What if PeopleSoft Were a Bit More Like Alexa?

SEARUG 2022

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Agenda

1. Welcome and Introductions
   - Scott Antin – *VP Business Development*
2. Who is Gideon Taylor?
3. The Chatbot Dating Game
4. Here a Form. There a Form. Everywhere an eForm!
5. You Can't See What You Can't See
6. Q&A

GT eForms™ - Validated PeopleSoft Automation Solution

PeopleSoft Project Services

AI Digital Assistants

Process Optimization Analysis

PeopleSoft 'Keep Current' Services

Full-Stack Cloud Managed Services

Automation Centers of Excellence

Integrated / Automated Testing – PeopleSoft and Beyond

Robotic Process Automation

HEUG

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Build Grow Serve

Delivering on the Promise of Enterprise Technology

Helping clients envision and create custom solutions for PeopleSoft and Oracle using eForms and workflow technology, OCI cloud hosting, UiPath RPA, always-current managed services, full-service consulting and staffing, UX and conversational AI.

Founded in 2001, based in American Fork, UT

Gideon Taylor is a PeopleSoft custom solutions provider for business, education, and government organizations

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UiPath™ Partner SILVER

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Some Of Our Clients…

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The Chatbot Dating Game!

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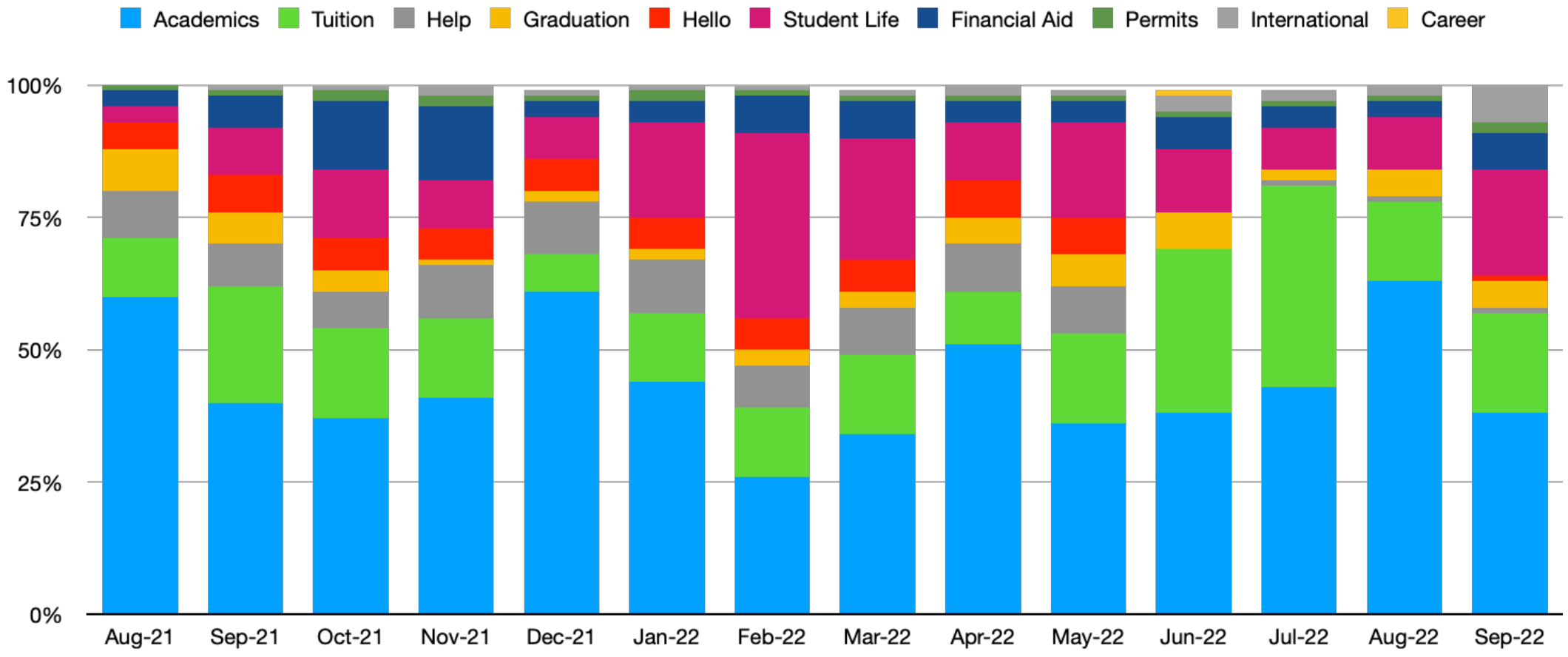
Answers by Topic – Seneca College



