

EmployeeCenter®
Implementation Guide
Releases 11i & 12
Part No. ASEMP-03

September 2010

EmployeeCenter[®], Release 11i & R12
Part No. ASEMP-03

The Programs (which include both the software and documentation) contain proprietary information; they are provided under a license agreement containing restrictions on use and disclosure and are also protected by copyright, patent, and other intellectual and industrial property laws. Reverse engineering, disassembly, or decompilation of the Programs, except to the extent required to obtain interoperability with other independently created software or as specified by law, is prohibited.

The information contained in this document is subject to change without notice. If you find any problems in the documentation, please report them to us in writing. This document is not warranted to be error-free. Except as may be expressly permitted in your license agreement for these Programs, no part of these Programs may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose.

The Programs are not intended for use in any nuclear, aviation, mass transit, medical, or other inherently dangerous applications. It shall be the licensee's responsibility to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of such applications if the Programs are used for such purposes, and we disclaim liability for any damages caused by such use of the Programs.

The Programs may provide links to Web sites and access to content, products, and services from third parties.

Copyright © 2010, Applaud Solutions UK Ltd

Contents

1.	INTRODUCTION TO EMPLOYEECENTER®	10
	Business Card	10
	Personal Profile	11
	Graphical Organization Chart.....	12
	Google Map Integration.....	13
	Tagging and Tag Cloud.....	13
	Availability.....	14
	Quick Links	15
	Advanced Configuration Options.....	15
2.	IMPLEMENTATION CHECKLIST	17
3.	BUSINESS CARD	20
	Introduction.....	20
	Employee Name	20
	Email address	21
	Phone Numbers	21
	Phone Number Display	21
	Multiple Phones	21
	Preferred Number Flag.....	22
	Fast Formula Options	22
	Copy Fast Formula	22
	Enable Fast Formula for use	22
	Formula functionality	23

	Configuring which phone numbers to hide	23
	Changing display order.....	24
	Changing roll-over text	24
	Setting the Preferred Flag.....	24
	Formula Inputs and outputs	25
	Photos	25
	File Formats supported.....	25
	Performance Considerations: Thumbnails.....	25
	Advice for 11i users.....	26
	Upgrading from 11i to 12	26
	Search	26
	How to Search.....	27
	Performance considerations	27
	Examples	27
	Search results	28
	Search information.....	29
	View My Profile	29
	View My Team	29
	Person Types supported.....	30
4.	PERSONAL PROFILE	31
	Introduction.....	31
	About Me	31
	Editing 'About Me'	31
	Saving 'About Me'.....	32
	Previous Experience	32
	Edit Mode.....	33
	Deleting Previous Experience	33
	Finish editing Previous Experience.....	34
	Qualifications.....	34
	Data Mapping	34
	Changing the data mapping	34
	Assignment Information	35
	Assignment fields.....	35
	Modifying the assignment prompts.....	36
	Modifying the assignment information	37
	Fast Formula Options	37
	Copy Fast Formula	37
	Enable Fast Formula for use	37
	Formula functionality, Inputs and outputs.....	38
5.	QUICK LINKS	39

Introduction.....	39
Organizing quick links	40
Pre-delivered Quick Links	41
Creating new quick links	41
Pre-delivered Icons.....	42
Adding and Changing icons	42
6. GRAPHICAL ORGANIZATION CHART	43
Introduction.....	43
Using the Org Chart	43
Displaying the Org Chart	43
Org Chart Nodes.....	44
Drill Down.....	44
View to the Top.....	45
Return to profile.....	45
How the Org Chart interprets your hierarchy data	46
Supervisor and Position Hierarchy.....	46
Multiple Assignments.....	46
Contingent Worker assignments	46
Cross Business Group Support.....	46
Multi-assignment examples.....	46
Supervisors with single assignments, direct report with multiple assignments.....	47
Supervisor with multiple assignments, direct report with multiple assignments	47
Supervisor with multiple assignments, direct report with multiple supervisor assignments	48
7. GOOGLE MAPS	50
Introduction.....	50
Configuring Google Maps.....	50
Locations displayed	51
Google Map Features	52
Assignment Pin.....	52
8. TAGGING.....	54
Introduction.....	54
Personal Tags	54

	Tag Faces View	55
	Recent and Popular Tags	56
	Tag Cloud	56
9.	AVAILABILITY	58
	Introduction.....	58
	The Basics of Availability.....	58
	Modifying Availability Fast Formulas.....	60
	Copy Fast Formula	60
	Enable Fast Formula for use	61
	Configuring Availability for Absence	61
	Default Behaviour.....	61
	Suppressing Absence Types.....	62
	Modifying Colors	62
	Changing the Pop-up text.....	62
	Configuring Availability for Training.....	63
	Default Behaviour.....	63
	Suppressing Delivery Methods	64
	Modifying Colors	64
	Changing the Pop-up text.....	64
	Configuring Availability for Schedules	65
	Default Behaviour.....	65
	Modifying the formula	66
10.	CONFIGURING APPLAUD WEB SERVICES	67
	Introduction.....	67
	Web Service Repository.....	67
	Types of Web Services.....	68
	'Query' Example	69
	'Update' Example.....	69
	Customizing a Query Services	70
	Customization Guidelines	70
	Customization APIs	71
	Customizing an Create/Update/Delete Services	71
	Customization Guidelines	72
	Customization APIs	72
	Performing Additional Validation	73

	Debugging Problems with Customized Services	74
	Disclaimer and Warning.....	74
11.	INTRODUCING CUSTOM LOOK AND FEEL (CLAF)	75
	Introduction.....	75
	11i and 12	75
	Creating Custom Asset Files.....	75
	Loading Asset Files into Oracle E-Business Suite.....	76

Intended Audience

Welcome to the EmployeeCenter® Implementation Guide.

The manual is intended to instruct functional experts and super users on how to setup the solution ready for use. Before following the steps outlined in this guide, you must have completed all actions outlined in the accompanying EmployeeCenter® Installation Guide, Part ASEMP-01.

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Standard request submission in Oracle Applications.
- The Oracle E-Business Suite user interfaces.
- Setting up menus, functions, request sets and other common Oracle E-Business Suite features

To learn more about the above, read the Oracle Applications User's Guide. If you have never used Oracle Applications or are not comfortable with the above concepts, we suggest you engage Applaud Solutions or your consultancy partner to assist you in your implementation

Related Guides

EmployeeCenter® Installation Guide

This guide gives a step by step guide to your Database Administration team which will allow them to install this solution on your Oracle instances.

EmployeeCenter® Quick Start Guide

This guide outlines the minimum basic steps you need to follow to get the solution up and running as quickly as possible.

Do Not Use Database Tools to Modify Oracle Applications Data

It is STRONGLY RECOMMENDED that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Applications data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using an Oracle Applications form can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

This product delivers new objects prefixed by 'XXAS' and code to support the solution. The same guidance applies to all data residing in these tables.

1. Introduction to EmployeeCenter®

This section gives an overview of individual components of EmployeeCenter®.

Business Card

The Business Card shows basic contact details for each worker, including photo, phone numbers & email address.



Search

A powerful, fast and user friendly search facility is provided to allow users to quickly find the person they are looking for. An employee's name can be typed in any order and search terms are case insensitive. Partial searches are accepted and no wildcards are required. A 'google-style' type ahead facility is also included to bring back results as the user is typing, maximising usability.

