Oracle

Human Capital Management Cloud

Using Workforce Reputation Management

Release 12

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Oracle® Human Capital Management Cloud Using Workforce Reputation Management

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Contents

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Preface

This preface introduces information sources that can help you use the application.

Oracle Applications Help

Use the help icon ❓ to access Oracle Applications Help in the application. If you don't see any help icons on your page, click the Show Help icon ❓ in the global header. Not all pages have help icons. You can also access Oracle Applications Help at https://fusionhelp.oracle.com.

Using Applications Help

▶ **Watch:** This video tutorial shows you how to find help and use help features.

Additional Resources

- **Community:** Use **Oracle Applications Customer Connect** to get information from experts at Oracle, the partner community, and other users.

- **Guides and Videos:** Go to the **Oracle Help Center** to find guides and videos.

- **Training:** Take courses on Oracle Cloud from **Oracle University** .

Documentation Accessibility

For information about Oracle's commitment to accessibility, see the **Oracle Accessibility Program** .

Comments and Suggestions

Please give us feedback about Oracle Applications Help and guides! You can send e-mail to:
oracle_fusion_applications_help_ww_grp@oracle.com.

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1 Overview

Reputation: Explained

Reputation is the profile people create for themselves in their professional and social network. The reputation profile is based on skill ratings, endorsements, social roles, and compliance scores collated from different networks. Employees click **About Me** and then select **Reputation** to manage their reputation profile. Managers click **My Team** and then select **Team Reputation** to build and manage the reputation of the team.

Skill Reputation

Skill reputation provides employees an opportunity to showcase top interpersonal and specialized skills and display a skill profile. Peers and other people engage in these areas and help endorse reputation further. Employees seek mentoring on skills they want to develop and engage with others to establish their expertise. Managers assist in their employees' efforts to build individual reputation.

Social Reputation

Social reputation helps identify the social roles that emerge when people engage with others in social network conversations and forums. Employees use surveys, social network conversations, and endorsements to connect with others and widen social reputation. Managers ensure that team members comply with social network policies in the organization.

Related Topics

- Mentorship for Reputation Management: Explained

- Endorsements: Explained

- Social Networking with Reputation Management: Explained

Social Reputation: Explained

Social reputation tracks social network presence through social connections and social roles. Employees click **About Me** and then select **Social Reputation** in the My Reputation dashboard to view their social roles. Managers click **My Team** and then **Team Social Reputation** to view the roles of their team members.

You can subscribe to social network connectors from your accounts in Facebook, LinkedIn, Twitter, and XING in the **Update Preferences** page.

Role Types

Roles are classified as:

- Primary: A role is designated as primary based on its measure relative to the other roles owned by the person. The top three roles owned by a person are designated as primary. Primary social roles account for more than 50 percent of a person's social activities and interactions.

- Secondary: The next two roles that remain after assigning the primary roles are designated as secondary roles.

- Others: These are the roles remaining after assigning the primary and secondary roles.

Social Roles

The social roles are:

- Ambassador: Promotes the team and company brands in a positive light

- Communicator: Actively reaches out to others and openly shares information

- Expert: Possesses unique and deep knowledge in one or multiple fields

- Innovator: Introduces new and unique ideas

- Leader: Motivates and engages others

- Knowledge Broker: Has intrinsic knowledge about sources that cannot easily be captured

- Team Player: Works cooperatively with others towards achieving team goals

A chart on the Social Reputation page displays scores in each reputation criterion. The page also suggests ways to increase reputation scores, including listing people as potential mentors on the basis of their social roles and reputation scores. Employees can seek mentoring to enhance their social roles.

Related Topics
- Enabling Oracle Social Network in Reputation Management: Procedure

FAQs for Reputation

What's a social reputation score?

Six reputation criteria measure the extent to which people use social media, and interact with or influence other users of social media. For each criterion, percentile values rank each person (those who have opted to have their social-media use monitored) in comparison with others. These percentile values are designated as social reputation scores.

What's a meeting survey?

A meeting survey is an automated survey sent by managers to evaluate the skills of their direct reports. Host and attendees select **Opt-in to meeting surveys** in the **Update Preferences** page to participate in meeting surveys. Hosts include the e-mail account of the meeting survey calendar and the attendee names in their meeting invites. Attendees receive an e-mail with a link to the survey.

What happens when a survey response is submitted?

The response is analyzed to determine the sentiment expressed by the respondent. The words in the response are used to determine if the overall sentiment is positive, negative, or neutral. For example, "The audio quality was poor" is analyzed as negative sentiment based on the use of the word 'poor'.

