



What if PeopleSoft Were a Bit More Like Alexa?

Southwest Alliance 2022

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



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



Partner



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

Some Of Our Clients...



Berkeley
UNIVERSITY OF CALIFORNIA

LSU Health
NEW ORLEANS


NORTH DAKOTA
UNIVERSITY SYSTEM


GRCC
GRAND RAPIDS COMMUNITY COLLEGE


WISCONSIN
UNIVERSITY OF WISCONSIN-MADISON


THE
UNIVERSITY
OF UTAH®


NORTHERN
ARIZONA
UNIVERSITY


Bloomsburg
UNIVERSITY


THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL


PRINCETON
UNIVERSITY


UNIVERSITY OF
SOUTH CAROLINA


LOS RIOS
COMMUNITY
COLLEGE DISTRICT


THE UNIVERSITY OF
CHICAGO


UT Health
San Antonio


PALOMAR COLLEGE
Learning for Success

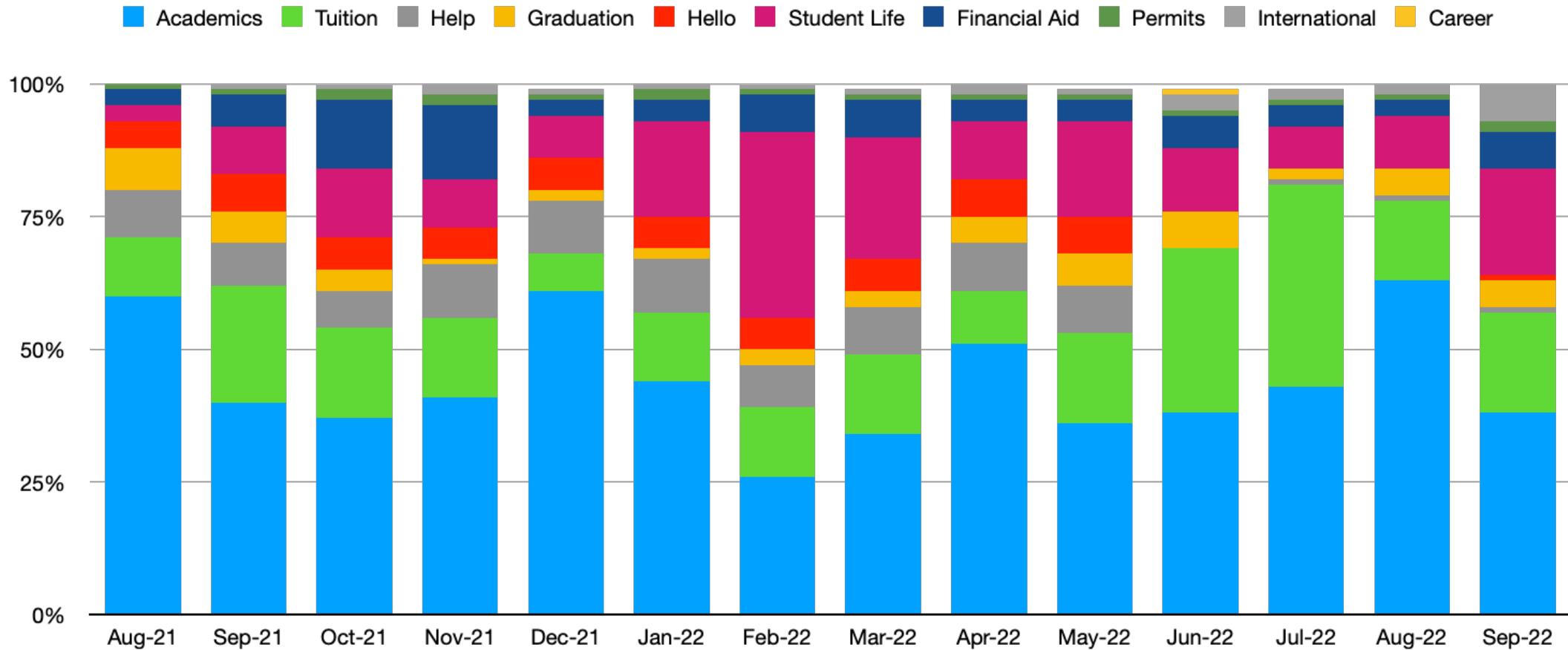

MADISON
AREA | TECHNICAL
COLLEGE





The Chatbot Dating Game!

Answers by Topic – Seneca College



what timezone are my social posts in?

