

OGL Guided Learning

Customer Panel



PeopleSoft RECONNECT Dive Deep 2024

October 28 – 31, 2024

Meet SpearMC



Cameron McClurg

Vice President

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(206) 819-7851

Certifications: PeopleSoft, Oracle Guided Learning, Oracle Cloud Infrastructure, Hyperion Planning

ORACLE®

Certified Specialist

PeopleSoft RECONNECT Dive Deep 2024

ORACLE

Partner

Expertise in
PeopleSoft
in North America

Expertise in
Oracle Cloud Platform
in North America

Expertise in
Oracle EPM Cloud
in North America

ORACLE

Education
Reseller

Gartner.
Recognized Vendor



October 28 – 31, 2024

Agenda

- SpearMC Intro
- OGL Overview
- Panel Introduction
- Panel Questions

Oracle Specialized

 **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.

 **Expertise in PeopleSoft in North America**
SpearMC is an authorized PeopleSoft Resale Partner, allowing us to resell, host and finance PeopleSoft at steep discounts.

 **Expertise in Oracle EPM Cloud in North America**
SpearMC is an authorized Oracle EPM Cloud, Analytics and Hyperion Resale and Implementation Partner.

 **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.

 **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.

 **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

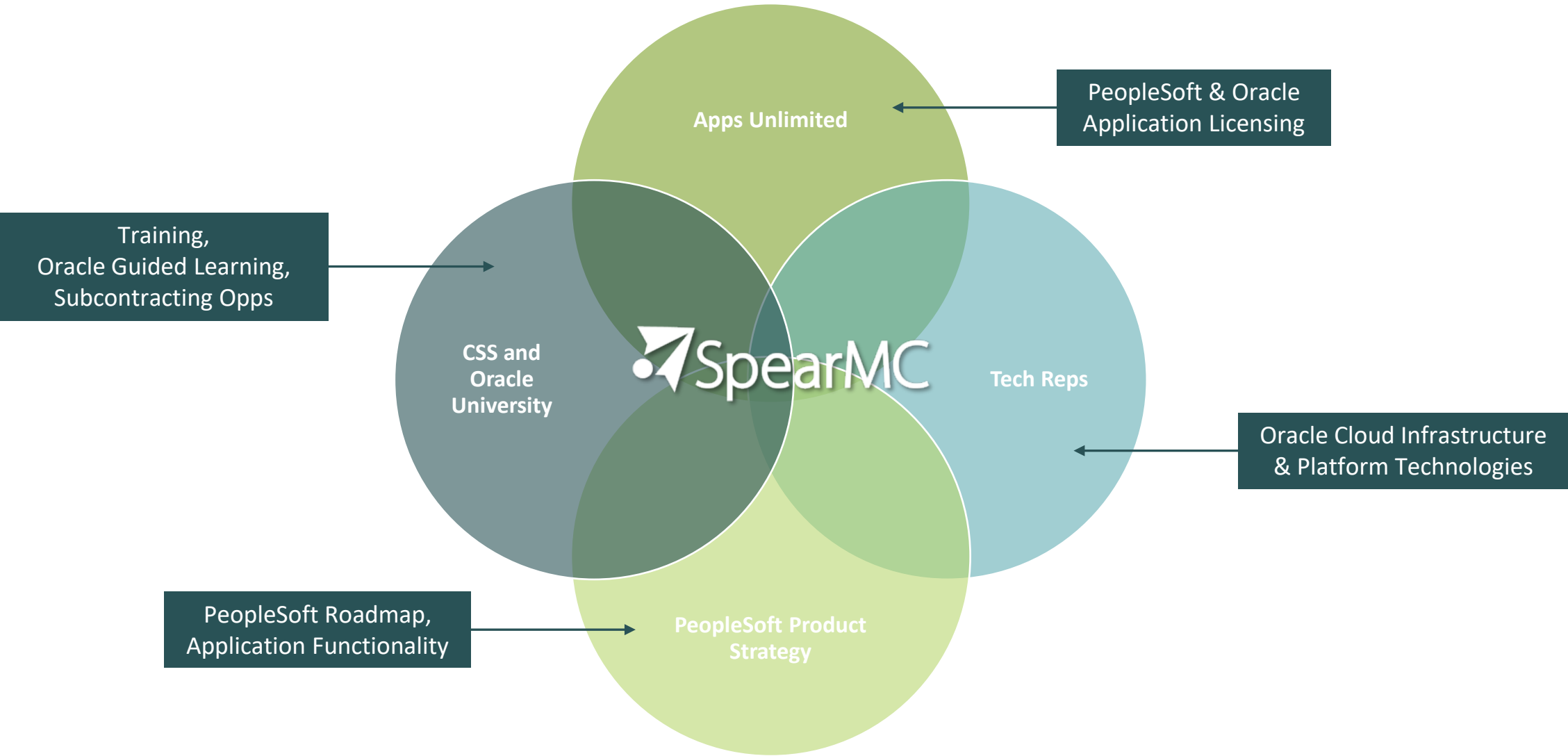


Reduce risk with a partner you can trust. This certification demonstrates our deep commitment to protecting data.

Gartner-Recognized Vendor



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



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

SpearMC Sessions

Date	Time (ET)	Session Title	Presenter	Session #
10/29	12:00 PM	Business Process Weaver – Automation please!	Jessica Mann Yuliya Ivanova	P-049639
10/29	1:30 PM	Demo Enhancing Internal Controls Using a Segregation of Duties Analyzer	Randy Johnson	DEMO
10/29	1:45 PM	Learn PeopleSoft Today, Invest in Your Future with PeopleSoft All Access Learning Pass. Product Demonstration for PeopleTools, FSCM, HCM and Campus Solutions.	Marcus Bode Susan Caranante	DEMO
10/29	2:30 PM	A Fresh Look at PeopleSoft Grants Management	Jessica Mann	P-049641
10/29	3:45 PM	Customer Panel - Oracle Guided Learning	Cameron McClurg	P-049755
10/30	12:00 PM	Exploring PeopleSoft PICASO: A Guided Demo of Chatbot Capabilities	Joe Finlinson	DEMO
10/30	1:15 PM	Achieve a Seamlessly Integrated Time, Absence, Payroll Management Solution using PeopleSoft HCM	Logesh Balasubramaniam	P-049960
10/30	3:00 PM	PeopleSoft Automated Testing and PTF Accelerators at NDUS and State of ND	Tarun Amuthan	DEMO
10/30	3:45 PM	PeopleSoft Fluid Delegation Framework Best Practices	Randy Johnson	P-049664
10/30	5:00 PM	Taking PeopleSoft Chatbots to the Next Level with Oracle Guided Learning (OGL)	Tarun Amuthan	P-049649
10/31	11:00 AM	Demo Using the Powerful Fluid Navigation Collections Framework	Logesh Balasubramaniam	DEMO
10/31	11:15 AM	OGL: Real Time Guided Processing for Students, Applicants, Employees, Suppliers & Customers	Cameron McClurg	DEMO
10/31	2:30 PM	PeopleSoft Match Exception Collaboration Center - Real World Lessons Learned!	Randy Johnson	P-049663