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2 Employee Reputation

Endorsements: Explained

Endorsements help recognize a person's skills and talent in a particular area. Managers endorse their direct reports in the **Team Skill Reputation** page. Employees use **Endorse Others** in the **Skill Reputation** tab to endorse peers or other people in their network. Endorsement notifications appear in the **Alerts** tab.

You can endorse a person for an existing skill or a new skill. In both cases, the endorsed skill is added to the person's skill profile and appears at the top of the list of skills.

Manager Endorsements

Managers endorse their reports taking into account skill reputation scores, results from meeting surveys, and compliance scores over a specific period of time.

Employee Endorsements

Employees can endorse people in their professional network or social network. When an employee endorses a peer, the endorsed skill appears in the list of interpersonal or specialized skills for that person. To endorse people other than peers, employees can search for the person's name, add the skill, and endorse them.

Related Topics

- Reputation: Explained

- Social Reputation: Explained

Mentorship for Reputation Management: Explained

People with higher reputation scores or higher emphasis in social roles are listed as potential mentors when you search for mentors. Mentees can select from the persons listed as potential mentors, and contact them requesting their mentorship.

Mentor Preferences

As a mentor, you can view the profiles of your mentees and accept or reject mentorship requests from potential mentees. You can choose one of the following options:

- Accept: You will be listed as a potential mentor in others' reputation profiles.
- Reject: You will not be listed as a potential mentor in others' reputation profiles, and your existing mentees will be removed.

Mentee Actions

As a mentee, you can:

- Enhance your social roles: Colleagues having greater status or emphasis in different social roles are listed as potential mentors. You can contact the persons through e-mail or send them a mentorship request.

- Enhance your reputation scores: Colleagues having greater reputation scores in different reputation criteria are listed as potential mentors. You can contact the persons through e-mail or send them a mentorship request.

- Find a mentor from your social connections: A graphical representation of your social connections is displayed; you can find a mentor from among the connections.

- Withdraw a mentorship request: After sending a mentorship request you can withdraw the request, if needed. You can send the person an e-mail letting them know that you withdrew the request.

Related Topics

- Reputation: Explained

- Social Reputation: Explained

- Skills Search for Reputation Management: Explained

Creating a Survey: Procedure

Use the **My Surveys** section on the My Reputation page to create surveys and also to respond to surveys you receive. Create a new survey or use an existing survey to solicit feedback from peers or others in your network. For example, you can send a survey to peers seeking feedback for personal growth. View the results of the survey on the My Survey page.

Create questions around specific criteria or topics in your survey. For example, you can have multiple questions related to 'meeting productivity' in your survey. The survey results provide a breakdown on various factors that determine productivity such as meeting objective, duration, progress, punctuality, and audio quality.

To create a survey:

1. On the Home page click **About Me** and then **Reputation**.
2. In the My Reputation page, click **Add** in the My Surveys section.
3. Create or add questions from the library in the **Manage Questions** tab.
4. Add the questions to a questionnaire in the **Manage Questionnaires** tab and click **Done**.
5. Select the recipients for the survey. This can be your peers or direct reports.
6. Click **Submit**. The survey is sent to the selected recipients.

You can view the survey results only if a minimum of 5 people respond to the survey. The survey result status is indicated as Unavailable if the minimum limit hasn't been met.

Survey Results

Click **View** on the **My Survey** page to analyze survey results by topic and question. Survey results are summarized by an overall sentiment for a topic in the survey. To analyze why a topic received a specific sentiment, view the question and response choice breakdown.

Related Topics

- Reputation: Explained

- Questionnaires: Explained

- Questionnaire Templates: Explained

Social Networking with Reputation Management: Explained

You can participate or engage other people in a social network discussion when you post a question in the **Ask an Expert** section in the My Reputation page. Conversations remain within the posted question as historical record.

Examples of social collaboration:

- Discussing the latest technological trends in the industry.

- Seeking opinions on best practices within the organization.

Collaborating on Questions

Tips for collaborating:

- Use the **Social** pane on the **Ask an Expert** page. Click on a discussion to see the complete thread.

- After you post a question:

  o Experts identified by their profile ratings receive a link to the question.

  o An error message is displayed if the topic is too generic for experts to answer.

  o Other people can see the thread when they post a similar question.

Related Topics

- Social Reputation: Explained

- What's a social reputation score?

FAQs for Employee Reputation

How can I improve my skill ratings and social scores?

You can improve your skill and social scores in several ways:

- Request colleagues or mentors with high reputation scores to mentor you.

- Undertake training or learning assignments to improve your skill ratings.

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- Endorse others and receive endorsements from others.