Employee Names

EmployeeCenter® makes use of standard Oracle Person Name Format functionality, allowing the display of a person's name to be tailored to your requirements.

Contact details

Phone numbers and email addresses are displayed, taken from a person's HR record. Powerful configuration options are provided which allow you to control which phone numbers are displayed and which are kept private.

Photos

Users are given a modern way to maintain their personal photos with all standard file types accepted. Advanced Oracle database features are used to create thumbnails of photos to minimize the network traffic usually associated with large volume image display.

Personal Profile

Your Oracle HR database is full of names, address and employment information. But it doesn't tell you much about who your employees actually *are*. EmployeeCenter® allows your workforce to build up personal profiles that allows them to promote their skills and expertise to everyone within your enterprise.

About Me

The 'About Me' section lets an employee write anything they want about themselves; whether that is a description of their current role, their particular expertise, their interests and so on – anything they want to share.

About Me

“ I'm a highly qualified manager offering more than 20 years of Human Resource Management experience within service industries.

I have a talent for proactively identifying and resolving problems - reversing negative trends, automating systems, maximising productivity and delivering increases in value.

”

About Me | Tags | Experience | Qualifications

Previous Experience

Enables workers to share information about projects they have worked on in the past or key roles they have held at previous organizations before joining your enterprise.

Experience

2002 to present HR Director, Vision Corp

1997 to 2002 HR Systems Lead, Vision Corporation

1984 to 1997 HR Management Consultant, Cohouse Consulting

About Me | Tags (11) | Experience | Qualifications

Experience

HR Director, Vision Corp 2002 to present

HR Director, managing 150+ staff in providing HR services, systems and support for Vision Corporation's 35000 staff.

About Me | Tags (11) | Experience | Qualifications

Qualifications

EmployeeCenter® delivers a display of qualification information that is stored in standard Oracle HR Qualifications functionality.

Qualifications

- 2007 **Chartered MCIPD**, Middleton Business School
- 2004 **MBA Computer Applications**, Boston Academy
- 1997 **Certified Payroll Professional**, Berkeley College
- 1986 **MA French Literature**, La Rochelle Academie
- 1980 **BA Spanish**, Ecole especial de Paris

[About Me](#) | [Tags \(11\)](#) | [Experience](#) | [Qualifications](#)

Assignment Information

EmployeeCenter® displays standard assignment information with comprehensive support for multiple assignments, supervisor assignments and position hierarchies.

Overview VP330.VP Human Resources, Corporate Human Res... Primary Job (100%)

Position	VP330.VP Human Resources	Job	VP300.Vice President
Department	Corporate Human Resources	Service	13 years, 8 months
Manager	Brown, Casey	Direct Reports	8
Location	HR- New York	Work Address	500 Madison Ave, New York, 10001, US

[Overview](#) | [Org Chart](#) | [Maps](#)

Graphical Organization Chart

EmployeeCenter® delivers a graphical organization chart showing relationships throughout the workforce. Two levels of the hierarchy are shown at any one time, with users being able to traverse up and down the hierarchy with one click.

Org Chart DIR325.Director Of Employment, Corporate Human... Primary Job (100%)

```

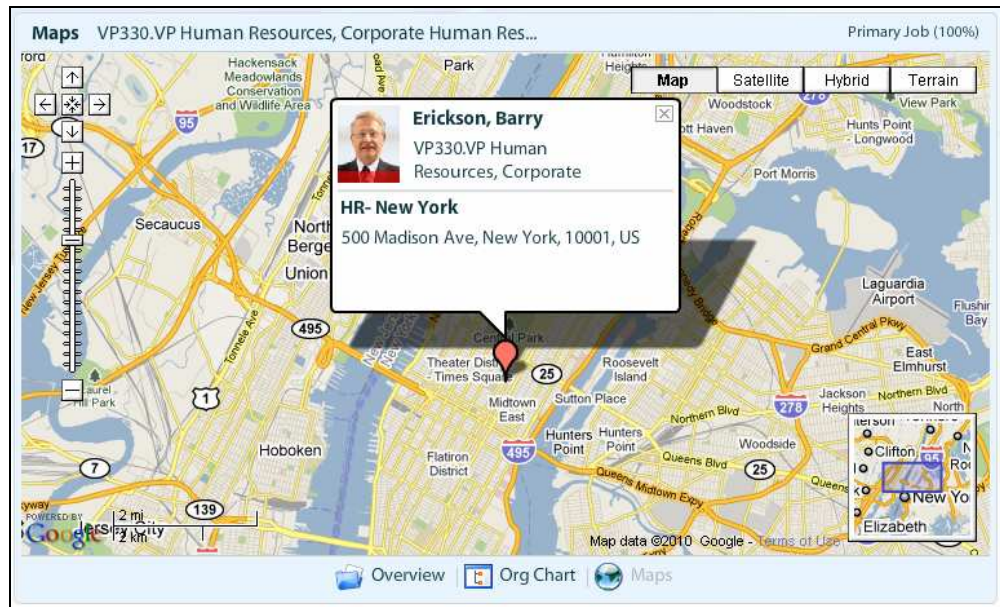
graph TD
    Tucker[William Tucker] ---|1 Link| Erickson[Barry Erickson]
    Erickson --- Palmer[Blair Palmer]
    Palmer --- Lark[Teresa Lark]
    Palmer --- Farla[Lieke Farla]
    Palmer --- Flanagan[Halley Flanagan]
    Palmer --- McNeil[Douglas McNeil]
  
```

[Overview](#) | [Org Chart](#) | [Maps](#)

The chart requires no configuration to work and will detect whether using a supervisor or position hierarchy based on your standard Self Service implementation. Full support is offered if using multiple assignments or if using supervisor assignments.

Google Map Integration

Applaud Solutions have partnered with Google to allow you to use Google Maps within EmployeeCenter®, bringing the power and usability of Google Maps to Oracle HR. Full Google Maps functionality is fully integrated into EmployeeCenter®, allowing users to browse HR Locations using the familiar Google User Interface with rich features such as pan, zoom, terrain and satellite views. Google Maps is a separately licensable component from Applaud Solutions.



Tagging and Tag Cloud

Tagging has become one of the most successful features in Web 2.0: an informal way of describing any item, such as an article, a website, a video or anything else found on the web. Tagging allows individuals to use their own language to describe content..

EmployeeCenter® introduces the concept of Social Tagging into Oracle HR. Tagging allows an employee to assign themselves multiple 'keywords' to publicly promote their own skills, interests and expertise. Any user of EmployeeCenter® can search for tags and view the people with those tags.

Employees find added value in being able to search for people or experts by tag (subject matter) that might help them in their day-to-day work.



Personal Tags

Users can tag themselves with any term or description they choose. Tags can contain spaces and symbols. Users can delete tags from their profile at any time.

Tag Faces View

Users can view tags of other individuals; clicking a specific tag takes the user into a view where they can see which other workers have given themselves the same tag. Clicking on a photo in the Tag Faces view then takes the user to the person's profile.

Recent and Popular Tags

The most popular tags and the most recent tags are displayed in a convenient list so that the user can see what's trending within the organization.