 · Bot

Here are some articles that may help:

 [Why are my social media images small?](#)

Occasionally partners may run into this problem when a social

 [Why do I not have any upcoming social media posts?](#)

There are a number of reasons why social media posts may not

 [What is a social form and how do I use it?](#)

Overview Note: This feature is not available in all solutions. For more

You can ask another question.

Or you can get in touch.

Get in touch

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



“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



IntraSee WebUX

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

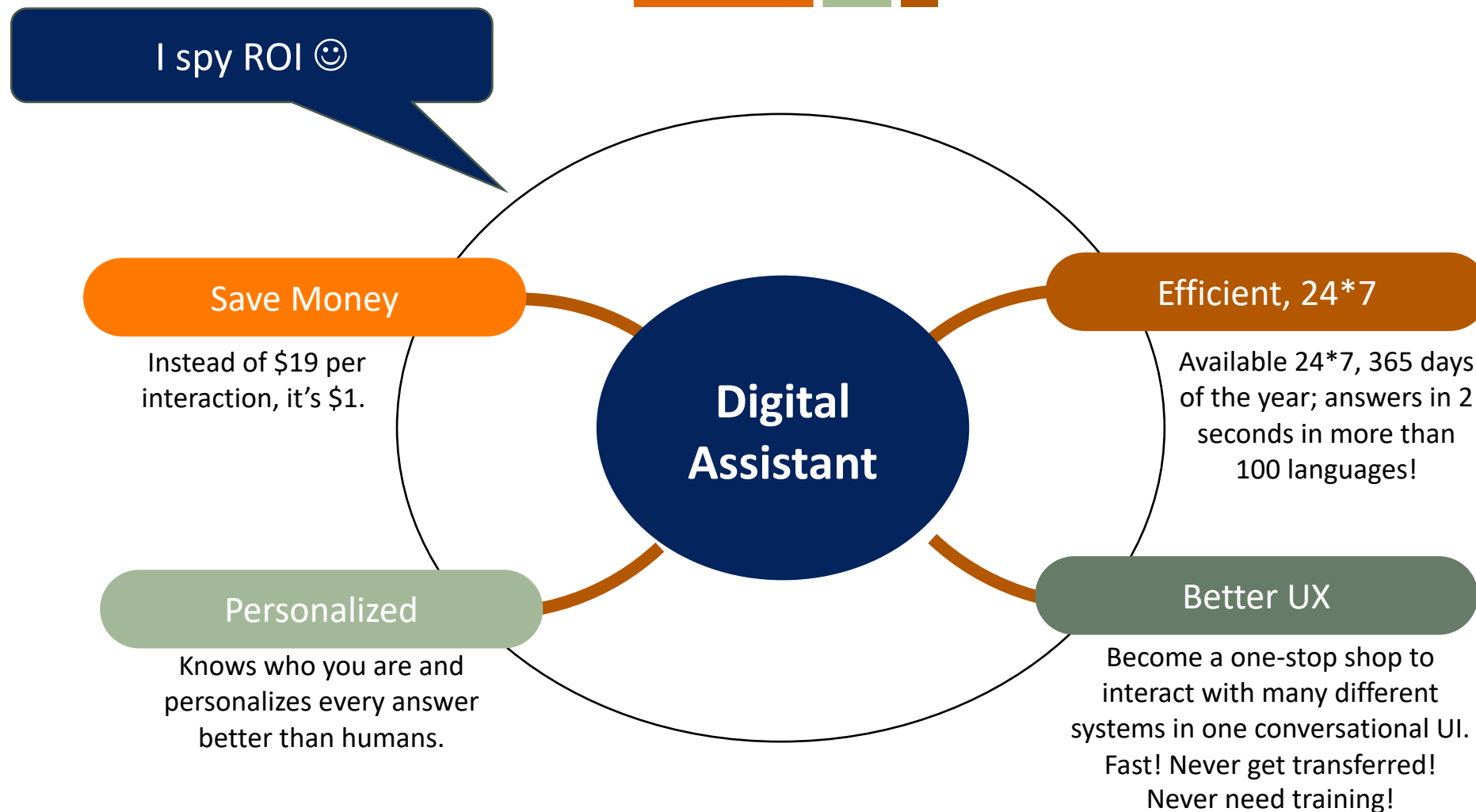
- Student / Faculty / Advisor Portals
- Pre-built Experiences
- Bespoke Experience
- Enterprise Integrations (one-stop)
- No new technology stack
- Cloud/SaaS options
- Real-time personalization
- Advanced web analytics
- Mobile experiences
- Fluid/Kibana/Search integration
- Focus groups & user-centered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