- Post questions or respond to surveys and collaborate with others.

How can I use surveys to improve my reputation?

When you create surveys or respond to surveys from others you enhance your reputation profile. By engaging others in a survey you widen your network and thereby improve your social reputation. You can create a survey or use an existing survey and use it as a tool to solicit feedback on various topics.

How can I add a skill with no rating to my Skill Profile?

Search for and add a skill that hasn't been rated in the **Add Skill** drop-down in the **Update Preferences** page. When you edit your skill profile for the first time, all the skills for which you have a rating are selected by default. Select the top 4 interpersonal skills and 8 specialized skills that you want to display in your skill profile.

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3 **Team Reputation**

Managing Team Reputation: Overview

As a line manager, you view and manage the reputation data of your team from the **Team Reputation** page.

Managing Team Reputation

Build and manage team reputation using:

- Skill Reputation: Add and endorse skills for team members. Help team members develop their skills
- Social Reputation: Analyze how team members exert influence in their social roles.
- Meeting Surveys: Request feedback and gain insights into how others evaluate your direct reports in meetings and forums.
- Compliance: Collate data and seek adherence to social media usage policies from the team.

Viewing Team Reputation

To view team reputation scores and details:

- For each direct report, you can view the reputation scores in each reputation criterion. Any significant changes in the scores are also indicated, for example, if the scores are rapidly falling or slowly improving. You can view the reputation scores of your direct reports over a period of time; you can filter the data by selecting a different time period or population.

Related Topics

- Reputation: Explained
- Social Reputation: Explained

Compliance for Reputation Management: Explained

Compliance evaluates persons' adherence to six policies for the use of social media. The application searches postings of persons (who have opted to have their social-media use monitored) for text strings containing terms that suggest a policy may have been violated. It designates each match an issue.

The six compliance policies are:

- No Profanity: Do not post any content that uses profanity, on a blog or social media site.
- Respect Confidentiality: Not disclose the company's confidential information, including financial and other corporate information that is not public.

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- Respect References: Recognize and respect others' intellectual property rights, including copyrights. Limited use of third-party materials.

- Non-Disparagement: Do not post anything false, misleading, or embarrassing to another person or entity. Respect others' privacy.

- Future Offerings: Do not discuss product upgrades or future product releases.

- Use Disclaimer: Make clear that your opinions are your own and do not necessarily reflect the views of the company.

Team Compliance

Using the Team Compliance page, you can view the compliance data for your team and drill down to each employee's reputation profile. The page presents the following view:

- List View: For each employee, you can view the total posts and the number of posts with issues (posts that violate a policy). Any significant changes in the issues are also indicated, for example, if the issues are rapidly falling or slowly improving. You can view the compliance data over different time periods such as last 7 days, month, quarter, or 180 days.

Using Meeting Surveys to Manage Employee Reputation: Procedure

Use **Meeting Surveys** in the Team Reputation page to request feedback for your direct reports. Select an existing survey or create a new survey. Add meeting criteria that helps assess specific skills in the survey. View the sentiments expressed in the response to identify areas of strength or improvement of your direct reports over a specific period of time.

Request your direct reports to include the meeting survey e-mail address in their invites. When your direct reports host a meeting, an e-mail with the link to the meeting survey is automatically sent to recipients. Recipients can indicate their preference to participate in such meeting surveys in the Update Preferences page.

This procedure comprises the following tasks:

- Creating a meeting survey
- Analyzing the survey results

Creating a Meeting Survey

If you don't use an existing survey, create a new meeting survey as follows:

1. On the Home page click **My Team**, then **Reputation**.
2. Click Team Reputation and select the **Meeting Surveys** tab.
3. Click **Configure Meeting Surveys** and select **Create New Survey**.
4. Create a questionnaire with new or existing questions in the Manage Questionnaires page.
5. Preview the survey.
6. Specify communication, teamwork, and punctuality as the meeting criteria and click **Add**.
7. Click **Submit**. Recipients automatically receive an e-mail with the survey link when they attend a meeting hosted by your direct reports.

Analyzing Survey Results

To view survey results for a direct report:

1. In the **Meeting Surveys** tab, select the name of a direct report from the list of direct reports.
2. Select **Past** month for the duration in the **View Detail** drop-down list.
3. View responses for the meeting criteria in the Sentiments column as indicated in the table.

Meeting Criteria	Sentiment
Communication	Positive
Teamwork	Positive
Punctuality	Neutral

The overall sentiments for communication and teamwork are positive. You can add and endorse these skills for your direct report. Punctuality which has a neutral sentiment indicates an area that you may need to discuss and clarify further.