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October 28 – 31, 2024

2024 Training Calendar

Date	Session Title
Nov 4	PeopleSoft 9.2 Query Basic & Intermediate for HCM
Nov 5	PeopleSoft 9.2 Query Advanced for HCM
Nov 7	PeopleTools 8.59-8.61 OpenSearch Dashboards
Dec 10-11, 17-18	PeopleTools 8.59-8.61 System Administration: Maintenance and Troubleshooting

Visit our [website](#) for additional details

2025 Training Calendar

Date	Session Title
Jan 22	PeopleSoft 9.2 Query Basic & Intermediate for FSCM
Jan 23	PeopleSoft 9.2 Query Advanced for FSCM
Feb 19	PeopleSoft 9.2 Query Basic & Intermediate for Campus Solutions
Feb 20	PeopleSoft 9.2 Query Advanced for Campus Solutions

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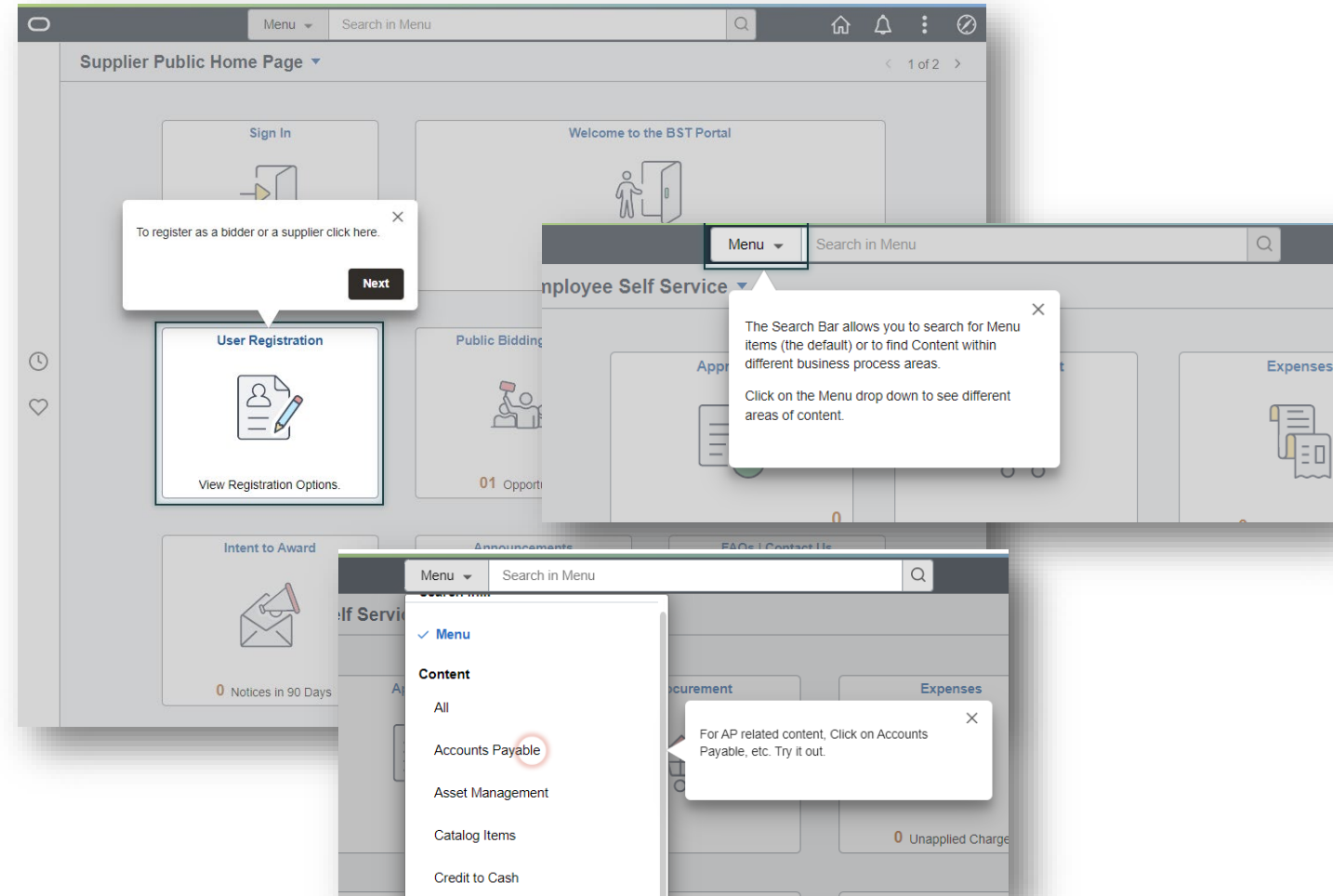
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What is Oracle Guided Learning (OGL)

In-application guidance to accelerate adoption

Oracle Guided Learning provides guided processing, messages, task lists, and more to help you influence user behavior and reduce support tickets.

- Immediate **productivity** from day one
- **Reduces Support** and Training costs
- Easily configured and **personalized**
- Easily maintained and updated
- Learning and guidance **in the flow of work**, converging learning and business process docs
- **Deployment flexibility**: with managed service and/or self-service options
- Initially developed to support Oracle SaaS Applications. Now supports PeopleSoft.



Oracle's Designated Partner

SpearMC is the OGL for PeopleSoft Value Add Reseller/Implementer

SpearMC Value Added Licensing Includes:

- Installation
- Proof of Concept Build of Guides
- Best Practice Design Standards
- Training Workshop
- OGL for PeopleSoft Special Interest Group with Quarterly Trainings
- Annual Assessment/Optimization

Ongoing Managed Services

- Access to OGL Starter Kit (pre-built content)
- Custom Content Delivery and Maintenance
- Upgrade and PUM companion

SpearMC OGL – Starter Kit

Fast-track build of guides

- Pre-built guides that can be used out of the box or modified for customer specific branding, language or custom steps.
 - Employee Self Service
 - Manager Self Service
 - Core Functions (Accounts Payable, Benefits Administration, Admissions)

EXPEDITE THE LAUNCH OF OGL FOR PEOPLESOFT
 In addition to training and implementation services, SpearMC offers a Starter Kit to help your team fast-track development of OGL guides for PeopleSoft. The Starter Kit works immediately after importing it to your PeopleSoft environment, and our team provides training on how to update guides.

Why Use SpearMC's OGL Starter Kit?

WORKS OUT OF THE BOX
 The Starter Kit immediately works in your environment. Simply turn guides on or off.

WORKS FOR ALL PEOPLESOFT CUSTOMERS
 Our guides will work in all PeopleSoft versions and deployment models.

ADAPTABILITY
 We provide training on how to modify the guides, add or remove steps, update language, links, and logos. We will help you migrate to Search-Based guides or even to the Classic Menu.

TEMPLATES TO COPY
 Quickly copy and modify templates and techniques for Process Guides, Smart Tips, Task Lists, Launchers and more.

STARTER KIT CONTENT

- Employee/Manager Self-Service
- Applicant/Student Self-Service
- Supplier/Customer Self-Service
- Core Functional – FSCM, HCM, Campus
- PeopleTools and Support Desk
- Enterprise Components

[LEARN MORE ABOUT OGL](#) →

Email info@spearmc.com or call 866-SPEARMC for more information.