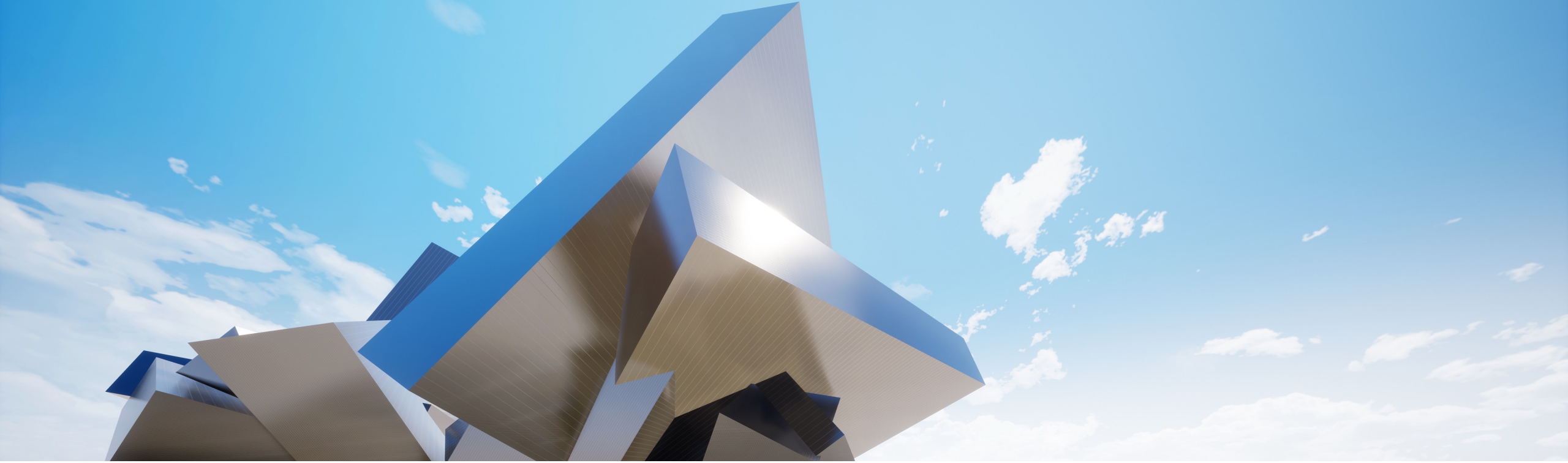
The image displays three overlapping screenshots of the my.HARVARD web portal. The top screenshot shows a course search interface with filters for Term (2015 Fall, 2016 Spring), Session (Fall 2014, Spring 2015, Fall 2015), School, Subject, Department, Meeting, Content, and Competency. It displays a calendar view for Plan A, B, and C, with course sections like ECO 101 - L01 and HIS 104 - C01. The middle screenshot shows the 'Student Financials' page with a navigation sidebar (My Financials, Student Account, Budget) and a main content area containing alerts, a student account summary table, and a term summary table. The bottom screenshot shows the 'WAVENET' student portal with a news headline, a shopping cart section for 2017 Fall, and an enrolled courses table for 2017 Fall.

