PEOPLESOFT SERVICES

Promote Productivity with PeopleSoft PICASO Chatbot

COVID-19 has drastically changed the process of communication for businesses, employees, and consumers alike. Although isolation caused by COVID-19 has decreased, a preference towards immediate, virtual communication techniques has remained with the use of chatbots.

In this eBook, we'll explore the PeopleSoft PICASO chatbot that can be used not only to meet changing communication needs, but to also benefit your organization's Supply Chain, Finance, and Human Resources processes.

What is the "PeopleSoft PICASO Chatbot"?

The introduction of PeopleSoft PICASO brings a consolidated digital assistant feature that allows PeopleSoft users access to one chat interface for all PeopleSoft chatbot functionality. With PICASO, you can access all PeopleSoft digital assistants, including the Employee Digital Assistant and Supplier Digital Assistant.

These assistants can be supplemented with various delivered skills via the Oracle Digital Assistant Skill Store. PeopleSoft PICASO can be placed on any PeopleSoft dashboard, homepage, or component and acts as a single destination for interacting with PeopleSoft conversationally.

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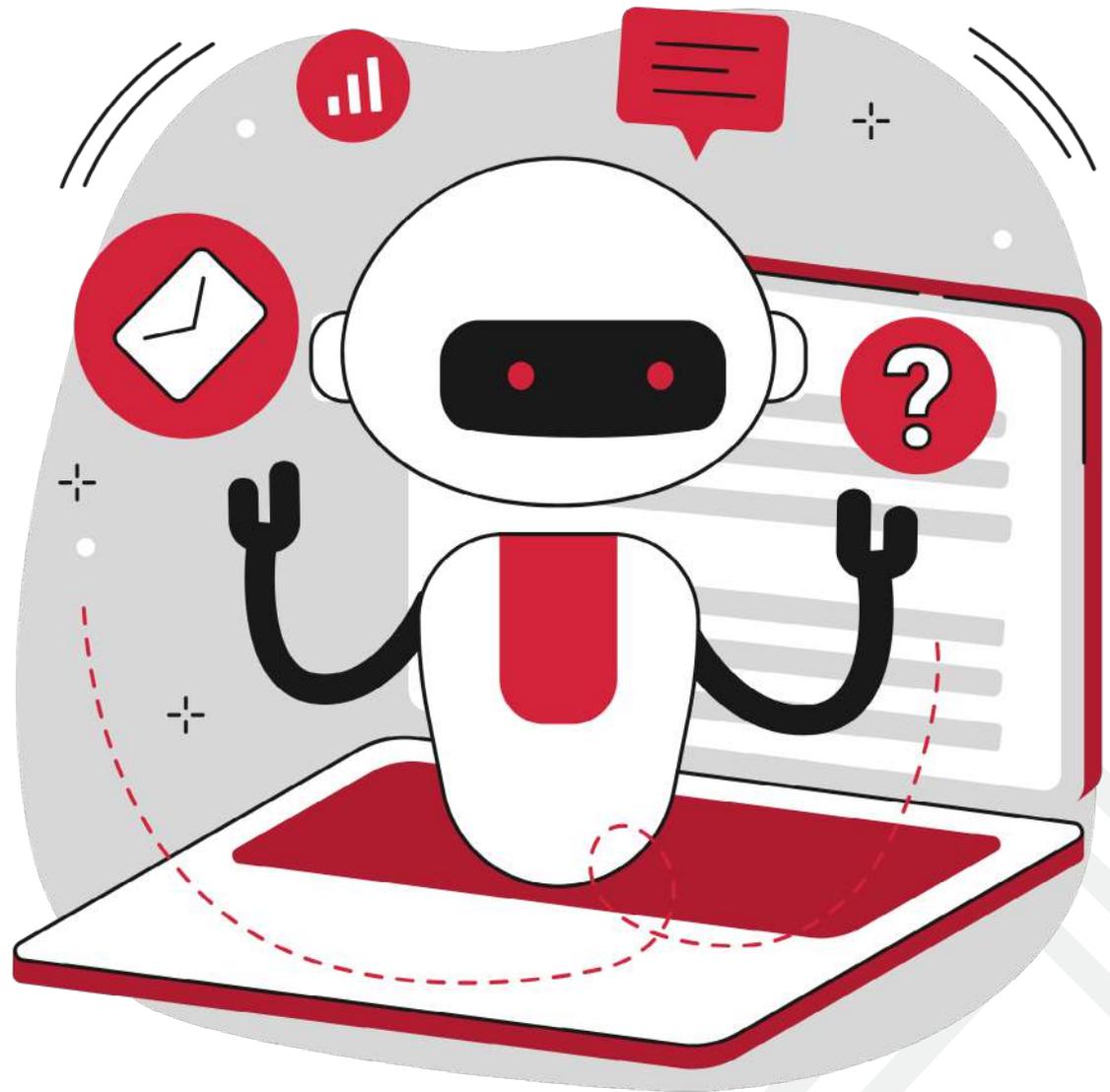
How does PeopleSoft PICASO work?