Related Topics

- Questionnaires: Explained

- Questionnaire Templates: Explained

- Questionnaire Questions and Responses: Explained

- Creating a Questionnaire: Procedure

4 **Reputation Administration**

Workforce Reputation Administration Components: Explained

From My Workforce navigate to the **Reputation Administration** work area to configure and manage various reputation components.

Configure the following reputation components:

- Social Network Connectors
- Skill Categories
- Meeting Surveys
- Compliance Threshold

Social Network Connectors

Use the **Social Network Connectors** content area to set up connectors to social networking web sites. Line managers can scan employees' internal networks and external social media applications to locate new talent and monitor their social media usage. Based on the configuration in Social Network Connectors, employees can select the social networking site of their choice in the **Update Preferences** page.

Skill Categories

Use the **Skill Customization** content area to add and manage skill categories. The skills employees view in their skill profile are based on this configuration. You can include links to learning resources in Skill Improvement.

Meeting Surveys

Use the **Meeting Surveys** content area to configure calendar settings to set up meeting surveys. Managers can use meeting surveys to solicit feedback and evaluate the skill reputation of their direct reports.

Compliance Threshold

The application displays a warning message to the manager when a worker violates a compliance policy more often than the number specified in the compliance threshold. Use the **Compliance Threshold** content area to specify the threshold value. Managers evaluate their team's adherence to the six policies in the use of social networks on the Team Compliance page. The application searches people's posts and classifies any post that violates a compliance policy as an issue.

Related Topics

- Compliance for Reputation Management: Explained

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Managing Connectors: Procedure

You can set up connectors to social networking Web sites using the Social Network Connectors content area in the Reputation Administration work area.

Running the Fusion Connector

You must schedule and run the Fusion connector first before setting up a connector to any social networking Web site. Running the Fusion connector populates default reputation data for all internal users (employees) and creates their profiles. The reputation, compliance, and social role scores appear empty until employees opt in by registering their social networking accounts. Running this connector also analyzes data in Oracle Social Network.

Perform the following steps to schedule the Fusion connector:

1. In the Reputation Administration work area, Social Network Connectors content area, click the Schedule Connectors tab.
2. Select the Fusion connector.
3. Enter the date and time of first run and click OK.

After running the Fusion connector for the first time, you can schedule and run it periodically (to refresh data) along with other connectors.

Setting Up a Connector

Perform the following steps to set up a connector to a social networking Web site:

1. Create an application on the social networking Web site. You may have to create a developer account first. From the application, you can get the key values required for setting up the connector such as API key, Secret Key.
2. In the Reputation Administration work area, Social Network Connectors content area, Sources section, enter the key values.
3. Click the Schedule Connectors tab. Specify a date and time for the connector's first run.

Testing a Connector

Perform the following steps to test a connector after setting it up:

1. Click the Test Connectors tab. The application tests each connector and displays the results in the Test Connectors Status window. The test results indicate whether the connector test passed or failed, or the test is not supported because the user is not registered on the specific social-networking Web site.

Scheduling a Connector

You must schedule connectors to run periodically to refresh existing data and populate data for newly registered users. Perform the following steps to schedule a connector.

1. Click the Schedule Connectors tab.
2. Select the connector you want to schedule, for example, Facebook.
3. Select the frequency you want the connector to run (hourly, daily, weekly).
4. Specify the appropriate interval. For example, you can select hourly, then specify 8. The connector runs every eight hours.

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Running Connectors Manually

You can override a scheduled run at any time by running connectors manually. To run connectors immediately, click the Run Connectors button. This runs all scheduled connectors immediately unless another run is in progress. If another run is in progress, the connectors run after the current run completes.

Enabling Skill Categories for Tracking Reputation: Explained

Using the **Skill Settings** page you can select and add skill categories that include specialized and interpersonal skills in the **Reputation Administration** work area.

Skill Categories

Select and add skill categories from the list of available skill categories. For example, Programming, Accounting, and Engineering. A skill category includes multiple skills; for example, the Programming skill category consists of Java and SQL. Users select the skills to display on their skill profile.

When you enable a skill category, the application matches the skills in that category to people who have those skills. For example, if you enable the Programming skill category, the application:

- First identifies users who have skills in this category (Java or SQL, for example)
- Then matches the identified users to other potential related skills in the enabled category (Advanced Java, for example)

When you deselect a skill category, the application ignores the category's skill set, and doesn't match users to any of its skills. For example, if you deselect the Programming skill category, the application no longer tracks the Java and SQL skills.

The application applies and updates the user profile with these changes after the connector runs.