SpearMC OGL – Starter Kit

Fast-track build of guides

- Pre-built guides that can be used out of the box or modified for customer specific branding, language or custom steps.
 - Employee Self Service
 - Manager Self Service
 - Core Functions (Accounts Payable, Benefits Administration, Admissions)

**OGL for PeopleSoft
Starter Kit - FSCM**

SpearMC Consulting, Inc.
5020 Franklin Drive, Suite 1000
Pleasanton, CA 94588

FSCM Module	Guide
General	Intro to OGL with Remind Me Later Feature
General	Survey Starter
AM, AP, & GL	Create Regular PO Voucher
AM, AP, & GL	Create Adjustment Voucher
AM, AP, & GL	Reversal Voucher
AM, AP, & GL	Close Vouchers
AM, AP, & GL	Request a New ChartField Value
AM, AP, & GL	Create Regular PO Voucher - Nav Collection
AM, AP, & GL	Managing Vouchers - Delete Vouchers
AM, AP, & GL	Managing Vouchers - Posting a Voucher
AM, AP, & GL	Managing Vouchers - Approving a Voucher
AM, AP, & GL	Managing Vouchers - Unposting Vouchers
AM, AP, & GL	Managing Vouchers - Marking a Voucher for Closure
AM, AP, & GL	Managing Vouchers - Correcting Vouchers
AM, AP, & GL	Maintaining Suppliers - Adding a Supplier
AM, AP, & GL	Entering Vouchers - Entering Journal Vouchers
AM, AP, & GL	Entering Vouchers - Entering Single Payment Vouchers
AM, AP, & GL	Using Control Groups - Creating Control Groups

**OGL for PeopleSoft
Starter Kit - CS**

CS Module	Guide
General	Intro to OGL with Remind Me Later Feature
General	Survey Starter
Absence Management	Using Schedules - Defining Workdays
Absence Management	Using Schedules - Creating and Viewing Schedules
Absence Management	Using Schedules - Defining Holiday Schedules
Absence Management	Using Schedules - Assigning Work Schedules
Absence Management	Entering Absences - Entering, Updating, and Voiding Absence Events
Absence Management	Entering Absences - Viewing Current Absence Entitlement Balances
Absence Management	Extended Absences - Requesting Extended Absences and Viewing Extended Absences
Absence Management	Setting Up Self-Service Absence Transactions - Viewing Self-Service Absence Rules
Absence Management	Setting Up Self-Service Absence Transactions - Defining Self-Service Absence Rules
Absence Management	Setting Up Self-Service Absence Transactions - Viewing Forecasting Rules for Self-Service
Absence Management	Manager Self-Service Scheduling - Managing Schedules, Overriding Shifts, and Selecting Shifts
Absence Management	Manager Self-Service Scheduling - Replacing, Copying, and Swapping Schedules
Absence Management	Manager Self-Service Scheduling - Assigning and Creating Schedules
Absence Management	Self-Service Absence Requests - Managing Employee Self-Service Pages
ESS	eBenefits - Benefit Details Tile
ESS	eBenefits - Benefits Summary Page
ESS	eBenefits - Dependent and Beneficiary Information Page
ESS	eBenefits - Life Events Page

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Panelist



Tony Schollum

Executive Director

Finance & Supply Chain Products

Corp. Technology Products | CTO Office

Kaiser Permanente

OGGL at Kaiser Permanente

Peoplesoft FSCM = OneLink

Procure to Pay (Buy 2 Pay)

eProcurement
Purchasing
Inventory & Cost Mgt
eSupplier Portal
Services Procurement
Accounts Payable
eSettlements
Travel and Expenses
Sourcing
Supplier Contract Mgt

Record to Report

Treasury
General Ledger
Grants
Accounts Receivable
Billing
Contracts
Time Reporting

Fin. Data
Warehouse (FDW)
Reporting / Analytics
Cognos

Acquire to Retire
Asset Management
Lease Management
Project Costing
Commitment Control

PeopleSoft FSCM 9.2
with a Finance Data Warehouse
(FDW) and “Edge” apps
PeopleTools 8.60,
Image 43, Oracle 19c Database

248,000 Users
900,000 Jobs Processed/Month
40,700 Support Tickets/Month
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**Kaiser Permanente
Washington**
Seattle, WA

**Kaiser Permanente
Northwest**
Portland, OR

**Kaiser Permanente
Northern California**
Oakland, CA

**Kaiser Permanente
Southern California**
Pasadena, CA

**Kaiser Permanente
Hawaii**
Honolulu, HI

Kaiser Permanente Colorado
Denver, CO

**Kaiser Permanente
Mid-Atlantic States**
Rockville, MD

**Kaiser Permanente
Georgia**
Atlanta, GA

One of the U.S.'s Largest Integrated Health Systems


Members
12.7M


Employees+
212,974


Medical
School
1


Hospitals
39


Medical offices
622


Operating
Revenue
\$95.4B


Research
Staff
1,640


Research
Revenue
\$344M


Research
Studies
2,160

WE ARE THE NATION'S LARGEST INTEGRATED HEALTH SYSTEM

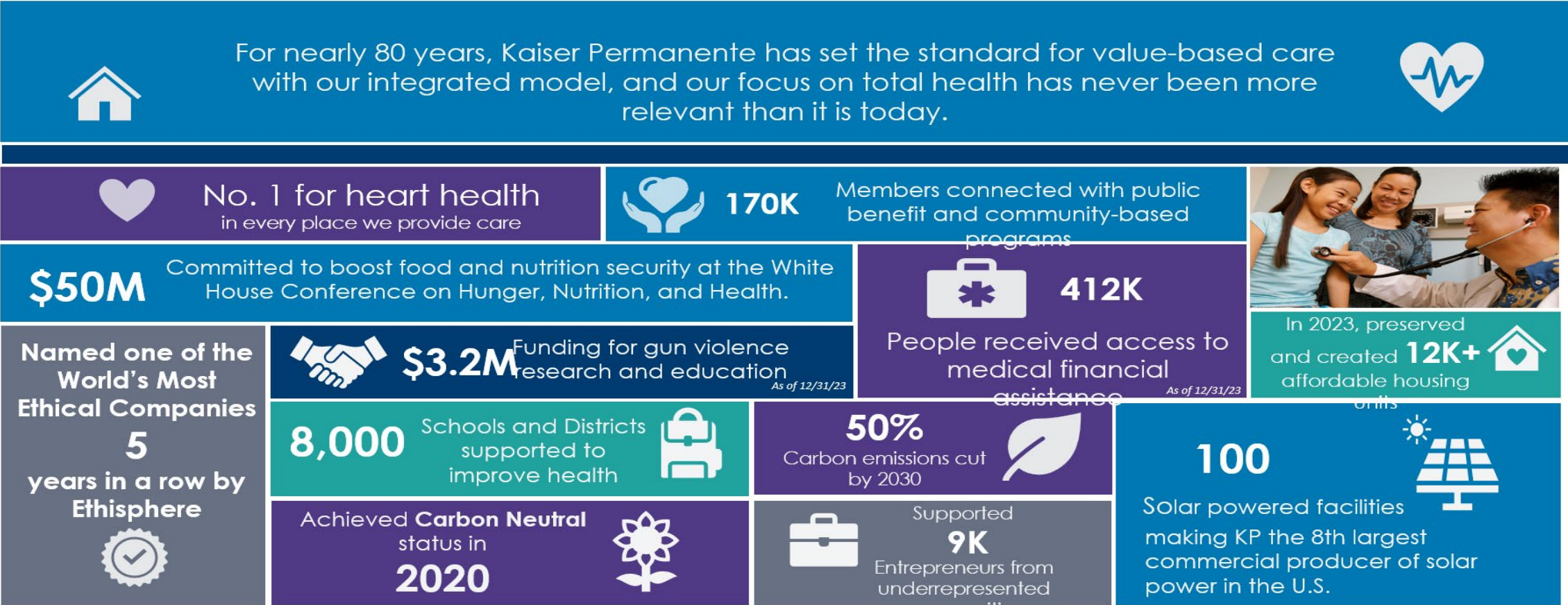
Our Mission

Kaiser Permanente exists to provide **affordable, high quality healthcare** services to **improve the health** of our members and the communities we serve.