DEMO

Ida Digital Assistant + WebUX

Value Proposition

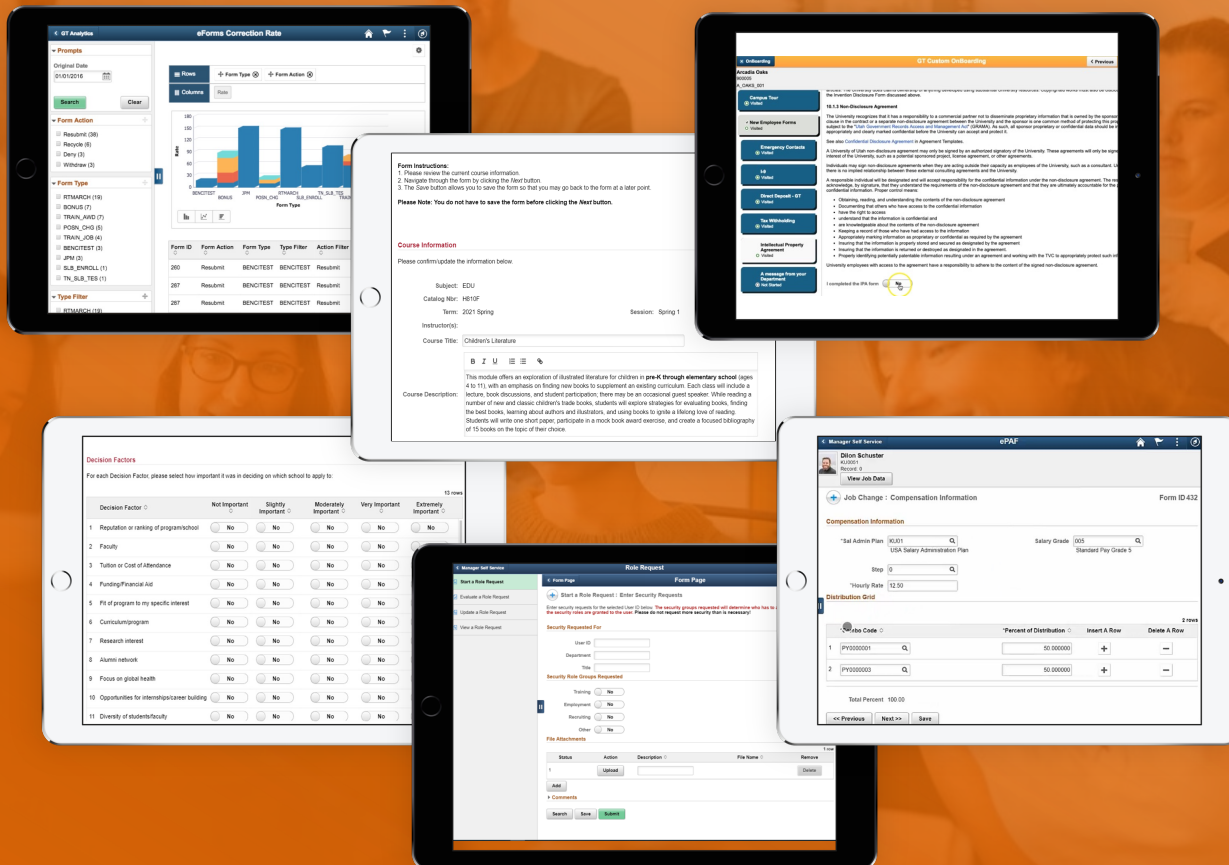




Here a Form. There a Form. Everywhere an eForm.

GT eForms™ – Unparalleled Automation

ORACLE
Validated Integration
PeopleSoft



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

Transforming and Extending the Peoplesoft Experience with GT eForms

ORACLE
Validated Integration
PeopleSoft



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

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



DEMO

GT eForms

GT eForms Demos



Since this deck would have been too large to upload with the video files embedded, here are links to a couple of examples of GT eForms for PeopleSoft:

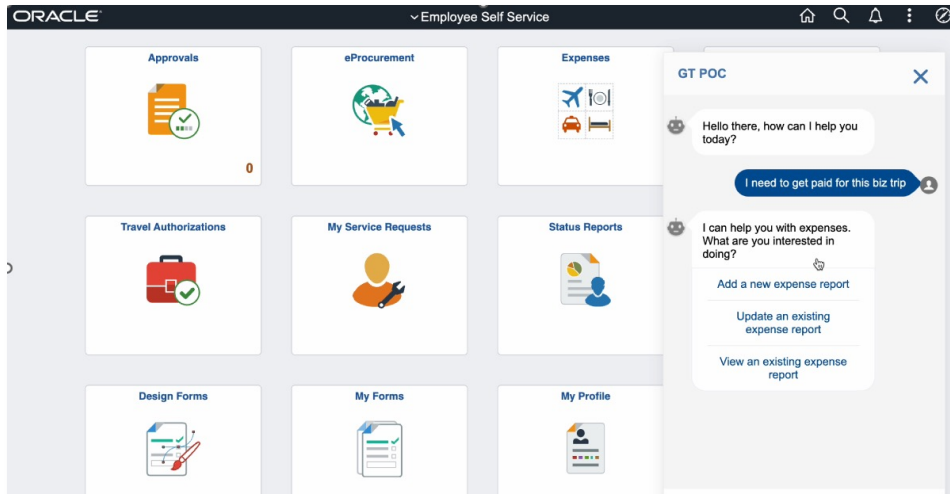
Student Hire eForm: https://youtu.be/KAmtUe_XgoQ