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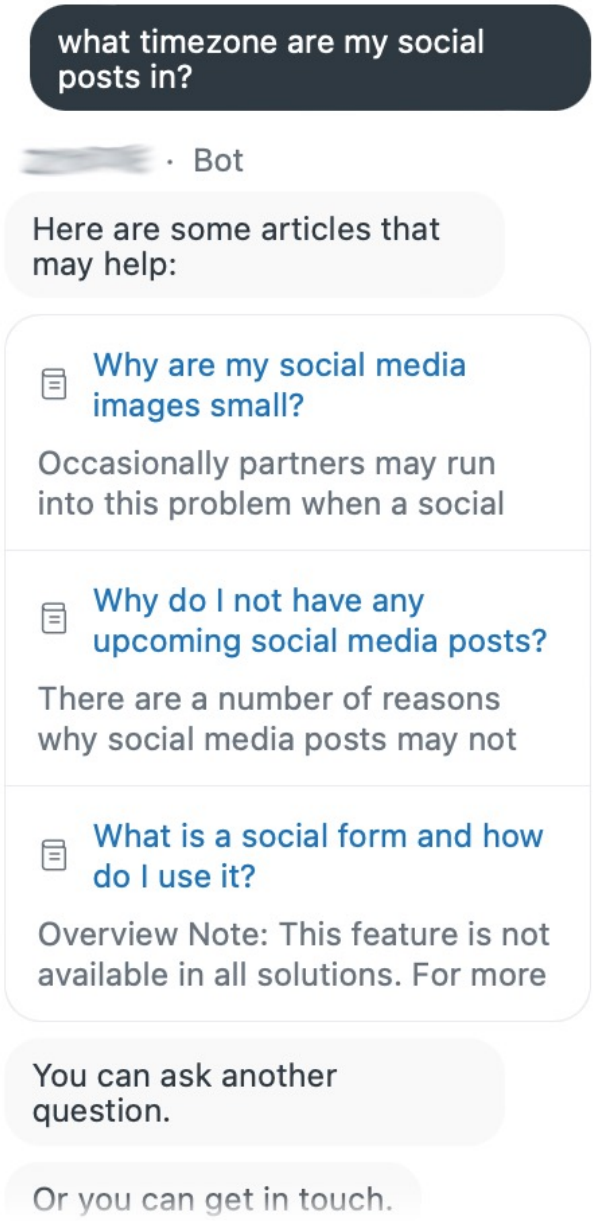

Accuracy is King

- NLP accuracy is the most overlooked feature
- All bots are not created equal
- Rules-based vs. Machine Learning
- Nothing else matters if users don't trust the accuracy

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“Ida” – A Chatbot for Everyone

- Enterprise-grade digital assistant
- Uses machine learning AI
- Built on Oracle’s AI and Cloud
- Scalable to thousands of questions in over 100 languages
- Authenticated and non-authenticated chats
- Multi-channel capable (Web, Teams, SMS, etc)
- Pre-built catalog of questions/skills/integrations
- Integration adapters such as PeopleSoft, HCM Cloud, Microsoft, ITSM, LMS
- Add questions, answers and topics
- Conversational satisfaction surveys
- Role-specific & personalized answers
- Alerts, nudging and suggestions
- Automated deployment and testing (no expensive staffing/consulting!)
- AI that gets smarter over time

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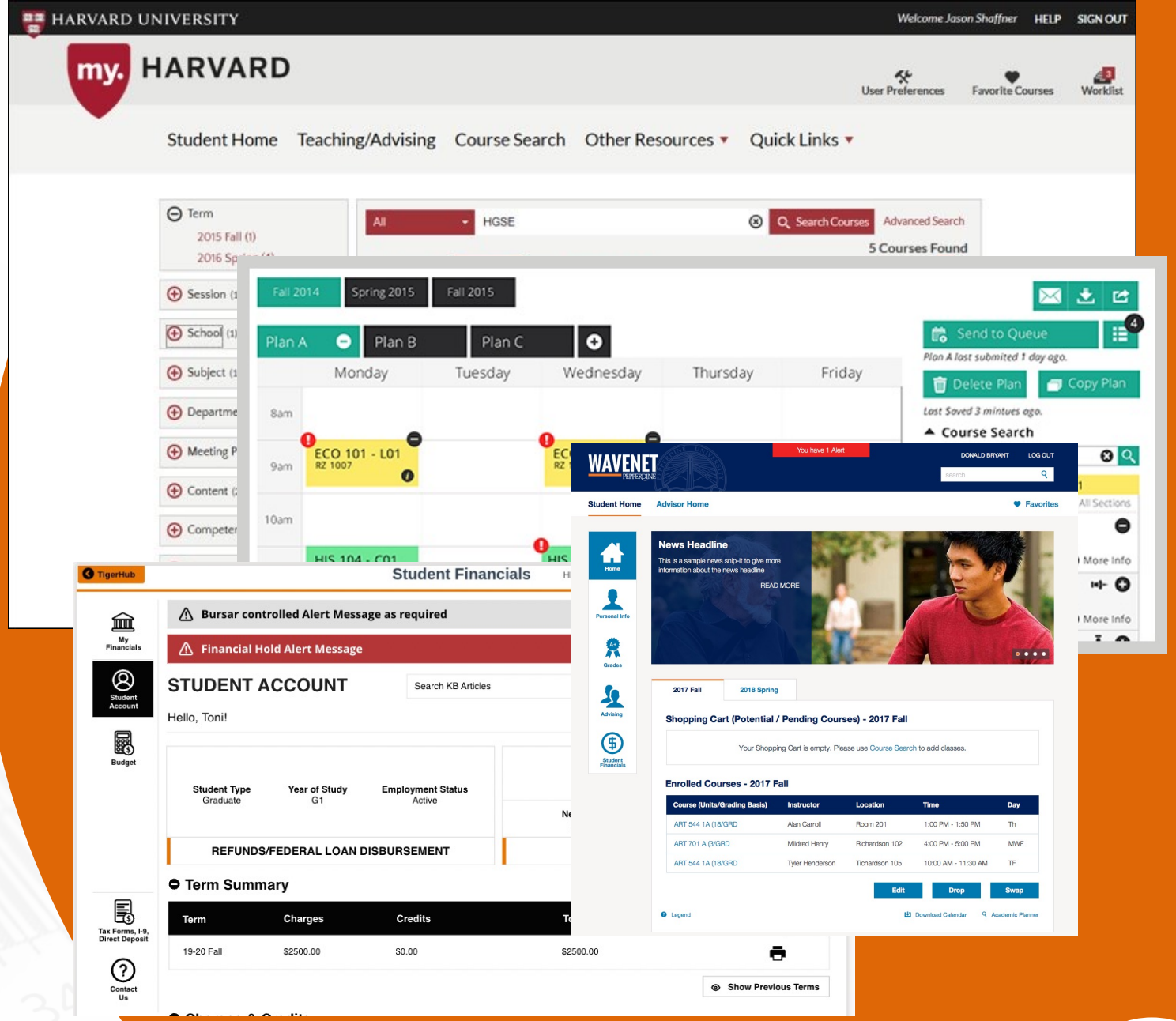
IntraSee WebUX