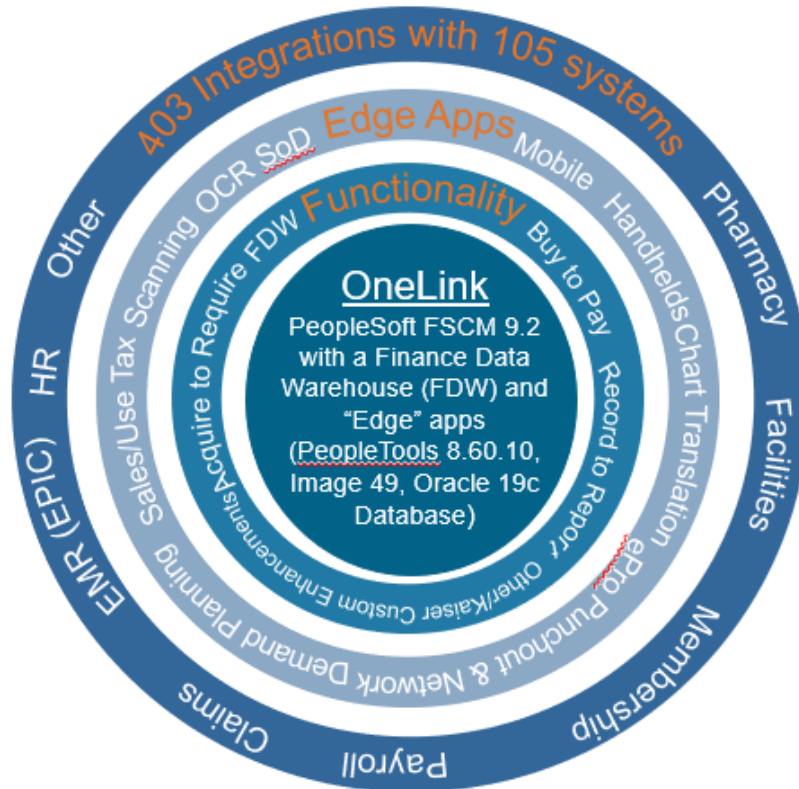
Data as of December 31, 2023, unless otherwise noted.

TOUCHING THE LIVES OF MILLIONS...



Data as of March 31, 2023, unless otherwise noted.

FINANCE & SUPPLY CHAIN PRODUCTS - ONELINK PLATFORM FUNCTIONS



Platform Functions

Procure to Pay (Supply Chain Operations)

- eProcurement
- Purchasing
- Inventory & Cost Management
- eSupplier Portal
- Accounts Payable
- eSettlements
- Travel and Expenses

Record to Report

- Treasury
- Financial Gateway
- General Ledger
- Grants, AR, Billing, Contracts
- Time Reporting

Acquire to Retire

- Asset Management
- Lease Management
- Project Costing
- Commitment Control

Financial Data Warehouse (FDW)

- Reporting / Analytics
- Cognos

Kaiser Custom

- POU (Point-of-Use)
- FDA (Funds Disbursement Authorization)
- Chartfield Translation Tool

Real-time User Help

- Oracle Guided Learning

OGL at Kaiser Permanente

Feature	Description	Usage
Process Guides	Visually walk users through a process, providing step- by-step guidance, to help through a task. For example, guide users through the process of submitting an expense report and enforce correct fields are completed. They can consist of the primary guide and guides that branch off from it.	339
Smart Tips	Provide context-sensitive help, hover text, or supplemental information to form fields, buttons, labels, and other UI elements	56
Message Guides (Splash Tips)	Broadcast message announcing new features and functions, welcome new users and inform them of upcoming events. Message Guides can appear automatically to specific users, and for a given duration. For example, telling users about a new application and provide a video users can watch to learn more	53
Display Groups	Organize and present content in the OGL information icon by using the display group contact by module/process area or any other suitable category	190
Task Lists	Group process guides together into clear task list informing users in what order they need to complete processes.	5
Miscellaneous	Supports the creation of product tours, rich media guides, beacons , invisible Smart Tips and links to additional content	✓
Analytics	Allows clients to filter and report on OGL metric information. For example, to report on usage of the OGL content and other linked content	✓
Launchers	Automatically launch OGL items based on where the users is in the application and what screen element they interact with. For example, launch a process guide or message whenever a user creates a requisition. This informs the user of policy changes or compliance actions	13

OGL at Kaiser Permanente

How do we Measure Success?

- Monthly tracking and trending of:
 - Guides used
 - Guides viewed
 - Unique Users (Employee and Supplier)
 - Top Trending Guides (Employee and Supplier)
 - Unique Flash Tips and Smart Tips viewed
 - Support and Training Links selected
 - Task List Usage

OGLE at Kaiser Permanente - Dashboard

Oracle Guided Learning Premium

Kaiser Development ... / Onelink Production

Day Week Month Quarter Year

NAMER charlie.lara@kp.org

HOME

This page does not use date

1 filter(s) applied

587 Guides

447

53

57

12

5

Home

My Content

Content (600)

Archive (493)

Settings

Analytics & Reports

Dashboards

Optimization

Activity

Application

Content

Feedback

Hotspots

GUIDE DATA ANALYSIS

APPLICATION NAME

Onelink Production

Onelink Production

Onelink Production

Onelink Production

Onelink Production

Onelink Production

Onelink Production

Onelink Production

Onelink Production

Onelink Production

Onelink Production

Onelink Production

Onelink Production

Onelink Production

Archive (493)

Settings

Analytics & Reports

Dashboards

Optimization

Activity

Application

Content

Feedback

Hotspots

Search Terms

Surveys

Users

Reports

Report for Kaiser Development Account

Download Report

Update Preview

Report Type: User (select User(s) and select Guide(s)) [User Level 3]

Date Range: 1/1/2022 - 12/31/2022, Application(s): 1 selected / (2), Guide Type: 1 selected / (2), Guide(s): ALL, User(s): ALL, Module: 2 selected / (24), Environment: Production, Export Format: XLSX

COLUMNS: 4 Selected

USER ID	GUIDE NAME	# OF RUNS	COMPLETED
G4	Create/maintain grants prepaid contract lines	30	0
G4	Finalize grants payment worksheets	21	0
L8	Certify effort - PAT	4	2
LC	Finalize grants payment worksheets	4	0
W	Create and submit PAT for approval	4	0
X3	Copy grants proposal	4	1
Y4	Approve or deny PAT	4	0
K2	Create and submit PAT for approval	3	0
B263199	Copy grants proposal	2	1