Change of Major eForm: <https://youtu.be/NHfZMBrfnR0>

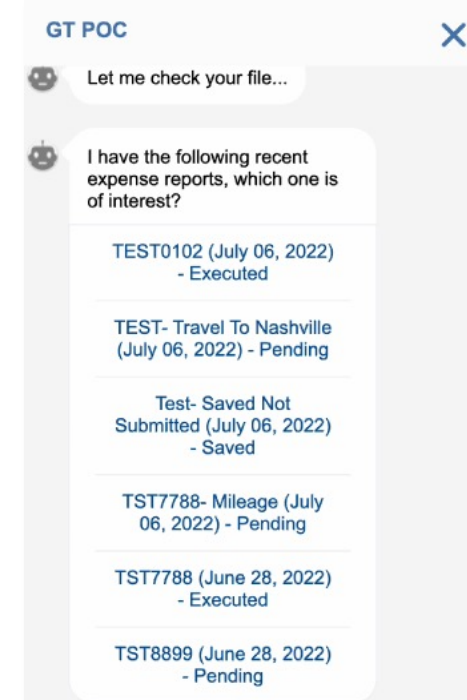
DEMO

Two Great Tastes that Taste Great Together!

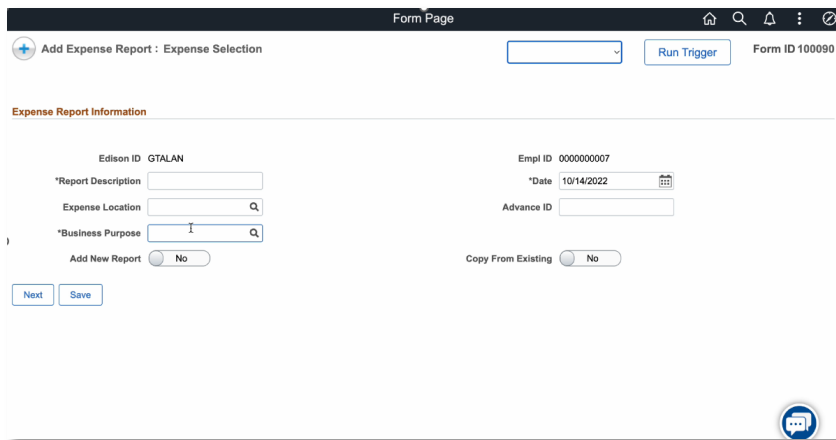
Screenshots of Demo Video



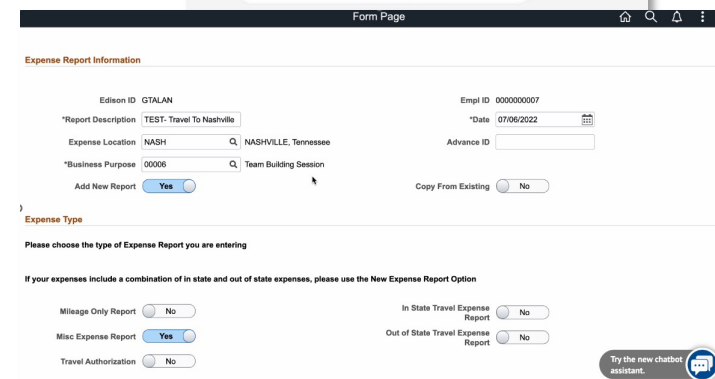
1) User initiates chatbot and asks to get reimbursed for travel expenses...



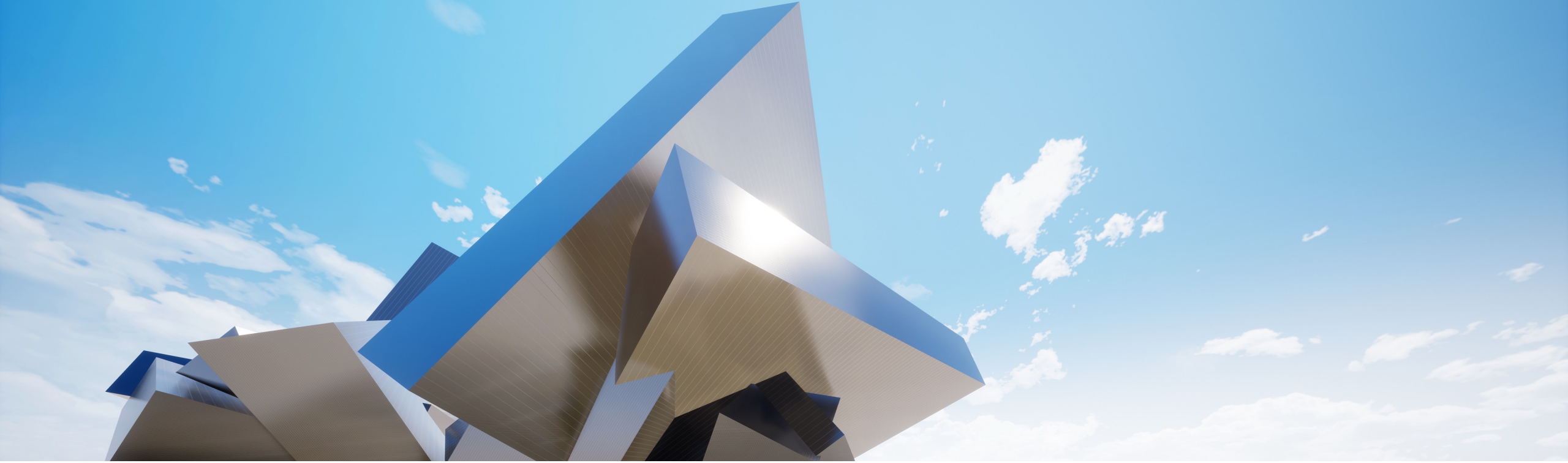
3) User requests to add an expense to an existing expense eForm. Ida returns results of existing forms for the user to select.