Building easier to use, one-stop shops in the PeopleSoft ecosystem.

- Student / Faculty / Advisor Portals
- Pre-built Experiences
- Bespoke Experience
- Enterprise Integrations (one-stop)
- No new technology stack
- Cloud/SaaS options
- Real-time personalization
- Advanced web analytics
- Mobile experiences
- Fluid/Kibana/Search integration
- Focus groups & user-centered design



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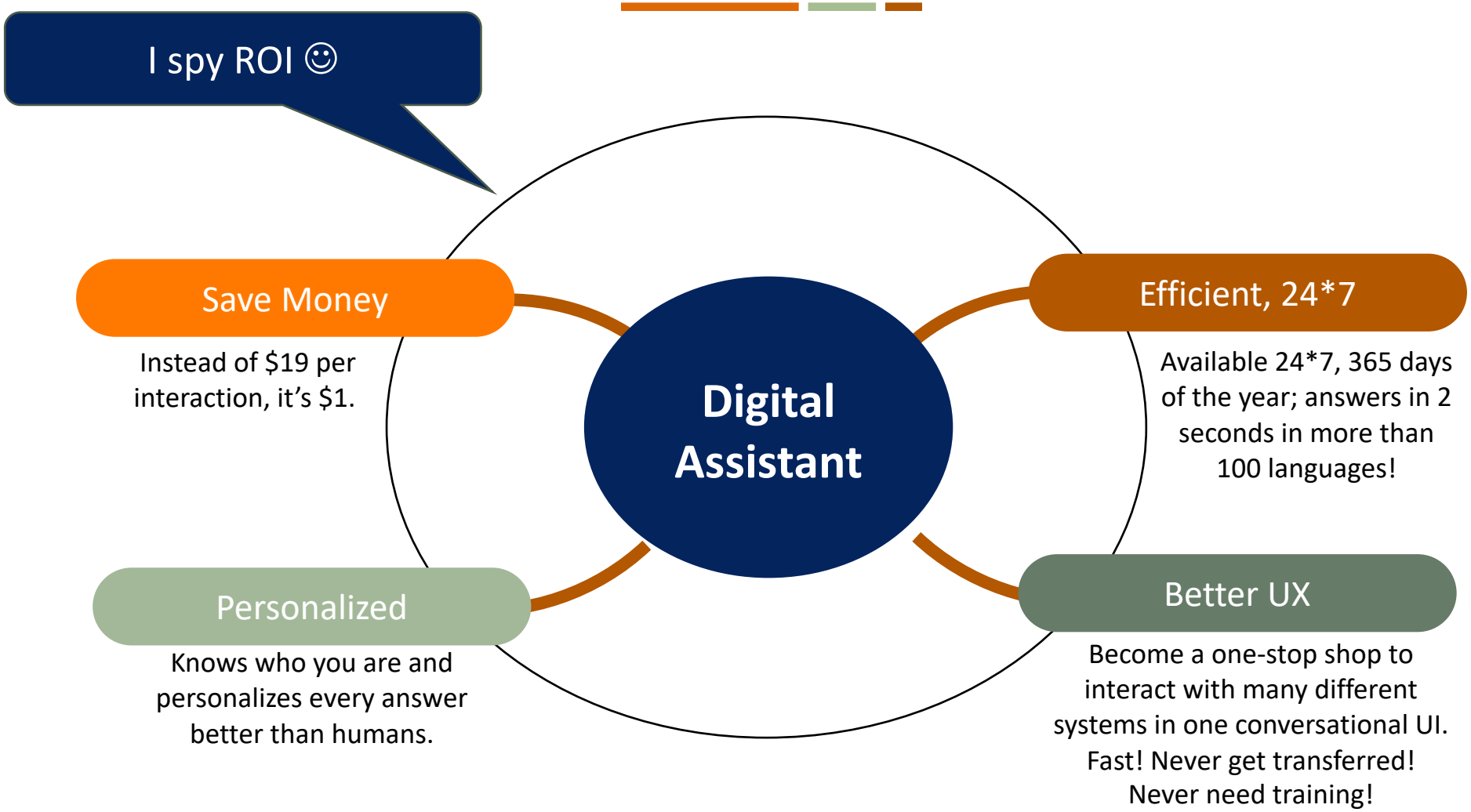
DEMO

