

Training

ORACLE HCM | HELP DESK

Course plan

Our program

Based on our experience in **Oracle HCM Cloud**, ABTIO has developed the following **training program** with a **practical approach, content tailored to each team's profile, and flexible delivery options.**

Our programs combine **functional understanding, operational use of the tool** and **best practices** so that each training session has a **real impact on daily management.**



About Oracle HCM Help Desk

Oracle HCM Help Desk enables organizations to **manage HR service requests and cases** in a structured, traceable and collaborative way.

The module **helps professionalize internal HR support** by **centralizing employee requests, tracking case status** and **improving interaction** between **employees, support agents** and **HR teams**.

It supports a **more organized service model** by enabling teams to **assign responsibilities, categorize requests, manage case queues** and **leverage knowledge content** to provide more consistent responses. In this way, Oracle HCM Help Desk helps **improve operational visibility, response times** and the **overall quality of internal HR service**.



Training Objectives

By the end of the training, participants will be able to:

- **Understand the end-to-end request and case management process** in Oracle HCM Help Desk.
- **Identify the main roles** involved in module operation.
- **Navigate the most relevant work areas** for agents and key users.
- **Understand the difference between requests, case types and service categories.**
- **Create and manage cases** according to the defined operating model.
- **Apply criteria for assignment, follow-up and communication** with the requester.
- **Recognize the main actions** available to agents throughout the case lifecycle.
- **Understand the fundamentals of knowledge management** to improve response consistency.
- **Apply best practices** to operate with greater structure, traceability, and control.



Who is it intended for?

This training is intended for teams that need to understand, operate, implement, or support Oracle HCM Help Desk within HR internal service delivery processes. Primarily aimed at:

- **Functional and technical consultants** involved in module implementation or support.
- **HR Service Delivery teams.**
- **Internal HR support agents and help desk teams.**
- **Key users** responsible for managing, supervising, or monitoring case flows.
- **Oracle HCM functional administrators.**
- **HR teams** involved in employee requests, inquiries and internal services.
- **Profiles responsible** for improving service traceability, coordination, and response quality.



Agenda

Module 1. Introduction to Oracle HCM Help Desk

- What Oracle HCM Help Desk solves.
- Relationship with HR processes and the internal service model.
- End-to-end process scope: request, case, assignment, follow-up, resolution, and closure.
- Key concepts: request, case, case type, category, queue, agent, and requester.
- Best practices for understanding the operating model before starting day-to-day operation.

Module 2. Roles, user experience, and work areas

- Main roles in Oracle HCM Help Desk.
- User experience by profile: agent, key user, functional administrator, or supervisor.
- Navigation through relevant work areas.
- Access to cases, views, queues, and operational tasks.
- Best practices for structuring responsibilities and control points within the support team.



Module 3. Requests, case types, and categorization

- Difference between requests and cases.
- Use of request types and case types.
- Functional criteria for categorizing HR requests.
- Key information required to create and classify a case.
- Best practices to ensure consistency, traceability, and quality of information from the beginning of the process.

Module 4. Case creation and lifecycle management

- Creating requests and cases.
- Main case statuses and progression through the service flow.
- Managing priorities, owners, and relevant case information.
- Tracking activities and updating information.
- Best practices to manage cases end to end with structure and visibility.

Module 5. Agent actions, assignment, and communication

- Main actions available to agents.
- Case assignment, reassignment, and follow-up.
- Use of work queues and prioritization criteria.
- Communication with the requester.
- Best practices to improve response times, internal coordination, and service quality.



Module 6. Knowledge management fundamentals and operational best practices

- Introduction to the use of knowledge within the support process.
- Relationship between cases, responses, and knowledge articles.
- Use of knowledge content to provide more consistent answers.
- Criteria for leveraging available information during case management.
- Best practices to strengthen module adoption and professionalize internal HR service delivery.



Formats

Language

Spanish / English

Format

Remote (Max. 30 people) / In person (Max. 15 people)

Level

Beginner / Intermediate

Duration

4 hours

Outline

1 short sessions

Content

Standard / Customized

We can **tailor** this training to each organization's specific needs, taking into account its **level of maturity, current processes, active modules** and **specific use cases**. The content can focus on **day-to-day operations, occupancy management, space analysis** or **scenarios involving growth and reorganization**.



Requirements

No mandatory prior knowledge is required. To make the most of the training, it is recommended to have:

- **Basic knowledge of Oracle Global HCM.**
- **General understanding** of the **organization's internal HR support or help desk model.**
- **Access to a practice environment** to review cases and work queues.
- **User profile enabled** according to each participant's role.
- **Prior definition of the functional scope**, when customized training is required.



Why choose ABTIO?

At ABTIO, we have **over 25 years of experience** and a **team** of functional, technical and technology professionals **specialized in Oracle solutions**.

Our training programs are designed to help your organization achieve:

- **A clearer understanding** of the end-to-end Oracle HCM Help Desk process.
- **Greater adoption** of the module by agents, key users, and HR teams.
- **More structure and traceability** in request and case management.
- **Clearer criteria** to categorize, assign, follow up on, and close requests.
- **A practical view** that connects daily internal service operations with the functional logic of Oracle HCM.



■ Book your training

Ready to train your team?

Contact us to book **Oracle HCM | Help Desk training** tailored to your organization's needs.



Argentina: **+54 11 5258 8100**
Spain: **+34 910 488 747**
Germany: **+49 151 670 674 13**



info@abtio.com



abtio.com