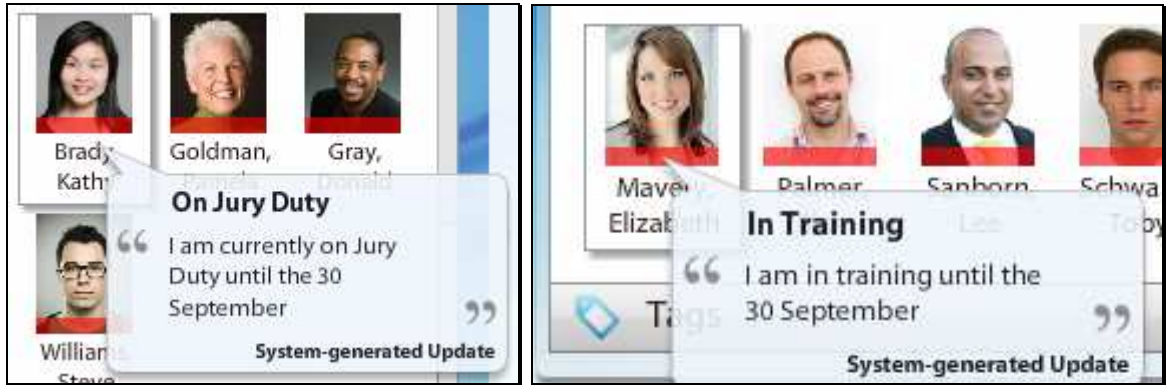
Tag Cloud

The Tag Cloud can be thought of as a library of all tags and offers a way to browse the tags that people have used. A powerful and fast search facility is offered to quickly find people who have given themselves a tag that you might be interested in.

Availability

Used consistently throughout EmployeeCenter®, a person's availability is shown as a colored bar which overlays each person's photo, giving a rapid, visual indication as to whether someone is at work.

EmployeeCenter® takes absence, training and schedule information held within Oracle HR and Oracle Learning Management and calculates whether someone is available at the time the user is viewing their profile.

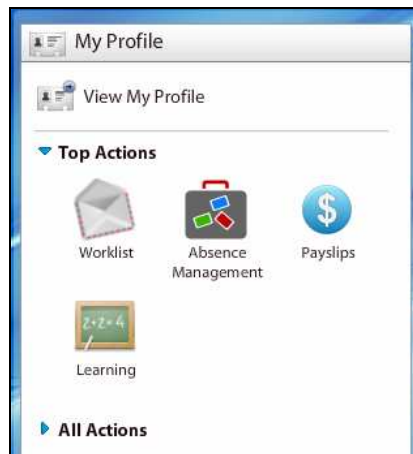


Availability functionality is supported by a rich set of configuration options. Fast Formulas are provided which allow you to precisely tailor which Oracle HR data should be used when determining availability as well as changing the text that displays in the Availability pop-up

Quick Links

EmployeeCenter® allows you to embed links to any Employee Self Service function, allowing you to make EmployeeCenter® the landing page for Employee Self Service users if you require.

Two options are available: 'Top Actions' containing the most commonly used menu items and 'All Actions' which shows the user a comprehensive list of all options available to them.



Clicking on any icon takes the user to the relevant Employee Self Service page.

EmployeeCenter® ships with default actions but you can configure any Employee Self Service function to appear in either list.

Advanced Configuration Options

EmployeeCenter® ships with advanced options that allow rapid configuration without the need for time consuming technical development.

Personalise via Fast Formula

Many fields and data items can be personalized using Fast Formula. Determine which phone types are displayed, evaluate availability and adjust the display of assignment information rapidly using simple Formula changes.

Web Services

The rich user interface of EmployeeCenter® connects to your Oracle HR instance using XML Web Services. Applaud Solutions deliver a Service Oriented Architecture built upon powerful features within your existing Oracle infrastructure. XML Web Services retrieve data from the Oracle database and send data changes back to the Oracle database when the user makes updates.

Applaud Solutions register all services in a Service Repository, which can be customized by technical developers when the out-of-the-box configuration options don't satisfy your requirement. This section gives advice on how to customize delivered Web Services to meet your requirements.

Custom Look and Feel (CLAF)

Many aspects of the Look and Feel of EmployeeCenter®, such as the colors, fonts, icons and background images, can be modified using Cascading Style Sheets. Modified 'skins' are precompiled and then loaded into your Oracle E-Business Suite instance.

Intranet Deployment

EmployeeCenter® can be deployed to your intranet so users can access rich employee information without the need of logging into Oracle e-Business Suite. When deployed in this way, EmployeeCenter® is used in read-only mode, connecting to the Oracle HR data using GUEST access. Users cannot update their information in this mode and are required to login to Oracle Applications to add information to their profile.

2. Implementation Checklist

This section documents the recommended steps to follow for implementing EmployeeCenter®. Many steps below are optional, but you should read each item and understand your implementation options even if you choose not to change the default configuration.

If you would like to rapidly setup EmployeeCenter® as quickly as possible to start experimenting with the solution, please refer to the accompanying EmployeeCenter® Quick Start Guide, Part ASEMP-02.

Implementation takes place after a successful installation of the software. Please ensure you have followed all steps outlined in the EmployeeCenter® Installation Start Guide, Part ASEMP-01.

Mandatory Implementation Tasks

EmployeeCenter® has been designed with rapid implementation in mind. Only three simple implementation steps are required before you can use the solution with its default configuration.

Create Grants from Functional Administrator

EmployeeCenter® uses a sophisticated Web Service layer to enable the User Interface to communicate with Oracle Human Resources. Each Web Service is secured using the Oracle E-Business Role-based Access Control functionality. To get up and running as quickly as possible, follow the steps below to all users access to all web services:

- 1) Using an appropriate user (such as SYSADMIN), choose the responsibility 'Functional Administrator'.
- 2) Grant 'Applaud EmployeeCenter Services Set' to All Users, using the following steps:
 - a. On the **Grants** page, select **Create Grant**.
 - b. Enter a name to describe the Grant. For example, **EmployeeCenter Services Grant to All Users**.
 - c. In the Security Context, ensure that Grantee Type is **All Users** and that Operating Unit and Responsibility remain blank.
 - d. Leave the Data Security blank and hit **Next**.
 - e. In the Set field, select **Applaud EmployeeCenter Services Set** and hit **Next**.
 - f. Hit **Finish**.

Assign Responsibilities

The following delivered responsibilities give access to EmployeeCenter®. If you already have installed a different product from Applaud Solutions, you may already have these responsibilities in place, in which case **EmployeeCenter** will appear as a new option automatically.

Responsibility	Description	Hierarchy Requirements	Security Profile Requirements
Applaud Manager Self Service	Access to EmployeeCenter®	To show hierarchy information, the person attached to the user should be in the supervisor or position hierarchy.	None. EmployeeCenter delivers public access across all business groups until configured otherwise.
Applaud Employee Self Service	Access to EmployeeCenter®	To show hierarchy information, the person attached to the user should be in the supervisor or position hierarchy.	None. EmployeeCenter delivers public access across all business groups until configured otherwise.

Assign one of more of the above responsibilities to your user, noting the above hierarchy and security profile requirements.