Ida Digital Assistant + WebUX

Value Proposition



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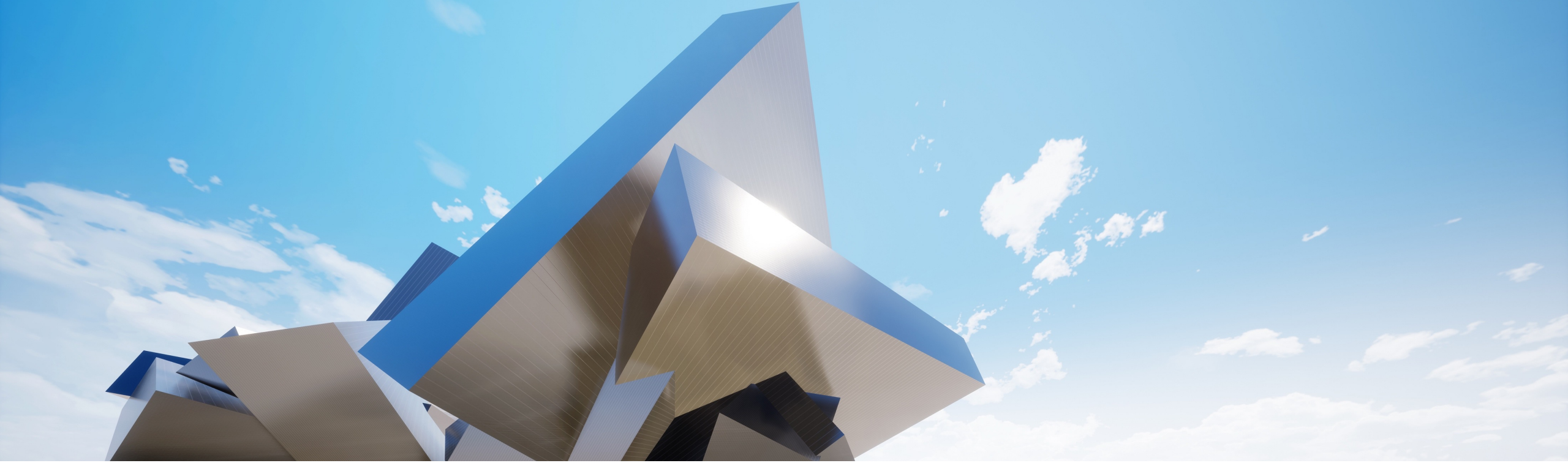

Here a Form. There a Form. Everywhere an eForm.

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GT eForms™ – Unparalleled Automation

ORACLE Validated Integration PeopleSoft

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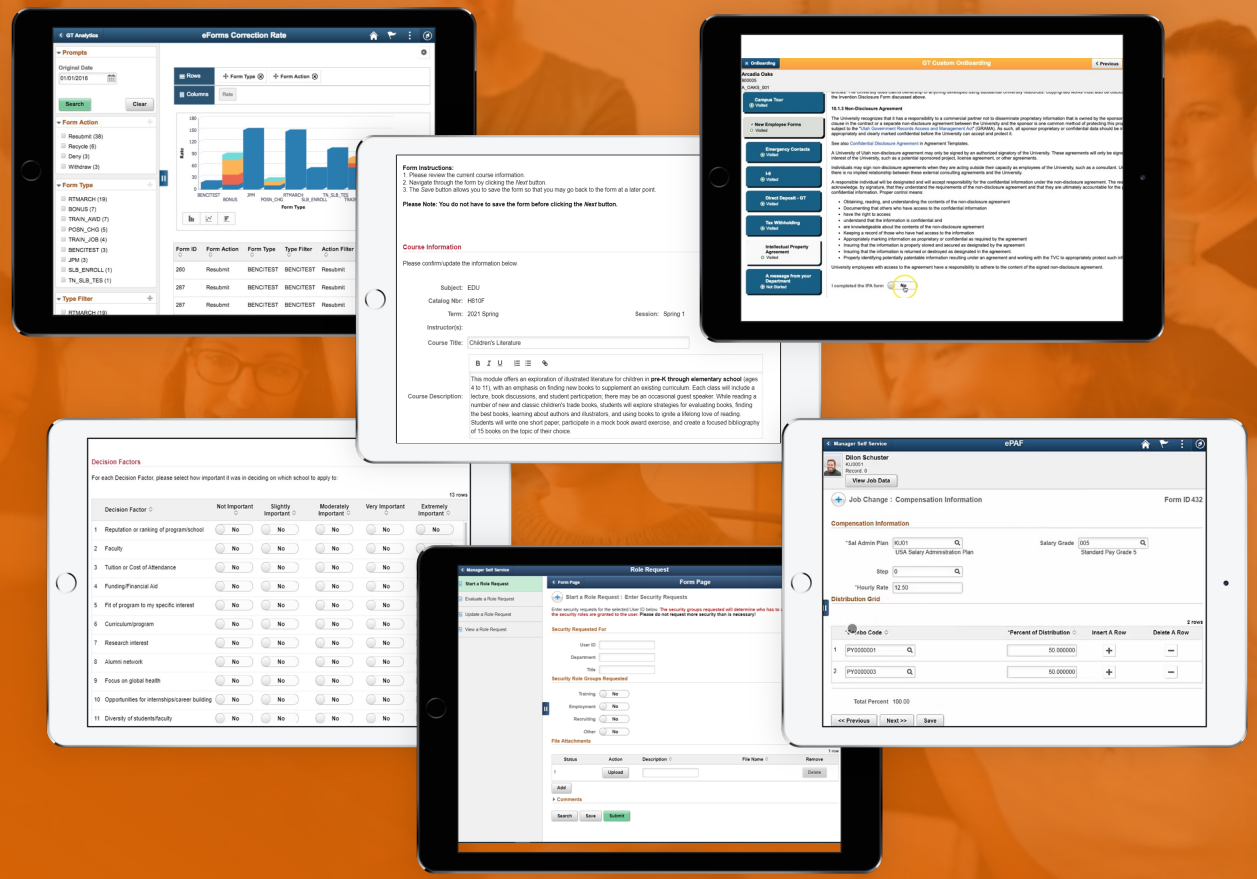

