GetDependentBeneficiary | Inprogress | 14 minutes ago | Are my spouse and kids are covered under my benefit plan | Person Name - Robert Channing Person Name - Jason Channing <a href="#">View Conversation</a>                 |
| GetDependentBeneficiary | Inprogress | 14 minutes ago | Give me a list of my beneficiaries                       | Person Name - Robert Channing Person Name - Jason Channing <a href="#">View Conversation</a>                 |
| GetPlanProvider         | Inprogress | 14 minutes ago | whats my group number for Accidental death insurance     | Your AD and D plan Flat **K AD&D provider is <a href="#">View Conversation</a>                               |
| GetPlanProvider         | Inprogress | 14 minutes ago | I want group number of supplemental life provider        | Your Supplemental Life plan Suppl Group Life **x provider is <a href="#">View Conversation</a>               |
| GetPlanProvider         | Inprogress | 14 minutes ago | what is the phone number of mybenefit plan provider      | Please select a benefit plan category for your enrolled benefit plans. ... <a href="#">View Conversation</a> |
| GetPlanProvider         | Inprogress | 14 minutes ago | i have a question on life insurance provider             | Your Life plan Basic Life Plan provider is <a href="#">View Conversation</a>                                 |
| GetPlanProvider         | Inprogress | 15 minutes ago | I want to see my dental provider                         | Your Dental plan Enhanced Dental Plan provider is <a href="#">View Conversation</a>                          |

Rows per page: 10
Page: 1 (1-10 of at least 55 items)
1 2 3 4 5 6 ... > <

Details for selected conversation

startFromSkill
initialFlow
setMsgSet
setMsgNum
GetMessageCatal
doLoadSystemInf
startOver
intent
doGetRegDepBen
resolvePlanType
Entity

< Skills • SMC\_Ben\_Asst\_QnA PUBLISHED • 00002 – 21.02

Validate Train

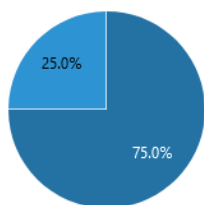


Overview Intents Paths Conversations **Q&A** Retrainer Export



4

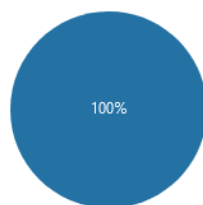
Total Questions



■ Answered & Had Clicks ■ Answered & Had No Clicks ■ Unanswered

3

Answer Categories



■ Medicare

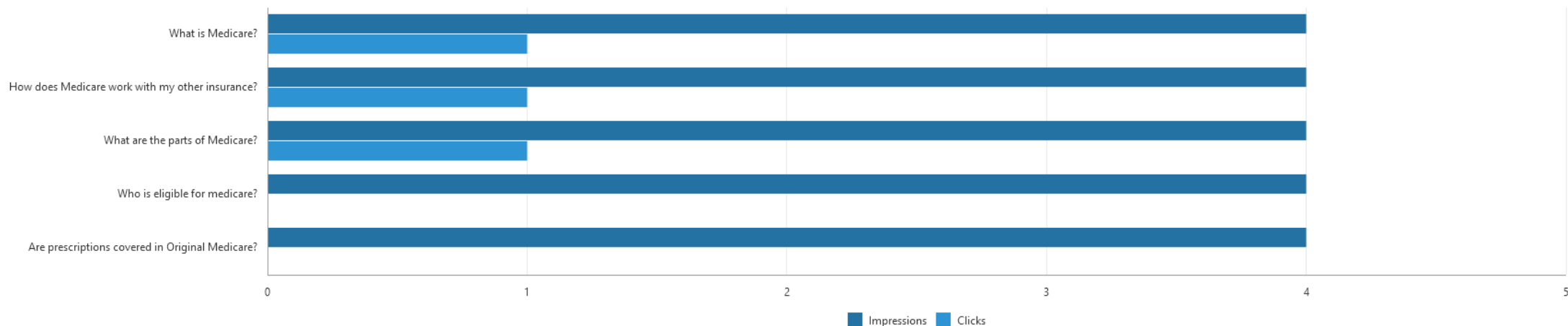
4

Answered Questions

|                                    |              |
|------------------------------------|--------------|
| No of questions that had clicks    | 3            |
| No of questions that had no clicks | 1            |
| Average answers per question       | 5            |
| Average clicks per question        | 0.75         |
| Average time taken                 | 0.09 Seconds |

How are my Q&As being used?

Clicks Descending



<

Skills • SMC\_Ext\_PS\_Ben\_Asst\_FAQ

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>

Validate

Train

Last 7 Days

⌵

⚙️

Last updated a few seconds ago

🔄

Overview

Intents

Paths

Conversations

Q&A

Retrainer

Export

Show me all

Intents

Q&As

utterances where

All

Any

of the following are true

Intent

Matches

unresolvedIntent

×

+ Criteria

Search

ⓘ

You can add examples only if the skill is in Draft status. [Click here to create a new draft version of the skill.](#)

Select skill

⌵

Intent Classification

☐

Utterances

Result

Win Margin

Intents Score

Benefit Expiration?

unresolvedIntent

36.56

■ GetBenefitEx...