Install Adobe Flash

EmployeeCenter® makes use of Adobe Flash to deliver rich content to your web browser. All users of EmployeeCenter® require Adobe Flash Player 9.0.124 or higher installed on the machine they use to access Oracle Self Service.

If you do not have Adobe Flash Player installed, you can download it from Adobe's website at:

<http://get.adobe.com/flashplayer/>

As a guideline, if you can view our website at www.applaudsolutions.com then you will be able to use EmployeeCenter®. To get the exact version of Flash that you have installed, right click on a website with Flash content (for example, our website), click the 'About Flash' link and you will be taken to a website which shows you the version of Flash that you have installed.

Optional Implementation Tasks

The following tasks help you tailor the solution to your specific requirements but are not required. You should verify the basic configuration of the solution before performing any of the steps below.

Set Google Maps API Key (optional for Absence integration)

Applaud Solutions have partnered with Google to allow you to use Google Maps within EmployeeCenter®, bringing the power and usability of Google Maps to Oracle HR.

Use of these capabilities requires Google Maps API Premier, which is a separately licensable option from Applaud Solutions. If you do not want to license Google Maps, then this is an optional step. More information is given in Section 7.

□ **Configure Basic Contact Details Fast Formula**

This Fast Formula controls the display of phone numbers and email addresses. It is particularly important that you perform this step if you have implemented additional phone types. More details are given in Section 3.

□ **Configure Assignment details Fast Formula**

This Fast Formula controls the display of assignment related data, such as Job and Position names. More details are given in Section 4

□ **Configure Availability Fast Formula**

Three Fast Formula are supplied that control the availability display and link into Absence, Training and Schedule information stored within the Oracle e-Business Suite. If you have implemented new Absence Types or Delivery Methods within Oracle Learning Management, then you should review these formula to ensure that availability information is shown correctly.

□ **Set up Quick Links**

The Quick Links panel provides icons which offer quick navigation into commonly used Employee Self Service functions. The icons and functions displayed are controlled by two simple menus with menu functions and can be changed to suit your preference. It is recommended you review your current Employee Self Service menu items and replicate them within the Quick Links panel.

□ **Schedule 'Synchronize Images' process (11i users only)**

If you are deploying EmployeeCenter® onto 11i then you may choose to schedule the 'Synchronize Images' concurrent process which performs routine maintenance of any images held within Oracle HR. This step is not needed if you are deploying onto Release 12. More information is given in Section 3.

□ **Review Web Services (Advanced Configuration)**

Once you have performed the above steps, you may want to review and alter the data that the 'default' Web Services obtain from Oracle HR. Perhaps you would like to add in additional security or insert your own business rules for data being sent to the database. If so, you should review Section 10 which gives technical information about how to configure the service layer.

□ **Review Custom Look and Feel (Advanced Configuration)**

As a very advanced option, you may like to experiment with Custom Look and Feel (CLAF) options. Many aspects of the Look and Feel of EmployeeCenter®, such as the colors, fonts, icons and background images, can be modified using Cascading Style Sheets. Note: to perform this task you may need access to a capable Web Development team.

3. Business Card

Introduction

The Business Card shows basic contact details for each worker, including photo, phone numbers & email address. Many different configuration options are available to ensure that the correct set of information is retrieved from your Oracle HR records and presented to your users.



Employee Name

By default, EmployeeCenter® displays someone's name based on the default name format used by Oracle HR, which is usually <Last Name, First Name>.

However, advanced users may wish to make use of Oracle's Person Name Formats functionality which is supported by EmployeeCenter®. By default, EmployeeCenter® will display names based on the following rules (applied in the given order):

- If the 'HR: Local or Global Name Format' profile option is set to Local, it displays the person's local name.
- If the 'HR: Local or Global Name Format' profile option is set to Global, it displays the person's global name.
- If the 'HR: Local or Global Name Format' profile option is not set and 'HR:Display Person Name' is set to Full Name, it displays the person's full name.
- If the 'HR: Local or Global Name Format' profile option is not set and 'HR:Display Person Name' is set to anything besides Full Name, it displays the person's first name and last name.

Please refer to the Oracle HR Implementation Guides for more information on how to use Person Name Format functionality.

Email address

By default, EmployeeCenter® displays a single email address which is retrieved using the following precedence:

- The email address held against the User record that is associated with a person’s HR record.
- If that is not set, then the email is retrieved from the person’s HR record

Phone Numbers

Phone Number Display

EmployeeCenter® ships with default icons to display for Work, Mobile and Fax numbers.

By default, phone numbers are displayed in EmployeeCenter® according to the following matrix

Display	Associated Phone Type
Mobile icon	%CELL%, %MOBILE%, %IPHONE%
Fax icon	%FAX%
Hidden	H%, %HOME%
Landline icon	All other phone types

The list of phone types supported can easily be extended by configuring the Fast Formula XXAS_COM_BASIC_CONTACT, details of which are given at the end of this section.

The icons can be replaced by modifying the Custom Look and Feel (CLAF) settings. More details about modifying CLAF are given in a later section.

i Important: If your Oracle HR implementation includes user defined phone types that are different to any of the patterns above, you must ensure you hide the relevant phone types, to conform to data privacy laws regarding sharing of non-work related personal information.

This can be done using the Fast Formula XXAS_COM_BASIC_CONTACT.

Multiple Phones

Multiple phone numbers can be displayed with the same icon. For example, if someone had two work-related phone numbers of types “Primary Fax” (internal code PFAX), “Emergency Fax” (EFAX), both phone numbers would be displayed with the icon for Fax. This is because both phone numbers have the associated phone type matching the pattern %FAX%.

If more phone numbers are returned than can be shown at one time on the business card, then a scroll bar is rendered.

Preferred Number Flag

Phone numbers can be considered 'preferred', which then renders a green tick sign next to the relevant phone number.

By default, EmployeeCenter® considers Mobile or Cell phones to be preferred.

Standard Oracle HR functionality does not allow Self Service users to mark a personal phone number as 'preferred'. EmployeeCenter® currently determines which number should be returned as 'preferred' using logic built within the Fast Formula called 'XXAS_COM_BASIC_CONTACT'. This can be configured and changed during implementation.

More details of this Fast Formula are given in a later section.

Fast Formula Options

The display of email addresses and phone numbers is controlled by a Fast Formula named XXAS_COM_BASIC_CONTACT. This formula can be copied and modified so that the display of data can fit to your exact data requirements, particularly if you have created new phone types.

This section gives advice on how to modify this Fast Formula.

Copy Fast Formula

If you wish to change the default behaviour of the phone number and email display, you are required to make simple modifications to the Fast Formula.

Applaud Solutions recommend that you take a copy of the delivered formula and then modify your copy. If you do not do this, then subsequent patches or updates issued by Applaud Solutions may override your changes.