Build Configuration-based Custom Fluid Solutions

- Configuration-based Form creation
- Pre-Population
- Conditional form behavior
- Restricted valid values
- Bulk actions
- Attachment management
- Configurable routing
- Full PeopleSoft security
- Edits & validations
- Reporting & analytics

Transformative Results

- 700% Efficiency Increase
- Turnaround reduced from 5 days to 30 minutes
- Reduced manual intervention & errors to less than 1%
- Saved over 90% of time for new employee onboarding
- Direct year-on-year ROI over $300,000

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Transforming and Extending the Peoplesoft Experience with GT eForms

ORACLE Validated Integration PeopleSoft

HEUG

North Dakota University System

Enrollment: 55,000 across 11 campuses

Key Achievements:

- Went live with over 120 new Campus Solutions eForms in July – Largest single go-live ever
- Dozens more on the roadmap for HCM and CS
- Little to no GT assistance

University of CA, Berkeley

Enrollment: 45,000

Key Achievements:

- **2019 PeopleSoft Innovator Award** for rapid Fluid deployment using eForms
- Dozens of student and faculty eForms
- Thousands of person hours saved each year

Los Rios Community College

Enrollment: 70,000 across 4 colleges, 6 education centers

Key Achievements

- Creating eForms in HCM and CS; over 100 form types planned
- Initial scope replaced 9 PS Forms with GT eForms
- Over 50,000 eForms initiated in the first 90 days

Princeton University

Enrollment: 8,600

Key Achievements:

- Creating eForms in HCM and CS
- Created and launched 16 new eForms in 90 days
- **COVID-19**: Design to Production with two student eForms in less than 24 hours

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Where Do We Start?

Student Life
- Housing checkout
- Incident reporting
- Disciplinary cases
- Personal data
- Surveys/questionnaires
- Athlete certifications

Financial Services
- Financial aid forms
- Scholarship applications
- Refund requests
- Emergency loans
- Document uploads

Student Services
- Class add / drop
- Change of major / minor
- Grade change requests
- Transfer credits
- Student withdrawals / LOA
- Curriculum management
- Official letter requests

Administrative Services
- Personnel actions
- Onboarding/offboarding
- Leave / FMLA requests
- Policy acknowledgements
- Chartfield maintenance
- Journal vouchers
- Expense reporting
- Supplier self-services
- Access requests

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DEMO

GT eForms

ePAF Homepage

Affiliate Actions Homepage

Benefits Enrollment Homepage

Manage Benefits Homepage

Waiting for hcm-dev.ps.sc.edu...

Berkeley DEV

Undergrad Academic Plan Change : CPP Request

Form ID 460287

Student Information

*Student ID:

Email Address

Name:

Admit Term:

Academic Career:

Hide Instructions No

Comments

Submit

DEMO

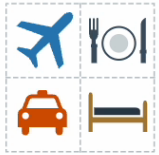
Two Great Tastes that Taste Great Together!