■ Confidence ...

Select Intent

Select Language

Intent

Confidence

GetBenefitExpiry

36.56

# ODA Channels

- Oracle Web (*Default for PeopleSoft*)
- Text-Only Channels: Twilio/SMS (*Supported for PeopleSoft*)
- Slack
- Microsoft Teams
- Facebook Messenger
- Cortana
- Oracle Android
- Oracle iOS
- Webhooks



Celebrating 20 Years

# QUESTIONS



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and learn from the PeopleSoft community.

---

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### Event Hubs

Browse 145 digital sessions from RECONNECT 23 or dig into other past conference content, organized by track or hot topic

### Special Interest Groups

Take your pick of 30 informal PeopleSoft discussion groups including General Ledger, Payroll, Financials, Tech and a host of other hot topics, including dedicated industry groups.

### Strategic Content Centers

Expand your PeopleSoft knowledge on Kibana, PICASO, PeopleTools, Selective Adoption and other hot topics

Learn more at [questoraclecommunity.org/peoplesoft](https://questoraclecommunity.org/peoplesoft)



Save the date:



**RECONNECT**  
**Dive Deep - Virtual**  
**October 28 - 31, 2024**



**Quest Experience Week**  
**PeopleSoft Day**  
**December 10, 2024**

# SpearMC Sessions at BLUEPRINT 4D

| Date                 | Time             | Session Title                                                                                                                   | Presenters                               | Session # |
|----------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------|
| May 7 <sup>th</sup>  | 9:45 – 10:15 AM  | Get PeopleSoft HCM Chatbots (PICASO) Production Ready In 5 Simple Steps                                                         | Logesh Balasubramaniam                   | P-040023  |
| May 7 <sup>th</sup>  | 3:45 – 4:30 PM   | Reporting on Projects/Grants: Reporting Features and Lessons Learned                                                            | Jessica Mann                             | P-045431  |
| May 7 <sup>th</sup>  | 4:45 – 5:30 PM   | The Road to OpenSearch: See How Customers in 2024 will Pave their way to OpenSearch Analytics and Dashboards (vis-a-vis Kibana) | Gary Dranikoski                          | P-027421  |
| May 8 <sup>th</sup>  | 4:00 – 4:45 PM   | PeopleSoft Expenses at HMH: Featuring Google Maps Integration, Fluid UI, & Duo MFA Security                                     | Randall Johnson                          | P-047224  |
| May 9 <sup>th</sup>  | 11:15 – 12:00 PM | Modernize your HR Data Maintenance with PeopleSoft Position Management                                                          | Logesh Balasubramaniam                   | P-047470  |
| May 9 <sup>th</sup>  | 2:30 – 3:15 PM   | Achieve a Seamlessly Integrated Time, Absence: Payroll Management Using PeopleSoft HCM                                          | Logesh Balasubramaniam                   | P-023124  |
| May 9 <sup>th</sup>  | 3:30 – 4:15 PM   | Oracle Guided Learning on PeopleSoft: Customer Panel                                                                            | Cameron McClurg                          | P-035922  |
| May 9 <sup>th</sup>  | 3:30 – 4:15 PM   | PeopleSoft ChatBots: Use Case for Financials & Supply Chain                                                                     | Tom Tretter                              | P-036771  |
| May 10 <sup>th</sup> | 9:00 – 9:45 AM   | PeopleSoft Selective Adoption & Staying Current - Panel Discussion                                                              | Julie Alonso (Oracle)<br>Cameron McClurg | P-048924  |

# 2024 Training Calendar

## Upcoming Class Schedule

| Date                | Session Title                                                          |
|---------------------|------------------------------------------------------------------------|
| <b>May 14</b>       | PeopleTools 8.59-8.60 OpenSearch Dashboards (formerly Kibana)          |
| <b>May 28</b>       | PeopleSoft 9.2 Query Advanced for FSCM                                 |
| <b>June 10</b>      | PeopleSoft 9.2 Query Basic & Intermediate for Campus Solutions         |
| <b>June 11</b>      | PeopleTools 8.59-8.60 Automated Testing with PeopleSoft Test Framework |
| <b>June 14</b>      | PeopleSoft 9.2 Query Advanced for Campus Solutions                     |
| <b>June 16</b>      | PeopleSoft 9.2 HCM Bootcamp - Core HR                                  |
| <b>July 17</b>      | PeopleSoft HCM Bootcamp - NA Payroll                                   |
| <b>July 18</b>      | PeopleSoft HCM Bootcamp - Benefits                                     |
| <b>July 16 – 18</b> | 3-Day Registration for HCM Bootcamp - Core HR / NA Payroll / Benefits  |
| <b>July 22</b>      | PeopleSoft 9.2 Query Basic & Intermediate for HCM                      |
| <b>July 23</b>      | PeopleSoft 9.2 Query Advanced for HCM                                  |

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