Custom Skill Categories

To include skill categories other than those available, download a skill template in Excel format and add custom skill categories. After you upload the skill template, the custom skill categories are listed in **Uploaded Skill Category** section.

Skill Improvement Links

You can associate a learning resource with any skill, which users see when they click **Improve** for that skill in their skill profile. Provide the URL for the learning resource in the Skill Improvement section. For example, you can include a URL such as www.lynda.com.

Related Topics

- Reputation: Explained

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Configuring Meeting Survey Settings: Procedure

Configure meeting surveys in the Reputation Administration work area. This enables managers to create and send a meeting surveys. Hosts and attendees should opt in to meeting surveys to create and submit surveys. Attendees receive an e-mail with the link to the meeting survey.

To configure meeting surveys:

1. Navigate to **My Workforce** and then **Reputation Administration**.
2. Click **Meeting Surveys** and specify the following settings in the **Calendar Configuration** page:

Field	Description
E-mail	The e-mail address of the account used to send meeting invitations to participants of the meeting survey.
Password	Password for the e-mail account that is used to send meeting invitations.
Protocol	Secure protocol for the e-mail calendar.
Host	The server hosting the calendar.
Port	Port of the host server.
CalDAV URL	URL or location of the CalDAV server.

3. Click **Save**.

Related Topics

- What's a meeting survey?

Enabling Oracle Social Network in Reputation Management: Procedure

For users to collaborate on questions posted in the Ask an Expert section, enable Oracle Social Network settings in the Setup and Maintenance work area.

Enabling Oracle Social Network

To enable Oracle Social Network settings:

1. Navigate to the **Setup and Maintenance** work area.
2. Search for the Manage Oracle Social Network Objects task.

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3. Locate and expand **Workforce Reputation Management** in the Business Objects list.

4. Select **Questions1** and then click New to add attributes.

5. Select Enabled for the attribute that should appear on the wall when a question is posted.

6. Select **Automatic**, then click **OK**.

> ✏ **Note:** When you select **Automatic**, the attribute specified for the question is shared on Oracle Social Network.

7. Click **Synchronize** and then **Save**.

To validate the changes, click on a question in the Ask an Expert section to verify if the related Oracle Social Network conversation is displayed.

Related Topics

- Social Networking with Reputation Management: Explained

FAQs for Reputation Administration

What happens if I set the compliance threshold?

The application displays a warning message to the manager when an employee violates a compliance policy more often than the number specified in the compliance threshold. For example, if you set the compliance threshold to 5 and an employee has violated a compliance policy 6 times then a message is displayed to the manager on the Team Compliance page. The message indicates that the employee has exceeded the corporate benchmarks and includes a link to the compliance policies that the employee has violated.

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5 **Skills Search**

Skills Search for Reputation Management: Explained

You can search for subject matter experts or candidates matching a job profile, from among employees and their social connections. Navigate to Reputation and then click **Skills Search** to launch a skills search.

Search Criteria

You can search using the following key criteria:

- Population: Search among workers, nonworkers, or both.

- Network Sources: Search in all network sources or specific networks such as Facebook or Oracle Social Network (OSN).

- Reputation: Search for persons based on their reputation profiles, primarily their reputation scores and social roles.

- Years of Experience: Search for persons based on the years of experience.

- Subject Matter Expert (SME) Definition: When you search using this criterion, the search results indicate which skills the person is a SME in, and also display a SME score for the person. The SME score is based on the person's score in the selected skills and weighting factors applied for the relevance of each skill. You can reorder the skills in the SME Definition to change the relevance of the skills.

- Location: You can search for persons located at a specific distance from your own location.

For each of the above search criteria, you can add new values, for example, add a new skill, network source, or a location. You can save your search and retrieve it from the Saved Searches list, eliminating the need to reenter criteria in future searches.

Search Results

From the search results, you can:

- Navigate to the expert's profile by clicking the person name. Depending on what information a person has made available, you can view the following details for the person:

  - Skills

  - Experience and qualifications

  - A link to the person's profile in different social networks

  - Reputation scores, social roles, and social connections

- Contact the person through e-mail.

- Navigate to the person's social media profile.

Related Topics

- Reputation: Explained

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FAQs for Skills Search

What's a subject matter expert score?

A person's skills are identified and scored using the reputation data obtained from the person's social media profile. You can search for subject matter experts (SME) in specific skills using the Skills Search functionality. A SME score is displayed for each matching person in the search results. This score is based on the person's score in the selected skills and weighting factors applied for the relevance of each skill. In the SME Definition search criterion, you can arrange skills in the order of their relevance.

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