Approvals

0

eProcurement

Expenses



Time Entry

Travel Authorizations

My Service Requests

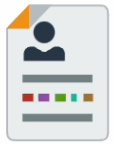
Status Reports

Payment Request Center

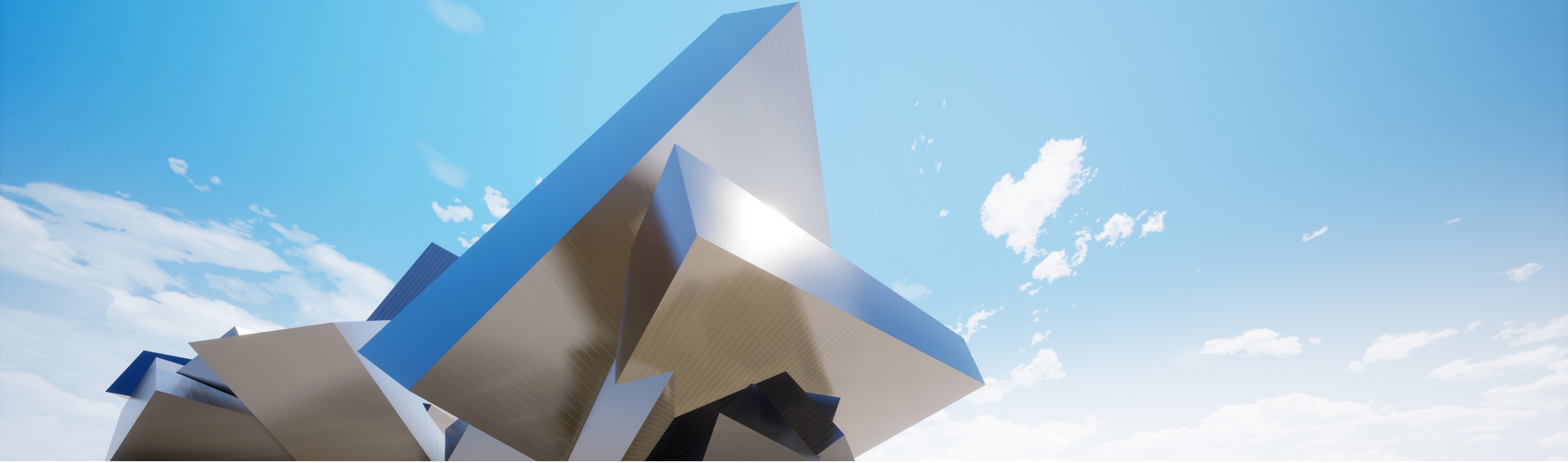
Design Forms

My Forms

My Profile



Financial Structure Request



You Can’t See What You Can’t See

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How Much Do Visualizations Help Tell a Story?

Google COVID-19 Community Mobility Report

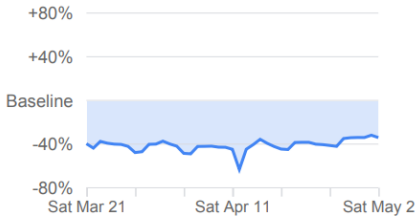
United States May 2, 2020

Mobility changes

Retail & recreation

-34%

compared to baseline

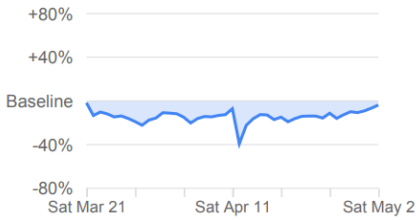


Mobility trends for places like restaurants, cafes, shopping centers, theme parks, museums, libraries, and movie theaters.

Grocery & pharmacy

-4%

compared to baseline



Mobility trends for places like grocery markets, food warehouses, farmers markets, specialty food shops, drug stores, and pharmacies.

Parks

+28%

compared to baseline

Mobility trends for places like national parks, public beaches, marinas, dog parks, plazas, and public gardens.

Source: https://www.gstatic.com/covid19/mobility/2020-05-02_US_Mobility_Report_en.pdf

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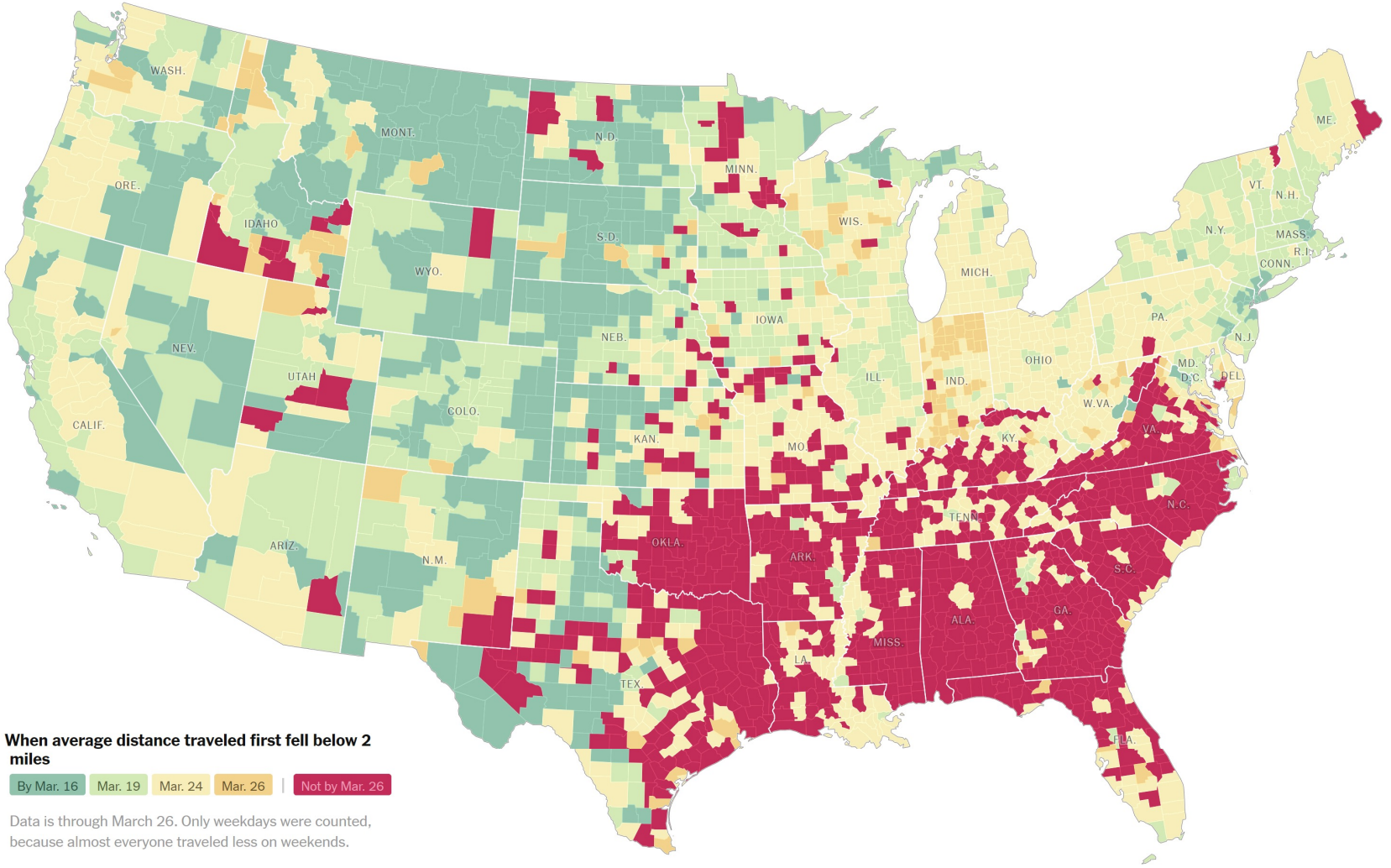
How Much Do Visualizations Help Tell a Story?