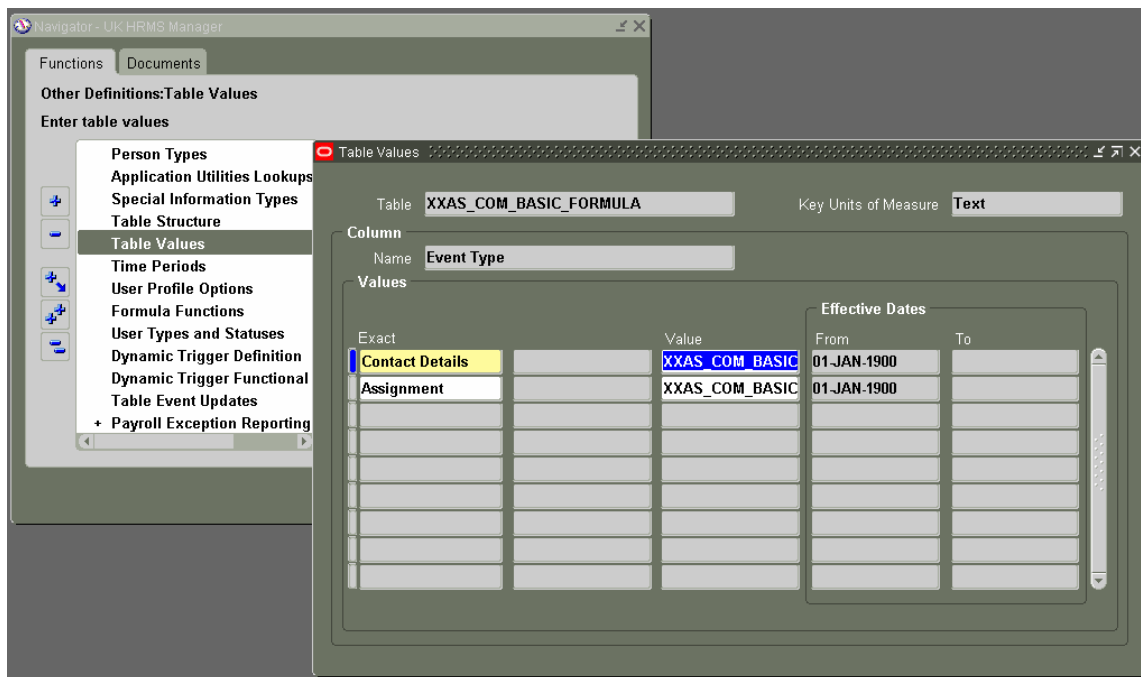
The formula to copy is named XXAS_COM_BASIC_CONTACT.

Once you have created a copy of the formula, you will need to configure it for use by the solution.

Enable Fast Formula for use

For the new formula to be used in preference to the default formula, it must be specified in a User Defined Table (UDT). To do this, follow the instructions below.

- 1) Use a HRMS Administrator responsibility, such as UK HRMS Manager. Ensure this is attached to a Business Group into which this product was installed (refer to the *Installation Guide* for more information).
- 2) Navigate to Other Definitions -> Table Values
- 3) Query back the table XXAS_COM_BASIC_FORMULA (see below)



- 4) Set the effective date to be some date well in the past, e.g., 01-01-1951.
- 5) Find the row marked 'Contact Details' and override the formula XXAS_COM_BASIC_CONTACT with the name of your new, copied, formula.

ⓘ Important: You should only use the out of the box formula when initially configuring the solution for first use. As part of the full implementation, it is recommended you copy the delivered formula and perform the steps above again with your custom formula.

Formula functionality

The formula controls the display of phone numbers and email addresses. Using the formula you can control:

- Which phone types are displayed
- The order in which email and phones are displayed
- The icons used for each phone type
- Optionally define a preferred phone number

Configuring which phone numbers to hide

Within the default formula, you will see the following logic:

```

If upper(Phone_Type_Code) Like 'H%' Or
  upper(Phone_Type) Like '%HOME%' Then
(
  /* Hide all home numbers */
  Show = 'No'
)

```

If you have defined further phone types that you wish to suppress, or you are not using the Oracle standard phone type for 'Home' numbers, simply change this clause to include the lookup code or looking meaning for the phone type in question.

For example, to suppress a phone type of 'Emergency' which has a lookup code of 'EMRG', you could change the above clause to:

```
If upper(Phone_Type_Code) Like 'H%' Or
   upper(Phone_Type) Like '%HOME%' Or
   upper(Phone_Type_Code) Like '%EMRG%' Then
(
  /* Hide all home numbers and emergency number */
  Show = 'No'
)
```

Changing display order

The order in which email and phone types are displayed in the business card can easily be changed. For example, suppose you wanted the Mobile number to be displayed first, above the email address. You would change the 'Order Sequence' attribute from 3 to 1, in the logic shown below:

```
Else If upper(Phone_Type) Like '%CELL%' Or
       upper(Phone_Type) Like '%MOBILE%' Then
(
  /* Set details for cell/mobile numbers */
  Order_Sequence      = 3
  ...
)
```

Changing roll-over text

When the user rolls their cursor over a given phone icon, a pop up message shows the name of the phone type. This text can be changed by modifying the value of 'Contact_Type_Name' in the fast formula logic. By default this attribute is set to the value of the lookup type meaning.

So, to change the rollover text for the phone type of 'Cell' to read 'Mobile', change the code below:

```
Else If upper(Phone_Type) Like '%CELL%'
(
  /* Set details for cell/mobile numbers */
  Order_Sequence      = 3
  Contact_Type_Name   = Phone_Type
)
```

The code should be changed to

```
Else If upper(Phone_Type) Like '%CELL%' Or
       upper(Phone_Type) Like '%MOBILE%' Then
(
  /* Set details for cell/mobile numbers */
  Order_Sequence      = 3
  Contact_Type_Name   = 'Mobile'
)
```

Setting the Preferred Flag

The preferred flag is set by the Fast Formula and currently cannot be chosen by the user as there is no support for recording this preference in standard Oracle Self Service functionality.

The default fast formula sets the Work Phone number to be the preferred flag in all cases.

The preferred icon is shown if the attribute 'Preferred_Flag' is set to 'Yes'. Conversely, it is not shown if it is set to 'No'.

The following logic sets the preferred flag for all work phones:

```
If upper(Phone_Type) Like '%WORK%' Then
(
  /* set as preferred number if it's a work number */
  Order_Sequence = 2
  Preferred_Flag = 'Yes'
  Preferred_Notes = 'Preferred Contact Number'
)
```

Fast formula functions can be used to set the flag using customer-specific logic, e.g., reading a 'preferred' choice from a descriptive flexfield against a phone number.

Formula Inputs and outputs

Documentation for the Fast Formula inputs and outputs can be found within the formula itself. Query the Fast Formula back in the 'Write Formula' screen and press the 'Edit' button to view the Fast Formula contents.

Photos

If you already have photos stored in Oracle HR (within the PER_IMAGES table), then EmployeeCenter® will display them automatically.

Photos can also be uploaded by the user within EmployeeCenter® by selecting the 'Change' button that appears over the existing photo or placeholder.

File Formats supported

The following picture file formats are currently supported:

- JPEG (.jpeg or .jpg files)
- Portable Network Graphics (.png files)
- GIF (.gif)

Other file formats, such as .bmp and .tiff, are not currently supported. When a Windows user selects the image from their file system, EmployeeCenter® assists them by automatically filtering out files that do not conform to the above format.

Performance Considerations: Thumbnails

EmployeeCenter® uses advanced Oracle database features to automatically scale photos into smaller sized 'thumbnails'. This greatly reduces the network traffic required to display the high number of images EmployeeCenter® retrieves from the Oracle database.