2) Ida recognizes that user needs to submit an expense reimbursement form and opens one, pre-populated with information about the user.



4) When user makes a selection, the form opens complete with all existing expense info submitted previously.



You Can't See What You Can't See

How Much Do Visualizations Help Tell a Story?



Google

COVID-19 Community Mobility Report

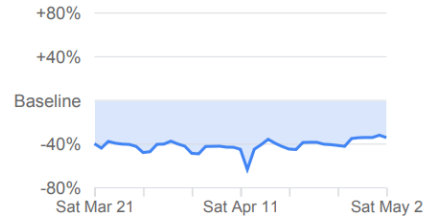
United States May 2, 2020

Mobility changes

Retail & recreation

-34%

compared to baseline

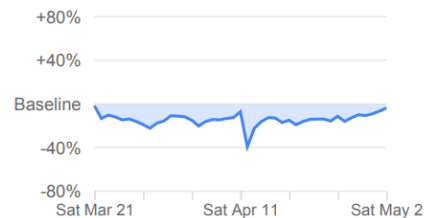


Mobility trends for places like restaurants, cafes, shopping centers, theme parks, museums, libraries, and movie theaters.

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%

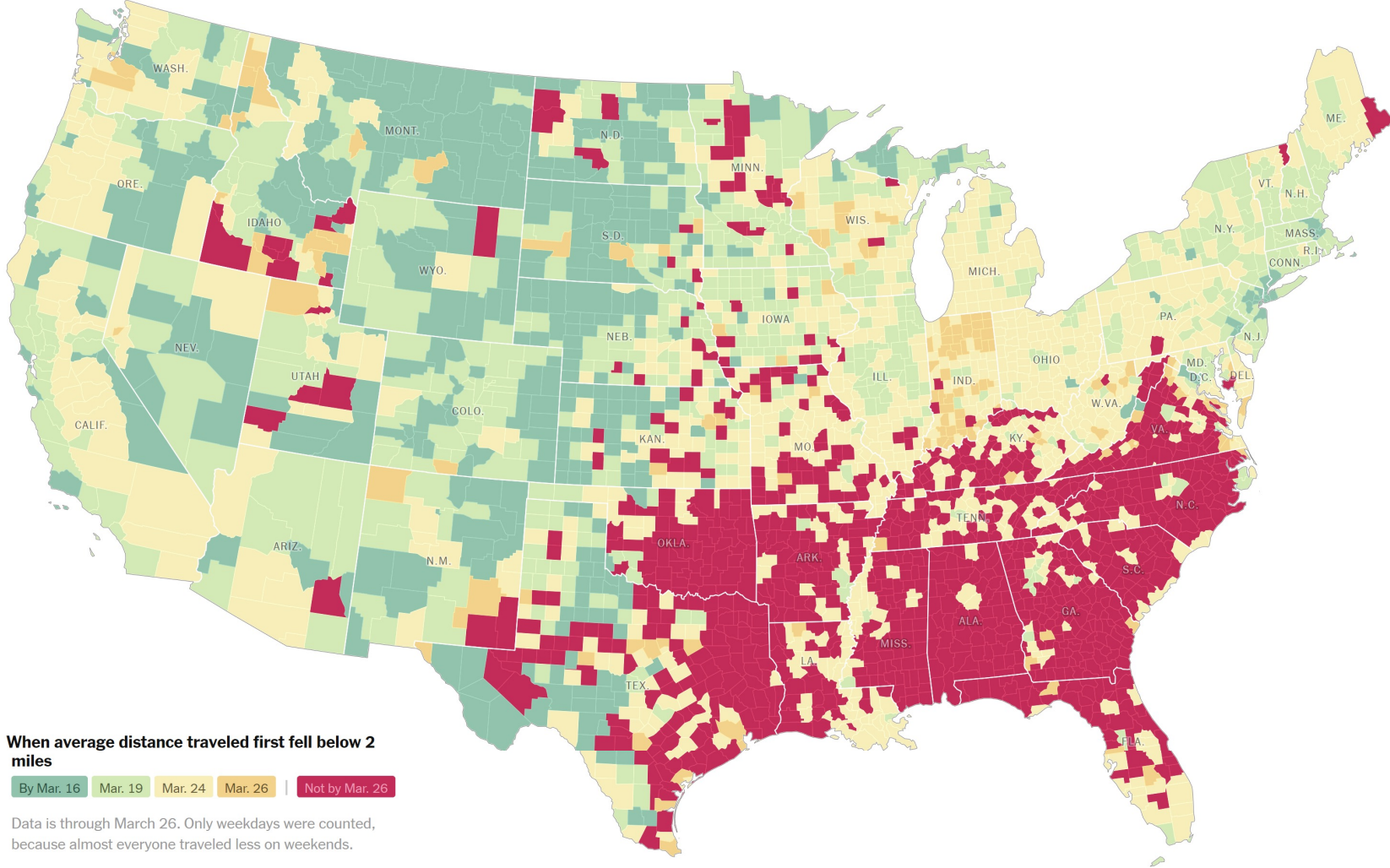
compared to baseline



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

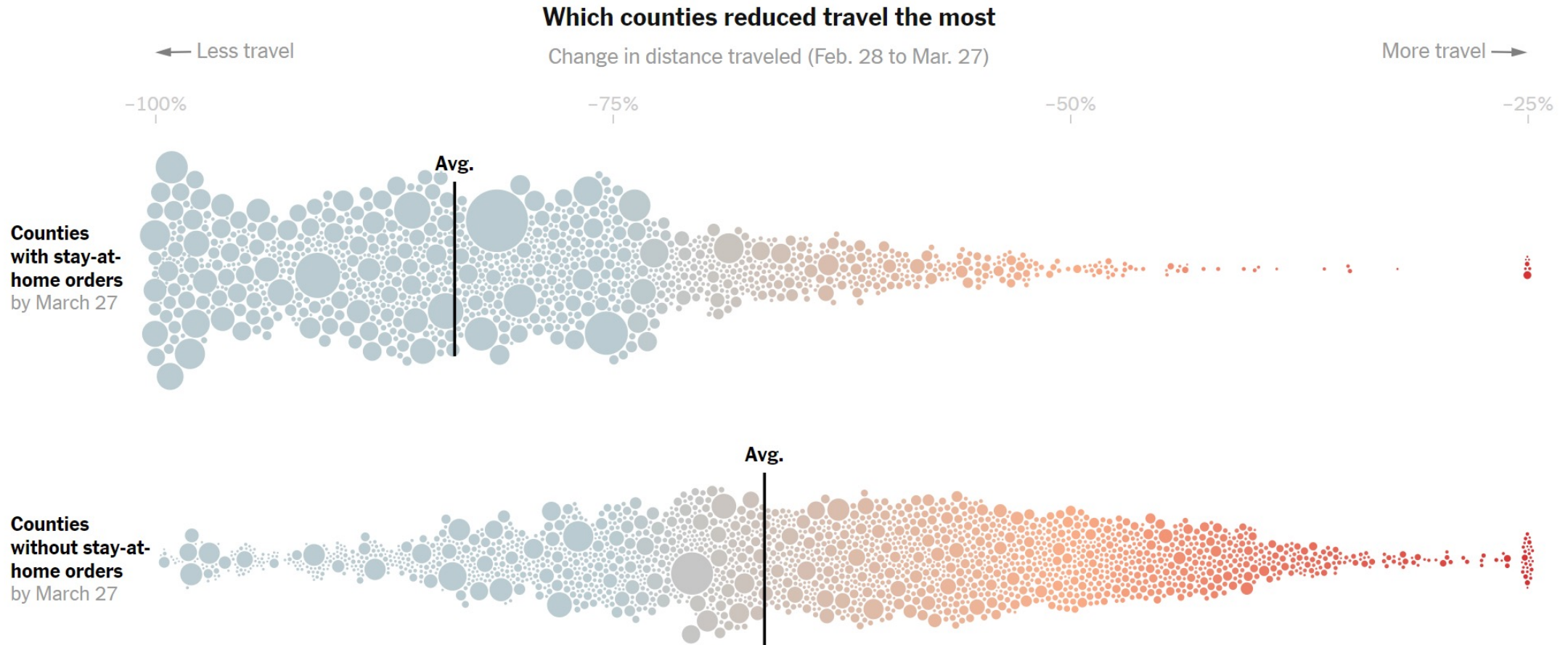
Source: https://www.gstatic.com/covid19/mobility/2020-05-02_US_Mobility_Report_en.pdf