Row Count: 53

Notes

Filters

Archive

Include archived guides

Date Range

Day Week Month

Quarter Year

From: 2022-01-01 To: 2022-12-31

Use Date Range

Export Format

CSV JSON XLSX

Reset

Environment *

Production

Platform

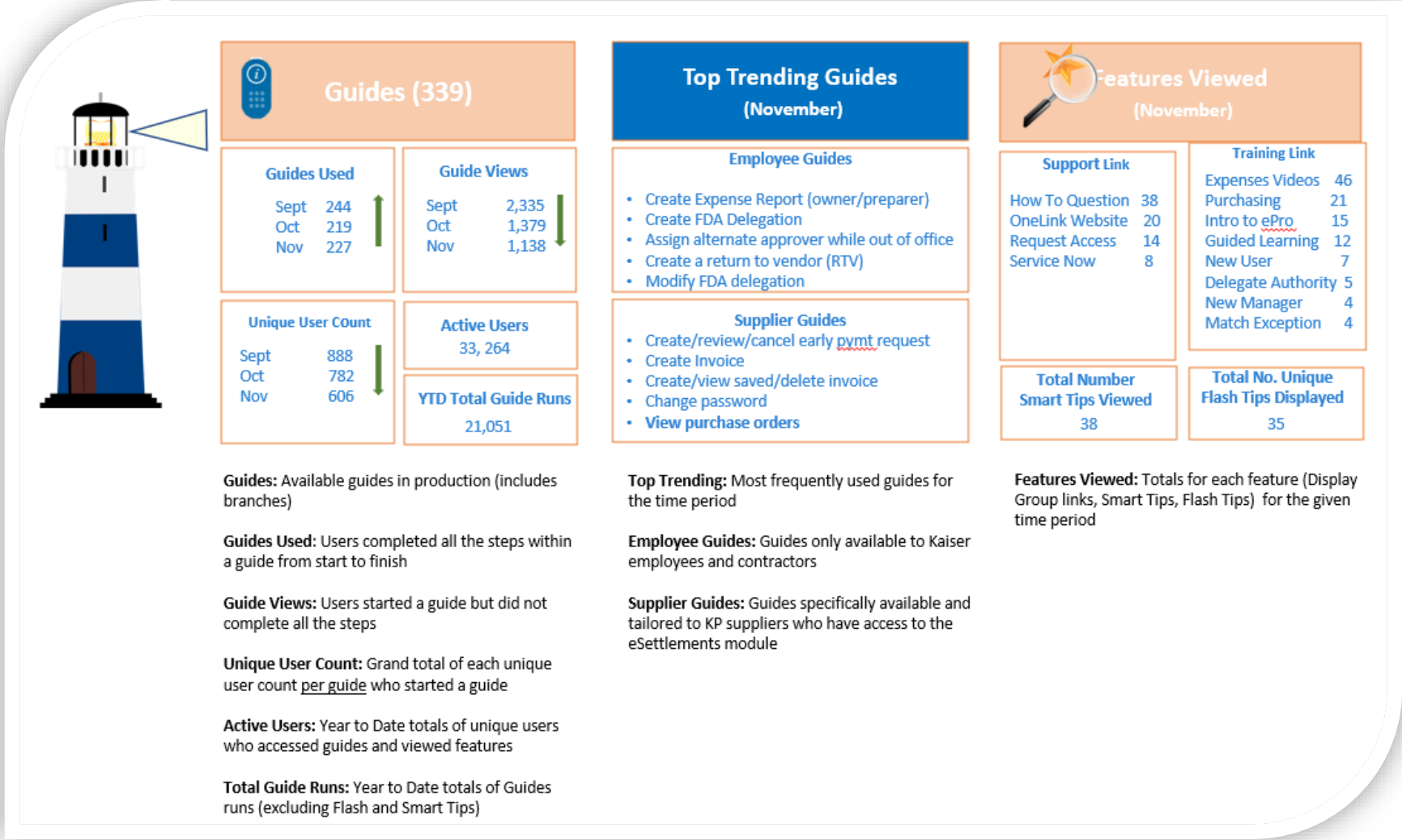
Select Platform(s)

Guide Type

Process

Guide Status

OGL at Kaiser Permanente - Dashboard



Pam Ingram, Financial Manager



- Mom of 3
- Over 34 years at Hennepin County, MN
- 10 years of PeopleSoft experience
- Love the outdoors and crafting
- Love to share our knowledge and experiences to help others

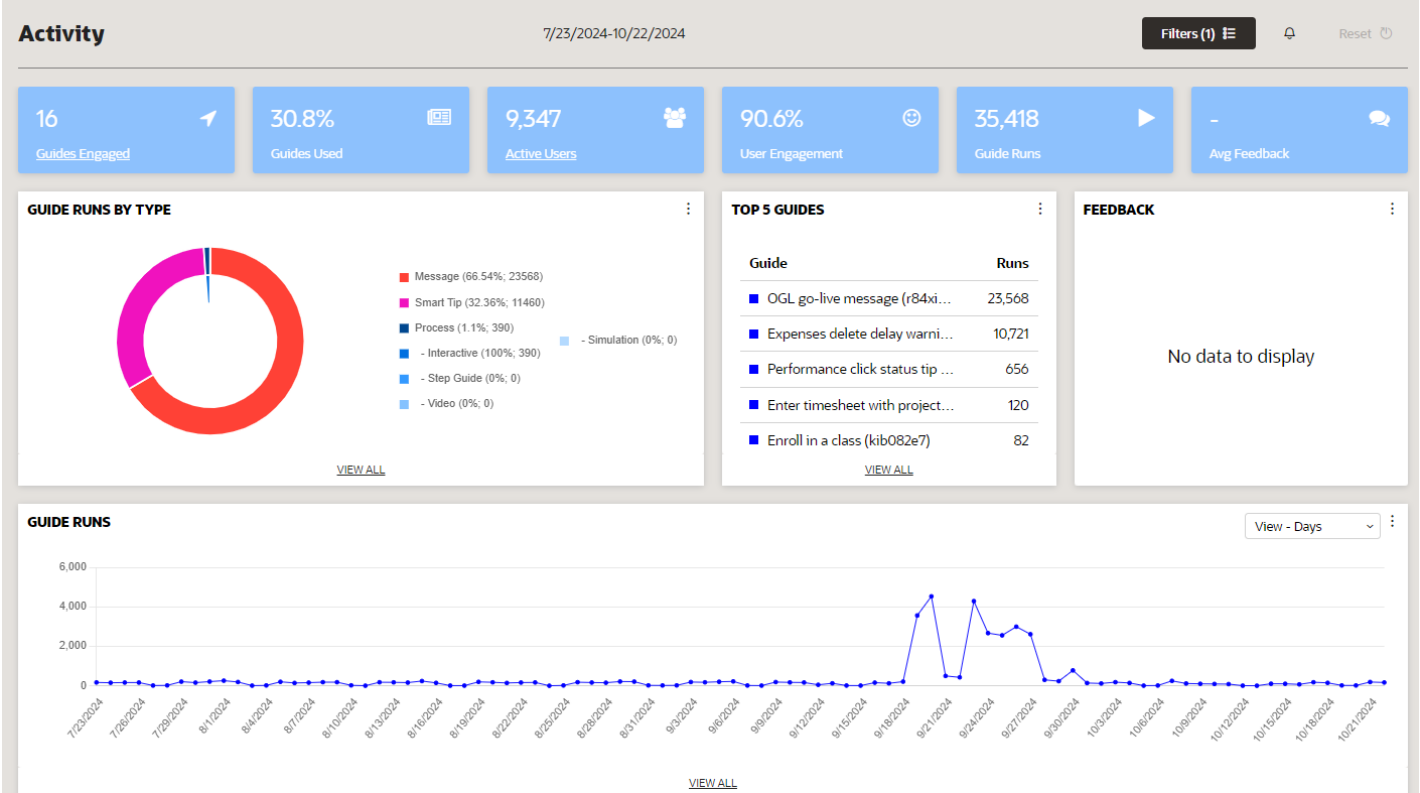
Technical Footprint @ Hennepin County, MN