When a person is first viewed in EmployeeCenter®, their existing picture, if one exists, is automatically converted into thumbnails and held in a custom table. With

the necessary function permissions (see Security), people can change their image through EmployeeCenter® which then automatically updates the thumbnails.

If you allow pictures to be updated through means other than EmployeeCenter®, for example, the PUI Picture form or the Self Service Change Picture page, the thumbnails will not be automatically updated. In this case, you should schedule the “Synchronize Images” concurrent program available from Applaud Administrator to run periodically, e.g., daily. This will refresh the thumbnails table.

i Important: Photos can continue to be *initially* loaded into Oracle HR via any means, including via dataload. EmployeeCenter® will always create a thumbnail for initial images that have been loaded.

Advice for 11i users

The standard Oracle Picture functionality differs between 11i and Release 12. In 11i, Oracle stores person images as a Long Raw data type, which has many restrictions, such as the maximum image size, and is a deprecated data type.

In Release 12, Oracle has converted the Long Raw data type to a much more flexible BLOB data type which has fewer restrictions and wider support.

EmployeeCenter® can only generate thumbnails from a BLOB data type. In 11i it does this by first converting Oracle's Long Raw into a BLOB and then storing that BLOB in a custom table so that the thumbnails can be generated. In Release 12 it simply generates thumbnails from the BLOB column on the standard Oracle table.

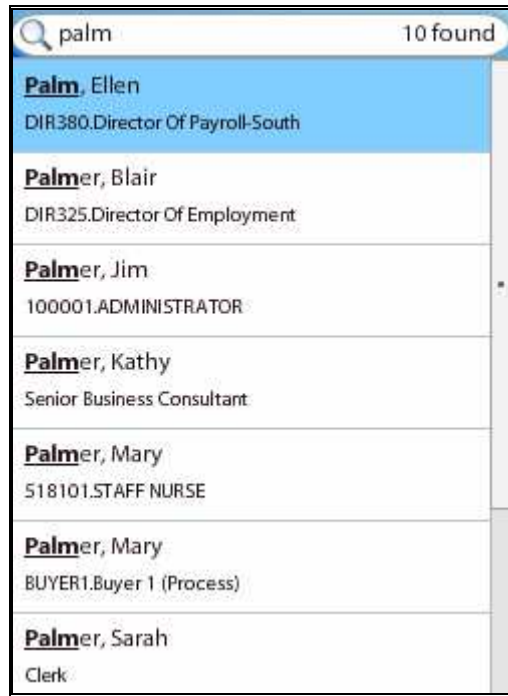
Because of these differences, when using EmployeeCenter® on 11i, it is strongly recommended that you only allow pictures to be updated in one place: either EmployeeCenter® or the standard Oracle functionality but not both. If you allow pictures to be updated in both places, and a user uploads different pictures via both facilities, EmployeeCenter® will override the image uploaded through the standard Oracle functionality when you upgrade to release 12 and run the Synchronize Images concurrent program.

Upgrading from 11i to 12

If you go-live with EmployeeCenter® on release 11i and later upgrade to release 12.0 or 12.1, you should run the 'Synchronize Images' concurrent program once after you have upgraded. This will perform a one-time migration of the BLOB images from the custom table into the standard Oracle table. You should do this even if you only allow pictures to be changed from within EmployeeCenter®.

Search

The Search facility found at the top right of EmployeeCenter® is a quick way to find another person's profile.



How to Search

EmployeeCenter® uses a 'Google-style' search to perform a near-instant result set after every key press, which dynamically returns a filtered list as the user is typing their query.

To reduce network traffic, at least 2 consecutive characters are required to be entered into the search box before such a dynamic filter is performed. The first letter of the surname must always be entered in one of the keywords.

Unlike many Oracle Search boxes, the employee's name can be typed in any order and are case insensitive. Partial searches are accepted and no wildcards are required.

Performance considerations






The search has been highly tuned and optimised to return results extremely quickly with minimal impact on database resource. Although a query is sent every time a key press is made, if another key press is detected before a list has been returned, then that query is cancelled and so on until the user pauses typing.

To further reduce network traffic, the result set is limited to 25 results. This can be configured by extending the Page Size attribute of the **QueryPeopleByName**.

A list of Web Services and an explanation of how to modify them is given in a later section.

Examples

The following searches will all return the result 'Barry Erickson':

Search Term	Result
Barry Erickson	
Erickson Barry	
b eric	
barry e	
arry e	

Search results

By default, the search in EmployeeCenter® brings back all workers across all business groups. This behaviour can be easily changed to, for example, restrict

results to the Business Group of the user or to restrict the display of contingent workers in the result set.

To do this, you are required to modify the Web Service named **QueryPeopleByName** which underpins the Search. A list of Web Services and an explanation of how to modify them is given in a later section.

Search information

By default, every result in the search list shows a person's name and their Position (if set) or their Job (if Position is not set). All key flexfield segments are displayed.

If alternative role information is required to be displayed, for example, <Organization. Job Key Flexfield Segment 2>, then this can be achieved by modifying the Web Service named **QueryPeopleByName** that underpins the search.

A list of Web Services and an explanation of how to modify them is given in a later section.

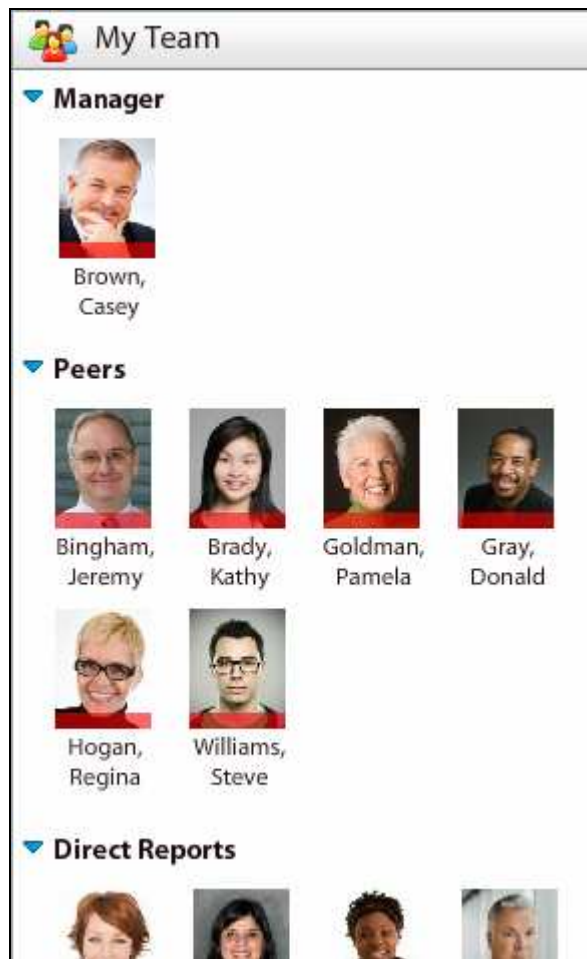
View My Profile

If you are using EmployeeCenter® to view other people's profile, you can quickly return to your own profile by clicking the 'View My Profile' button at the top left of the EmployeeCenter® screen. This button is disabled when viewing your own profile.



View My Team

Underneath 'My Profile', you will see a bar with the title 'My Team'. Clicking that gives the user an easy to read view of everyone in their team: their line manager (or managers if the user has multiple assignments); peers (the direct reports of the line manager) and direct reports (only shown if the user is a line manager).