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>

Kibana – Introduction



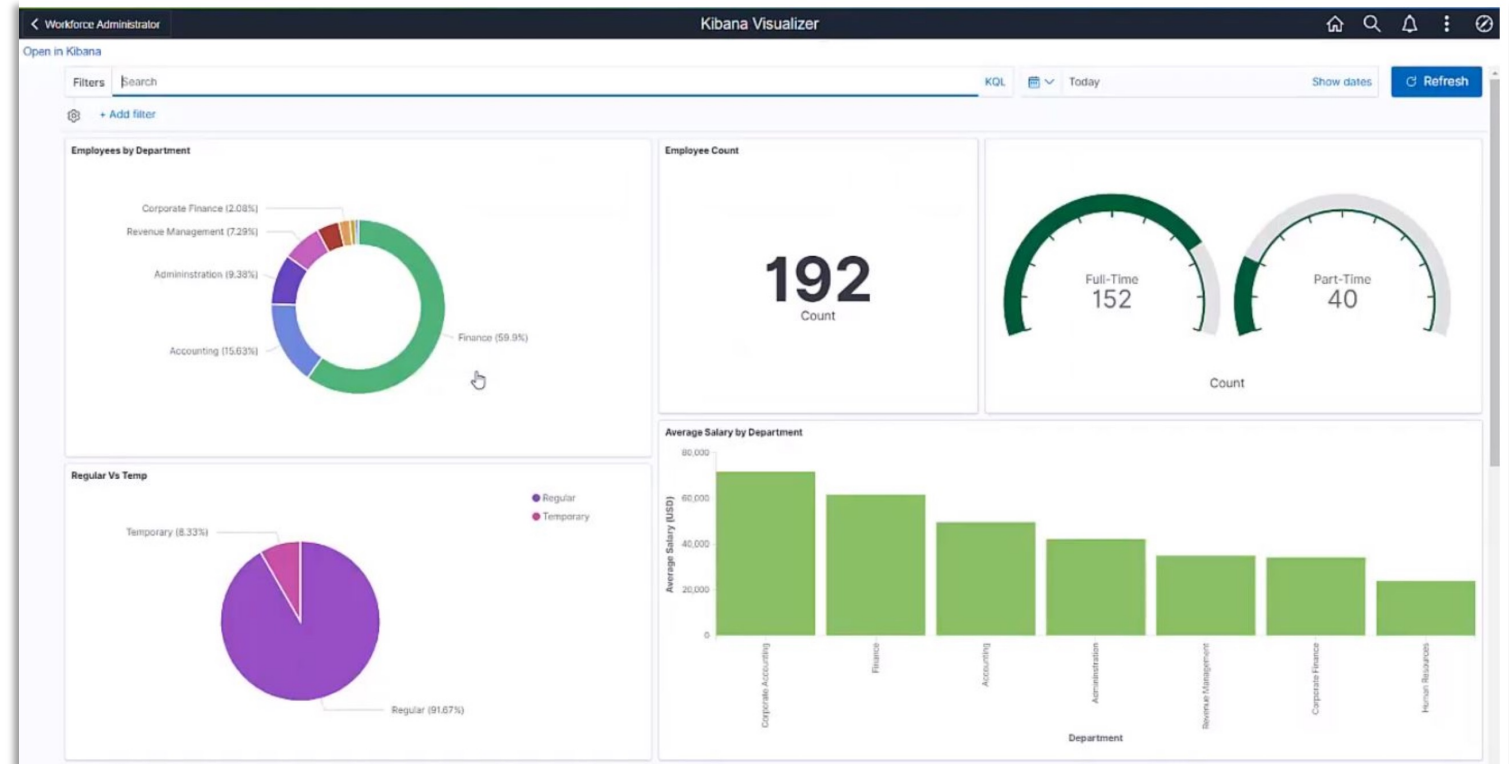
Q: What is Kibana?

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



Kibana Demo

Since this deck would have been too large to upload with the video files embedded, here is a link to a Kibana demo from a webinar that Gideon Taylor delivered:

<https://youtu.be/dCPa6QitM98?t=2223>

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)



■■ GIDEON TAYLOR



Scott Antin

VP Business Development



651.207.6599



651.271.3827



scott@gideontaylor.com

www.gideontaylor.com