- OCI
- Tools 8.60.13
- FSCM 9.2.47 (upgrading to 50 in November)
- HCM 9.2.48
- Other
 - PHIRE
 - Pathlock
 - Supplier & Customer Portal

Current state

- In production today:
 - Smart Tips: 5
 - Process guides: 15
 - Hotspots: 8
 - Message: 1

Stats



Lessons learned – Advice - Tips

- It's an investment, plan well and reap the benefits
 - Allow yourself time
 - Understand your architecture and make sure your system administrator is working with your team and SpearMC
 - Use a small group to learn the product and have working sessions weekly
 - Host focus groups to get feedback from users on how you plan to roll it out
-

Panelist



Zena Bjorgen

Learning and Facilitation Administrator,
Information Technology
SAMARITANS PURSE
zbjorgen@samaritan.org

- Implemented OGL since April 2023 in PeopleSoft HCM.
- 2210 Active Users
- 270 Active Guides
- Including Processes, Messages, Smart Tips, and Links guides





Celebrating 20 Years

PANEL QUESTIONS



Questions – Tactical/Administration

- How has user adoption gone? What is the state of OGL at your organization? What feedback are you getting from your users?
- How do you staff for OGL Administration and Development? How do you solicit feedback about OGL and decide on future development or general use?

Questions – Training and Change Management

- How has OGL changed your organization's view on traditional training (or has it)? Have you seen a decrease in traditional training documentation/authoring?
- Have you used OGL as part of your Organizational Change Management strategies? How?

Questions - Support

- Have you seen a reduction in support tickets (on a broad scale or on a more granular/specific bug level)?
- How do you integrate OGL into your support structure/organization?

Questions - Roadmap

- Are there features that you are looking forward to in the OGL roadmap (or wish were there)?
- Do you plan to use OGL for other applications beyond PeopleSoft?

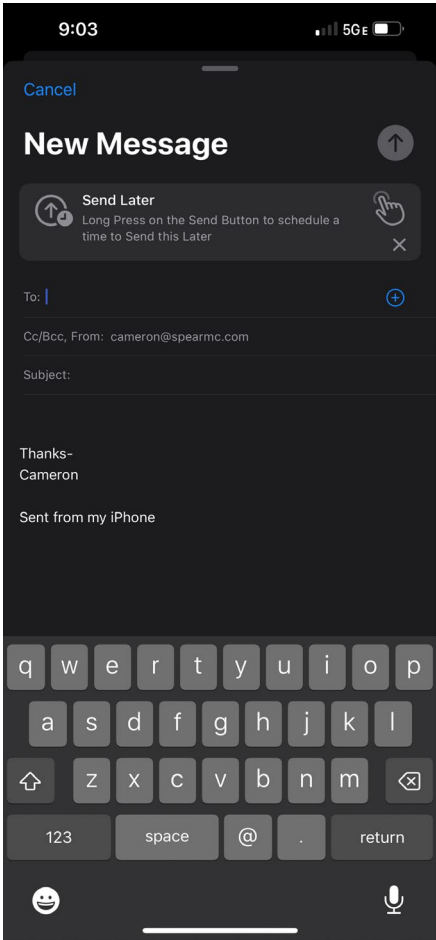
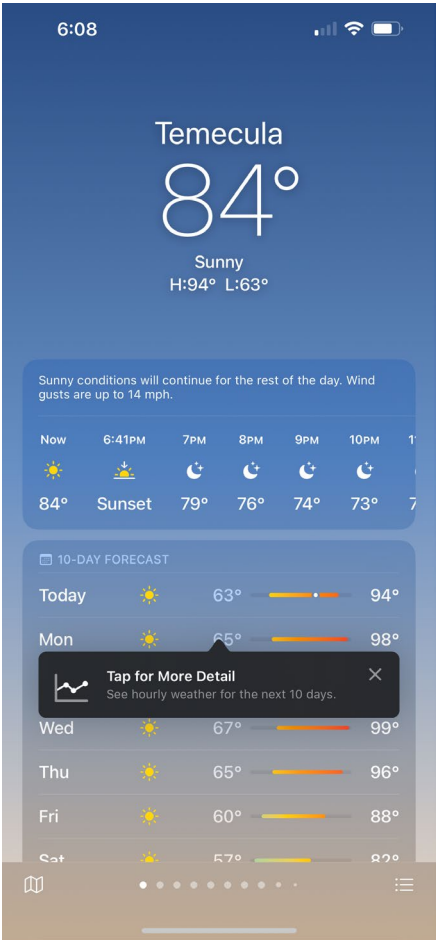


Celebrating 20 Years

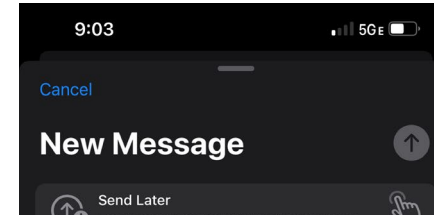
ABOUT OGL



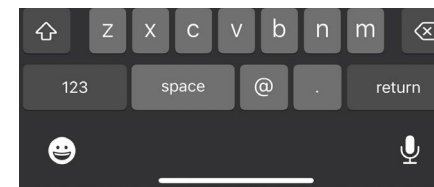
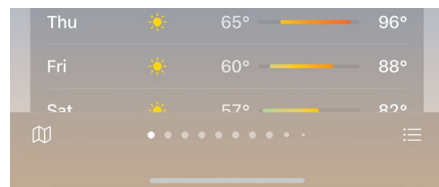
What is a Digital Adoption Platform



What is a Digital Adoption Platform



A digital adoption platform (DAP) is no-code software that integrates completely with applications in order to help the user learn the application. Digital adoption platforms use in-app guidance such as walkthroughs, task lists, smart tips, self-help menus, and more to guide the user through every aspect of an application. This empowers organizations to find true ROI of their internally-used software applications and digital transformation, onboard users and customers to their custom apps, understand how employees and users are adopting and engaging with applications, and create a more intuitive technology experience for their employees, customers, and users.