Clicking on any portrait takes the user to view that person's individual profile.

If a user has multiple assignments each with a different supervisor, then multiple managers will be shown in the above view. The Peers section will show all direct reports of all line managers, rolled up into a single group. For more explanation on how multiple assignments are evaluated, please refer to the section on the Graphical Org Chart, which has further examples based on multiple assignments and supervisor assignments.

Person Types supported

EmployeeCenter® supports person records with a system type of EMP (Employee) or CWK (Contingent Worker). Other person types, such as Applicant, Candidate or Other are not displayed.

EmployeeCenter® can be configured to restrict which person types are viewable, for example, filtering out by user person type. This can be achieved by making changes to the underlying web services. Please refer to "Section 10 – Configuring Applaud Web Services" for more information.

4. Personal Profile

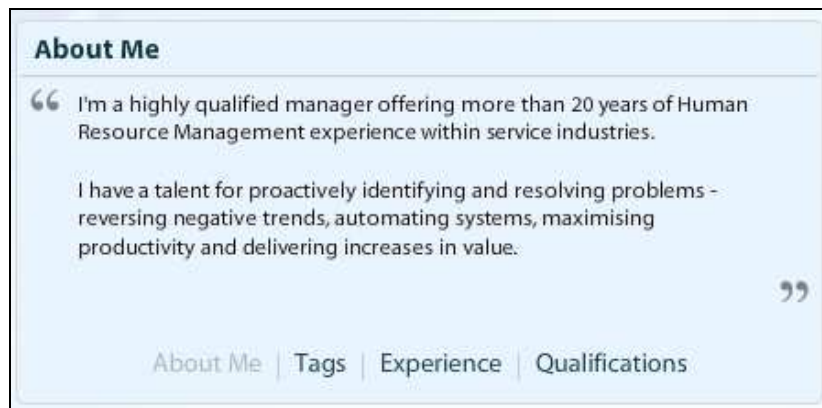
Introduction

Your Oracle HR database is full of people's names, address and employment information. But it doesn't tell you much about who your employees actually *are*. What's their job description, what's their previous experience (both within your organization and with previous employers), what qualifications do they have?

EmployeeCenter® allows your workforce to build up personal profiles that allows them to promote their skills and expertise to everyone within your enterprise.

About Me

The 'About Me' section lets an employee write anything they want about themselves; whether that be a description of their current role, their particular expertise, their interests – anything they want to share with their co-workers.

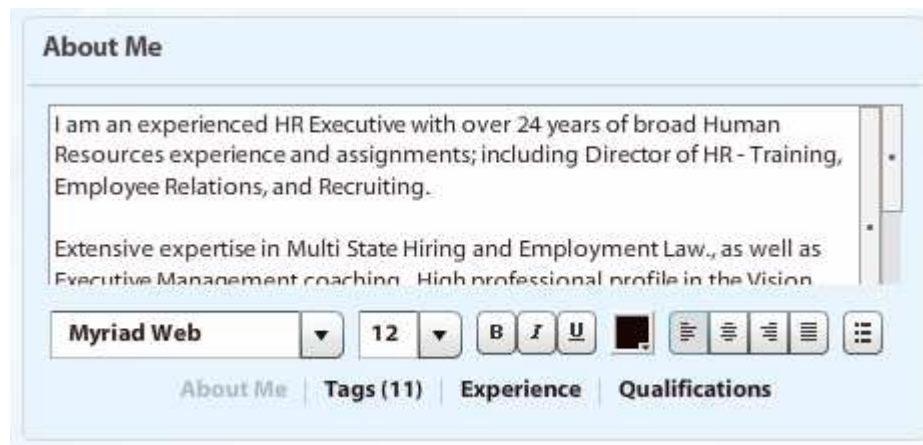


Editing 'About Me'

To edit the 'About Me' section, the default security requires that an employee is logged in and viewing their own profile. They will then see a 'Change' button in the top-right of the 'About Me' section.

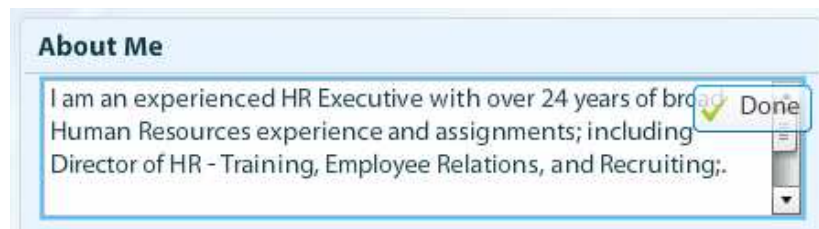


Clicking this button allows the employee to edit their About Me text. In Edit Mode, the 'About Me' section switches to a rich text editor which allows the user to format their text.



Saving 'About Me'

When the user has finished editing their About Me text, they simply hit the 'Done' button. This will save the changes to the Oracle database.



Previous Experience

The Previous Experience section allows employees to share information about projects they have worked on in the past or key roles they have held at previous organizations before joining your enterprise.

Employees can enter as many periods of previous experience as they like and write descriptions of what was involved in each period.



Edit Mode

After selecting the 'Change' button, EmployeeCenter® displays an 'Add' button, allowing the user to add a new entry. Pencil icons are displayed next to each existing entry, allowing update.



When the 'Add' button or an 'update' icon is pressed, a new window will appear, allowing the user to enter or update details.

Users can specify a role is current by clicking the checkbox marked 'This is my current job'. Employees can mark multiple entries in this way and can also have entries whose time periods overlap.

Deleting Previous Experience

To delete a 'previous experience' entry, the user must enter edit mode and bring up the window which allows update (seen above). At the bottom of that window is an icon that allows the deletion of the entry.

Finish editing Previous Experience

When a user has finished editing their previous experience, they simply hit the 'Done' button.

Qualifications

EmployeeCenter® delivers a display of qualification information that is stored in standard Oracle HR Qualifications functionality. In the first release of EmployeeCenter® there is no facility to maintain qualification information; employees can use the standard Oracle Employee Self Service menu items 'Education and Qualifications' or 'Professional Qualifications' to enter this information.



Qualifications	
2007	Chartered MCIPD , Middleton Business School
2004	MBA Computer Applications , Boston Academy
1997	Certified Payroll Professional , Berkeley College
1986	MA French Literature , La Rochelle Academie
1980	BA Spanish , Ecole especial de Paris

[About Me](#) | [Tags \(11\)](#) | [Experience](#) | [Qualifications](#)

Data Mapping

EmployeeCenter® displays the following fields of Qualification information if they are set:

- Type
- Grade
- Establishment (set for 'Education and Qualifications' entered via Employee Self Service or via PUI)
- Awarding Body (set for Professional Qualifications entered via Employee Self Service or via PUI)
- Awarded Date (only year is displayed in EmployeeCenter®)

No other information held against a qualification record is displayed.

Changing the data mapping

If you wish to show different qualification information, perhaps because you use different fields to those above, then this can be achieved by modifying the underlying Web Service named **QueryPersonQualifications**. You can also change the bold highlighting and add further formatting if you wish.

For more details on how to modify a Web Service, please refer to a later section.