PeopleSoft's PICASO chatbot works by leveraging Artificial Intelligence (AI) and Natural Language Processing (NLP) to automate internal support. Users can seek conversations with PICASO to gain immediate access to information and execute tasks, which frees workloads for HR and streamlines supply chain and finance processes. With PICASO, you can automate simple requests entirely and provide 24/7 support to employees, which will improve overall productivity and satisfaction.

PICASO use cases for HCM and FSCM

When an employee asks PICASO a question, the chatbot will process the question and route it to the appropriate PeopleSoft skill.

EMPLOYEE DIRECTORY ASSISTANT

Get access to employee general profile information, job title, business and email address, phone, direct reports, and manager information

EXPENSES SKILL ASSISTANT

Find expense reports, view status and details, and make My Wallet transactions

PAYROLL SKILL ASSISTANT

Ask questions about paychecks or perform self-service transactions like updating direct deposit information

REQUISITION INQUIRY

Search for requisitions and view the status of items in the Request Lifespan

BENEFITS SKILL ASSISTANT

Ask questions about benefits and view or update benefits enrollments

ABSENCE ASSISTANT

Uncover current absence balance, request or cancel absence, and make absence requests using status, absence type, or by time period

Key considerations for Leveraging PICASO

If you want to begin leveraging PICASO, you can start by finding it in the Oracle Digital Assistant Skill Store. In order to use PICASO, an Oracle Digital Assistant license is required. With your ODA license, you're given the option of extending the delivered skills and the ability to build your own custom skills as well. Another key factor to keep in mind is that in order to leverage the capabilities of PICASO, your PeopleSoft applications must be up to date.

PEOPLESOFT APPLICATION REQUIREMENTS FOR ENABLING PICASO:

PeopleSoft HCM Update Image 9.2.031 or higher

PeopleSoft FSCM Update Image 9.2.033 or higher

PeopleSoft ELM Update Image 9.2.020 or higher

PeopleSoft CRM Update Image 9.2.018 or higher

PeopleSoft Campus Solutions Update Image 9.2.015 or higher

PeopleTools version is 8.57.07 or higher

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CONCLUSION: IMPROVE COMMUNICATION AND SCALE YOUR HR, SUPPLY CHAIN, AND FINANCE TO THE NEXT LEVEL

In considering the importance of these key drivers, navigating all of the updates and changes required to leverage PICASO can be tricky if you're not already on these Images and versions. Elire is here to help. Reach out to **PeopleSoft@elire.com** to discuss PeopleSoft Image updates and upgrading your PeopleTools.
For more information, check out the Understanding PeopleSoft PICASO page of the Oracle website **here**. To learn more about PICASO and its benefits, make sure to check out our articles "**PeopleSoft PICASO Use Cases for Supply Chain and Finance**" and "**PeopleSoft PICASO – Chatbots for Human Resources.**"

Emerging technology including chatbots and robotic process automation (RPA) can be exciting, but confusing for users. For assistance in deciding which technology is right for you, or which process to automate, Elire's Strategic Advisory Services is here to help. View our services **here.**

CONTACT

Email PeopleSoft@elire.com to learn more about the Path to Cloud

Visit our **website** & follow us on social media

INDUSTRY INSIGHTS

PeopleSoft PICASO Use Cases for Supply Chain & Finance

PeopleSoft PICASO - Chatbots for Human Resources

WHO IS ELIRE?

Established in 2005, Elire was formed by the merging of several independent PeopleSoft Consulting Services firms aiming to provide a level of service to their clients that had not been seen at the "Big 4" level.

Elire's Founding Partners gathered together with the aim of creating a firm that would deliver a true, trusted advisorship to their client partners, remaining after "go-live" to ensure their organization was both comfortable with their new solution and had a roadmap in place for future value.