What is Oracle Guided Learning (OGL)

1 Real Time

Real time guides that show users how to enter transactions that may be complex or rarely used in the system

2 Faster time to productivity

Allows for training as you go. Learn how to do things at the time rather than learning the just in case situations

3 Analytics

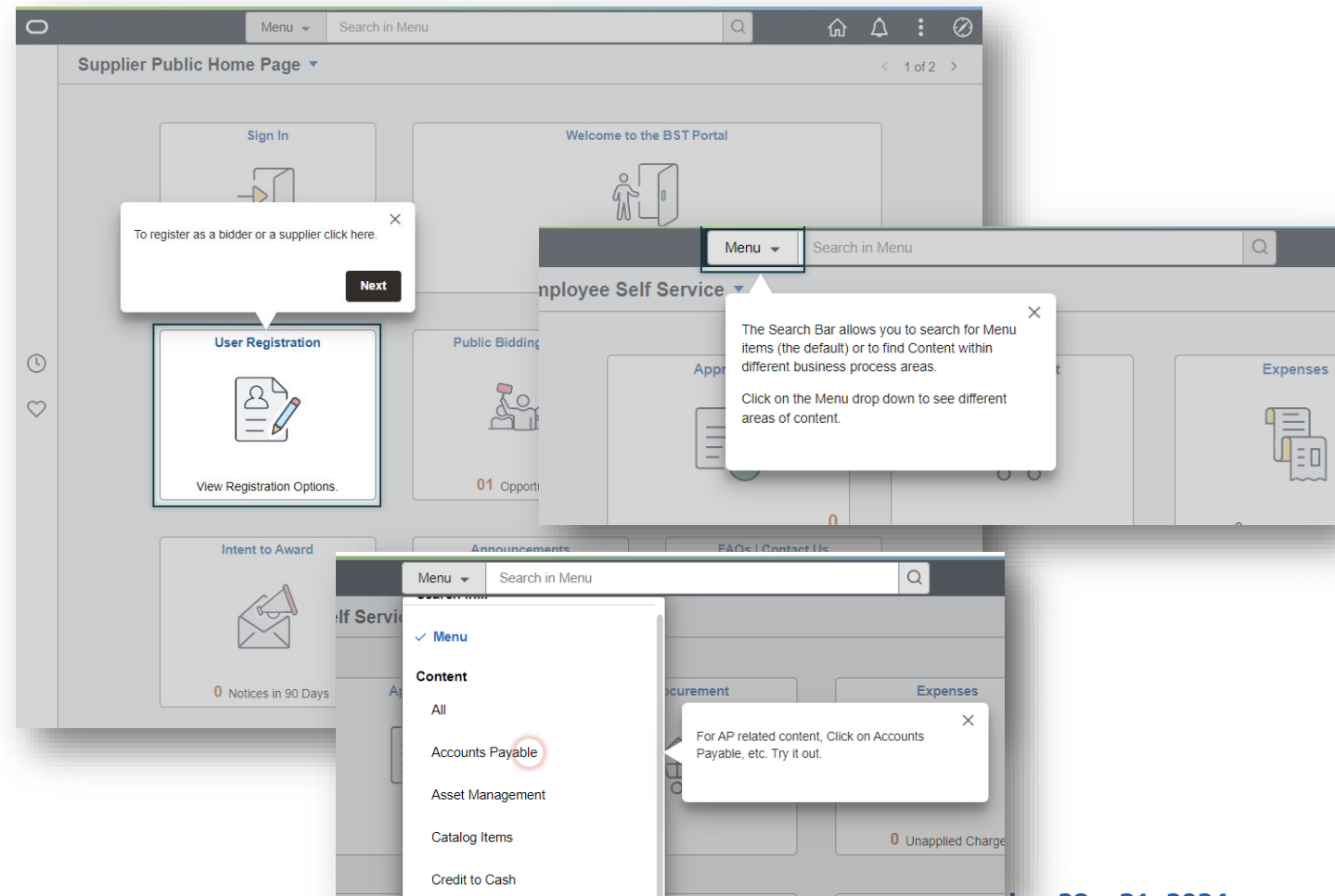
Find out what guides are being used and what transactions users are needing guides to get through

What is Oracle Guided Learning (OGL)

In-application guidance to accelerate your Oracle enablement

Oracle Guided Learning delivers immediate value throughout the entire life cycle and provides benefits that enable you to focus on your priorities

- Immediate **productivity** from day one
- Reduces adoption costs over software term
- Easily configured and **personalized**
- Easily maintained and updated
- Learning and guidance **in the flow of work**, converging learning and business process docs
- **Deployment flexibility:** with managed service and/or self-service options
- Initially developed to support Oracle SaaS Applications. Now supports PeopleSoft.



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What is Oracle Guided Learning (OGL)



Accelerate time-to-competency during implementation, onboarding, and role changes



Users enabled through just-in-time, context-sensitive learning that is personalized for each role and your organization



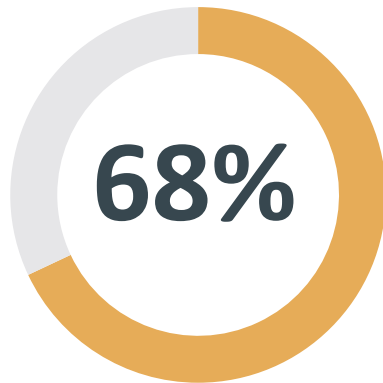
Fewer support calls and lower costs - analytics to consistently optimize usage/adoption



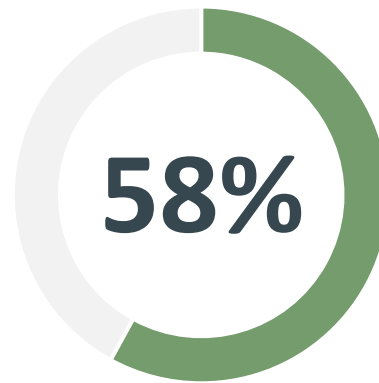
Ensure compliance by maintaining guided material to only display the most current processes/procedures



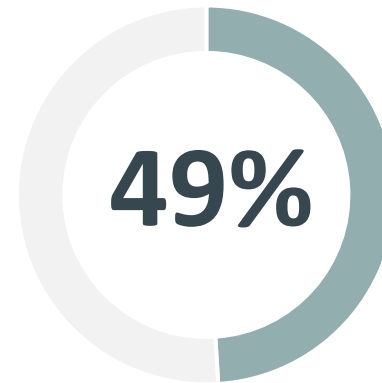
Manage Change Communications around upgrades, process, and policy changes



of employees prefer to learn at work



of employees prefer to learn at their own pace



of employees prefer to learn at the point of need

What is Oracle Guided Learning (OGL)

The Oracle Guided Learning application includes a Content Editor and Analytics.

- Each Content Item is shown as Tile (e.g. One tile = One Guide in PeopleSoft)
- Content is linked to a PeopleSoft environment. One OGL application can manage all PeopleSoft environments.
- Content is Published from a development environment into a “production” environment (could be a Non-Prod Training Environment).
- Steps are captured with a number of options embedded

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What is Oracle Guided Learning (OGL)

The Oracle Guided Learning application includes a Content Editor and Analytics.

- Dashboards provide real time Analytics into the use of the OGL guides
- Can be narrowed based on specific guide(s), Date Range, or User
- Provides PeopleSoft Administrators ability to link support tickets to training guides (lacking or insufficient)

The screenshot shows the Oracle Guided Learning Analytics Dashboard. The main dashboard includes a sidebar with filters for Organization, Application(s), and Filter(s). The main content area displays a 'GUIDE RUNS' line chart and a 'GUIDE DATA ANALYSIS' table. A 'Report Type' overlay is open, showing options for Guide, User, Feedback, and Bulk. The 'User' report type is selected, and the 'Date Range' is set to 2021-03-01 to 2021-03-31. The 'Application(s)' and 'User(s)' sections are also visible, with 'All' selected for both. The 'Guide Type' and 'Guide Status' sections are at the bottom of the overlay. On the right, a 'Report for Kaiser Development A' is shown, including a 'Report Type' summary, 'Notes', and a table of guides.