Source: https://www.nytimes.com/interactive/2020/04/02/us/coronavirus-social-distancing.html

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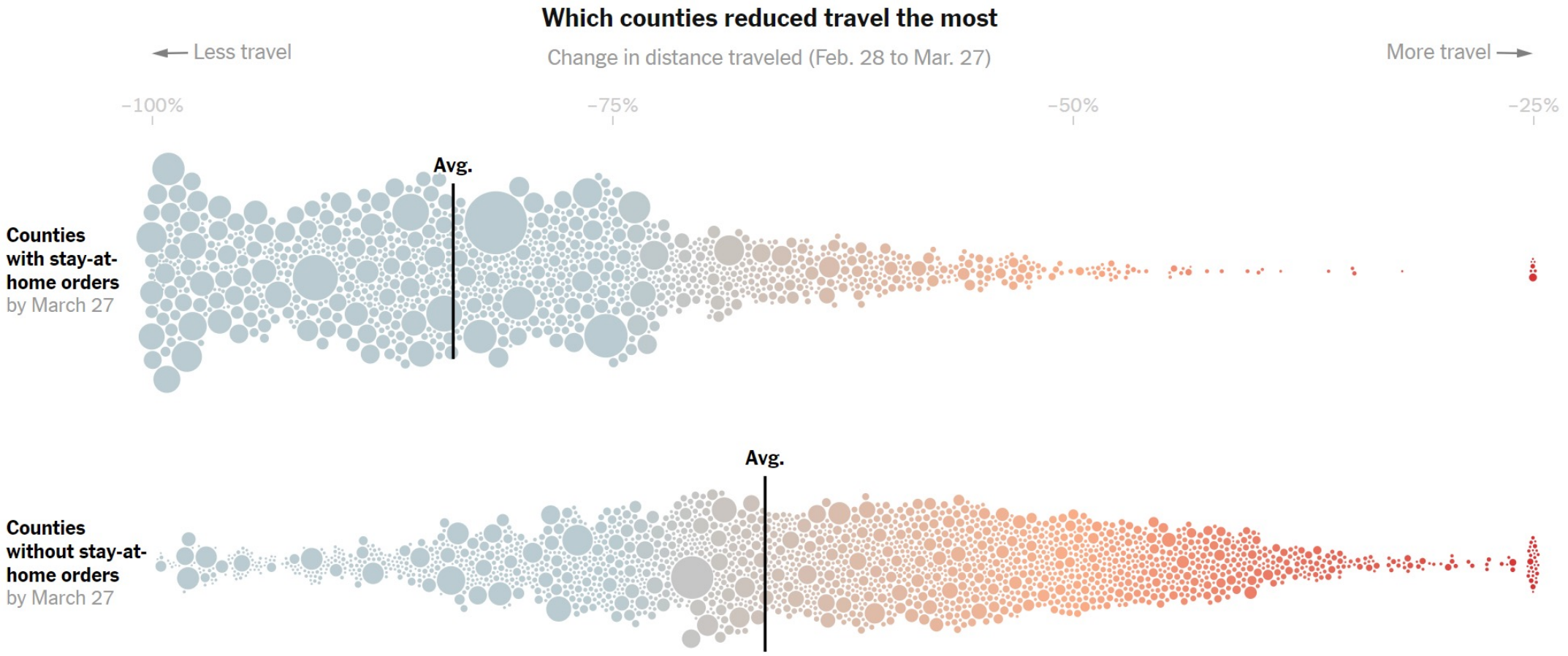

Source: https://www.nytimes.com/interactive/2020/04/02/us/coronavirus-social-distancing.html