Oracle Guided Learning Analytics Dashboard

Analytics Dashboard

Day Week Month Year

amit.kumar@oracle.com

25 Active Guides

51,193 Guide Runs

79.5%

13m30s

2,047.7

5.9

GUIDE RUNS

4000

3000

2000

1000

0

10/10/2020 10/21/2020 10/23/2020 10/25/2020 10/27/2020 10/29/2020 10/31/2020 11/2/2020 11/4/2020

GUIDE DATA ANALYSIS

APPLICATION	GUIDE
CPQ Jet	Oracle Countersignature (87sst8)
CPQ Jet	October Release (2qhl09mt)
CPQ Jet	WA_Level 2 (tmh09o6bb)
CPQ Jet	Route to DM (6z4xb4bl)
CPO Jet	Global Mobility Warning (voco2k)

Report Type

Guide **User** Feedback Bulk

☐ All Users ☐ Select User(s) ☒ Select User(s) and Guide(s)

Date Range

Day Week Month Year

From: 2021-03-01 To: 2021-03-31

☒ Use it ☐ Do not use it

Application(s)

☐ All ☒ Select Application(s)

Select Application(s)

User(s)

☒ All ☐ Select User(s)

Guide Type

☒ All ☐ Select Guide Type(s)

Guide Status

☒ All ☐ Select Guide Status(es)

Report for Kaiser Development A

Report Type: User (select User(s) and select Application(s): 2/1 (all/selected), Guide Type: 0 (selected), Training Type: ALL, D Platform: Desktop, Mobile, Guide Manager

+ Notes

[Update Preview](#) [Download Report](#)

Row Count: 58

GUIDE NAME	GUIDE ID
Add/update chartfield or budg...	33isysrr
Inquire on budget details	rkiqw6rv
View or print an expense report	s0u0u7h8
ST-Spro-Route Document for C...	6mpp4knv
ePro Requisition Minimum Ord...	gy9wgxkf
ST-Create par location	lipilyzk
Modify FDA delegation	nl4hff7y
OneLink Website	mcyusz3a
ST-Create pharmacy recharge-...	tqurjnse

What is Oracle Guided Learning (OGL)

Step Guides

- A Step-by-Step guide that walks a user through a process. Built in by default
- Replicates “See It!”
- Replicates “Print It!”
- Adds “Email It” – Can be used by Support Personnel to send a guide to a user.
- URL’s can be captured and presented on an internal site

The collage illustrates the OGL interface and its integration with email. The top left shows a video player for a 'STEP VIDEO' titled 'Add Banking Details'. The top middle shows a screenshot of the 'Add Banking Details' process flow. The top right shows a 'Print' settings panel with options for destination, pages, copies, layout, and color. The bottom left shows a 'STEP 1' screenshot of the 'Add Banking Details' process flow. The bottom right shows a 'Step Guide - Message (HTML)' email template with a 'Send' button and a link to the guided learning content.

Questions?

Contact me:

Cameron McClurg

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Session ID:

P-049755

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LOVE THIS SESSION?

GO TO THIS SESSION'S
LISTING IN THE MOBILE APP
AND CLICK **RATE SESSION** TO
COMPLETE A BRIEF SURVEY

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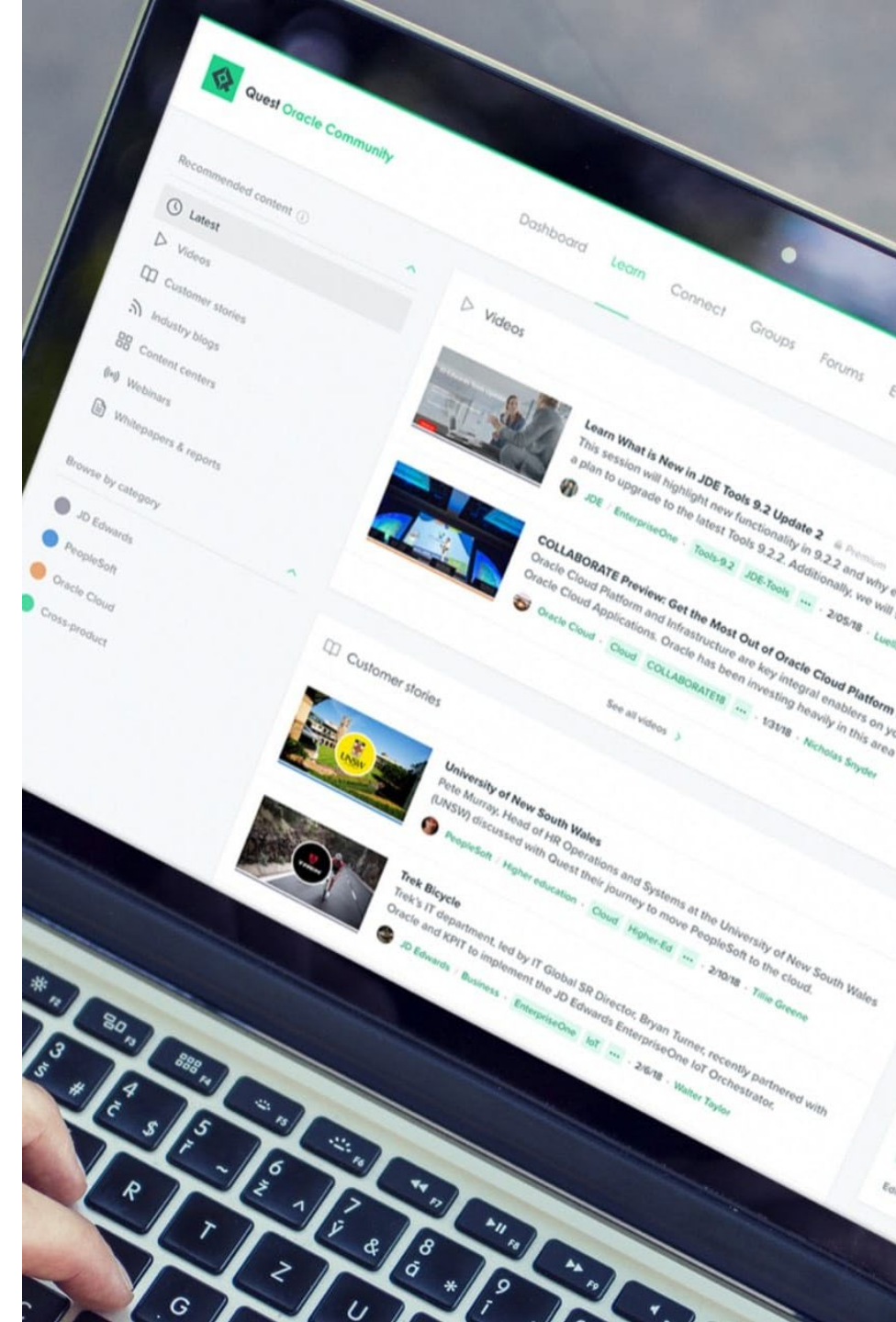
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- Make better, informed decisions.
- Increase their sphere of professional influence and advance their careers.

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- Recognize opportunities for efficiency gains and cost savings.

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Appendix