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Kibana – Introduction

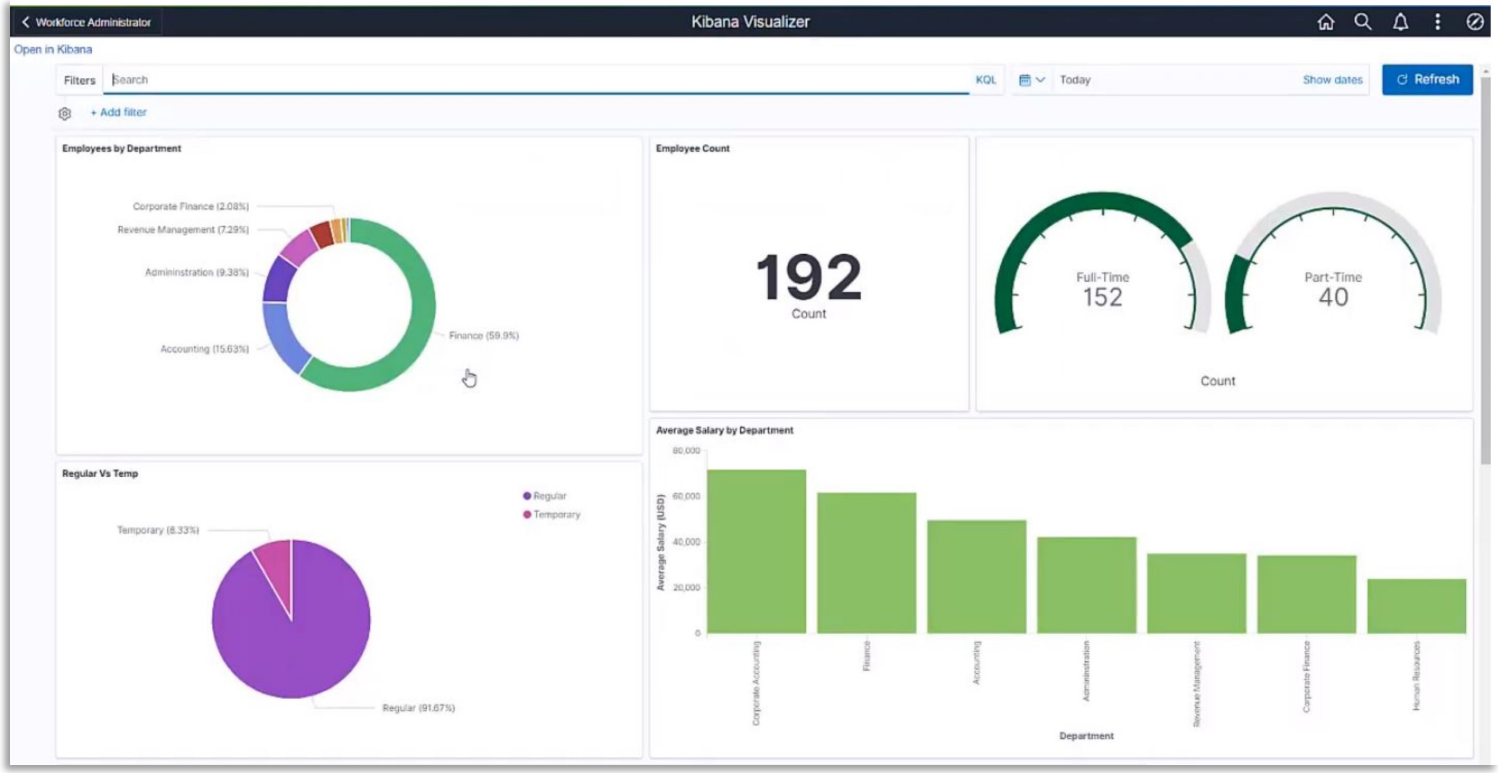
Q: What is Kibana?

A: Kibana is a performance-friendly visualizer for PeopleSoft application data. Powered by Elasticsearch indices, organize large volumes of analytical data in a wide variety of visualization styles on homepages and dashboards without sacrificing transactional database performance.

Q: When did it become available?

A: Requires PeopleTools 8.58

- PUM Images on 8.58 include delivered visualizers for immediate use



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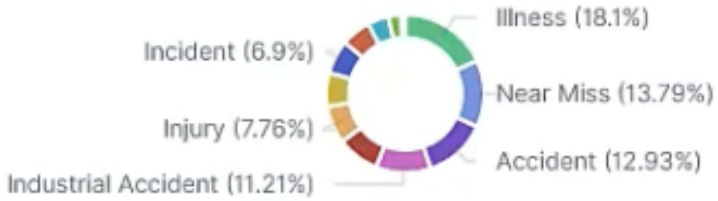
Manage Incidents

Reporting and Integration

Configure Health and Safety

Incident Analytics



Transformative Results

700% efficiency increase - State of Tennessee is now able to process as many benefits enrollment forms in one hour as they used to do in an entire day

Reduced turnaround time **from 5 days to less than 30 minutes** – from submission through final updates to PeopleSoft (Xcel Energy)

75% decrease in total human effort associated with forms processing (University of Florida)

Manual intervention and error rates dropped **from 45% to less than 1%** (Xcel Energy)

A reduction of more than 93% in time required to prep and facilitate employee onboarding processes (Questar Corporation)

Over 10,000 form actions processed each week without manual intervention or error (ShopRite Stores)

ROI of more than **$300,000 year-on-year** (University of Florida)

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