Assignment Information

Standard assignment information is displayed at the bottom of EmployeeCenter®.

The screenshot shows an 'Overview' tab for the assignment 'VP330.VP Human Resources, Corporate Human Res...'. The assignment is marked as a 'Primary Job (100%)'. The information is organized into two columns:

Position	VP330.VP Human Resources	Job	VP300.Vice President
Department	Corporate Human Resources	Service	13 years, 8 months
Manager	Brown, Casey	Direct Reports	8
Location	HR- New York	Work Address	500 Madison Ave, New York, 10001, US

At the bottom of the overview, there are three navigation icons: Overview (selected), Org Chart, and Maps.

Multiple assignments are supported. If more than one assignment exists, then a 'Previous' and 'Next' button appears at the top right of the region, allowing the user to cycle through all assignment information.

The screenshot shows a secondary job assignment for 'CON600.Consultant, Vision Corporation'. It is marked as a 'Secondary Job (50%)' and is the second of two assignments (- 2 of 2). Navigation buttons for 'Previous' and 'Next' are visible at the top right of the assignment region.

Assignment fields

The following table gives more description on each field displayed in the assignment region

Field	Description
Title	Shows concatenation of the following fields: <Position or Job, Organization> If Position is not set then Job is used.
Sub-title	Shows in the top-right hand side: Primary or Secondary (<FTE>) FTE is retrieved from Assignment Budget Values.
Job	Concatenated key flexfield segments from Job held against Assignment
Position	Concatenated key flexfield segments from Position held against Assignment
Department	Name of Organization held against assignment
Service	Length of service calculated by determining length of time between the current date and the hire date.

	<p>Adjusted Service Date is used in preference to Hire Date, when set.</p> <p>Previous Periods of Service or Placement are not counted.</p>
Manager	<p>The supervisor is either retrieved directly from the assignment record or derived from the holder of the parent position in position hierarchy being used.</p> <p>Standard Self Service settings are used to determine which method to use when retrieving the name of the line manager.</p> <p>If using multiple assignments, then the correct manager for each assignment is retrieved.</p> <p>Use of supervisor assignments has no effect on this display; supervisor assignment information is reflected in the graphical organization hierarchy (see next section)</p>
Direct Reports	<p>As above, direct reports are calculated by either using the supervisor hierarchy or by using the position hierarchy. For more information, see examples in Section 6 – Graphical Org Chart</p> <p>If using multiple assignments but not using supervisor assignments, then a direct report is counted if the manager is supervisor for any one of the direct report's assignments.</p> <p>If using multiple assignments and also using supervisor assignments, then a direct report is only counted if the current assignment is held as a supervisor assignment against anyone of the direct report's assignments.</p> <p>If a direct report has multiple assignments and the supervisor is held against one or more of those assignments, then that direct report is only counted once.</p>
Location	The name of the HR Location held against the assignment
Work Address	The address of the HR Location held against the assignment

Modifying the assignment prompts

All prompts, such as 'Organization', 'Job' etc are held as messages in the FND_MESSAGES table. To change a prompt, simply find the correct message and

update the message text. The following table shows the message names used in the Assignment region:

Prompt	Message Name
Job	XXAS_RB_EMP_JOB
Position	XXAS_RB_EMP_POSITION
Department	XXAS_RB_EMP_DEPT
Service	XXAS_RB_EMP_SERVICE
Manager	XXAS_RB_EMP_MGR
Direct Reports	XXAS_RB_EMP_DRS
Location	XXAS_RB_EMP_LOC
Work Address	XXAS_RB_EMP_WORK_ADDR

Modifying the assignment information

If you are happy with the data being retrieved but wish to change the aesthetics, such as the prompts, the order, or perhaps only show particular key flexfield segments, then this can be achieved by modifying the Fast Formula named XXAS_COM_BASIC_ASSIGN.

i Important: The facility to change this Fast Formula is not available in the trial version of EmployeeCenter®

Fast Formula Options

The display of email addresses and phone numbers is controlled by a Fast Formula named XXAS_COM_BASIC_ASSIGN. This formula can be copied and modified so that the display of data can fit to your exact data requirements.

The following sections give advice on how to modify this Fast Formula.

Copy Fast Formula

If you wish to change the default behaviour of the phone number and email display, you are required to make simple modifications to the Fast Formula.

Applaud Solutions recommend that you take a copy of the delivered formula and then modify your copy. If you do not do this, then subsequent patches or updates issued by Applaud Solutions may override your changes.

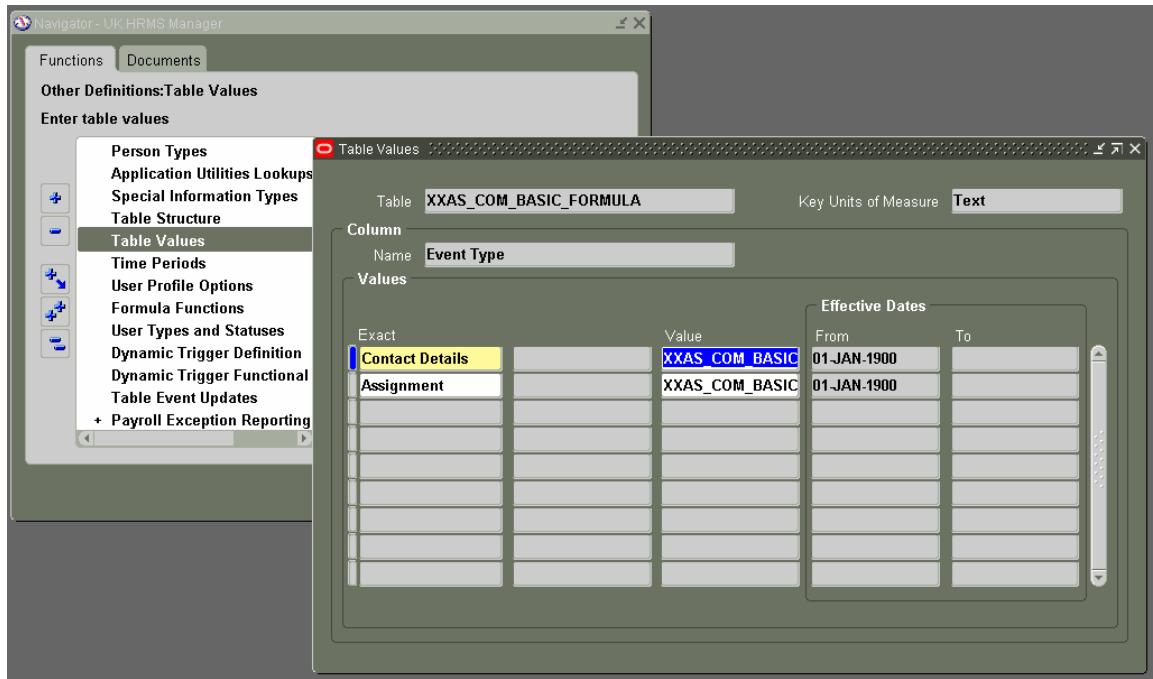
The formula to copy is named XXAS_COM_BASIC_ASSIGN.

Once you have created a copy of the formula, you will need to configure it for use by the solution.

Enable Fast Formula for use

For the new formula to be used in preference to the default formula, it must be specified in a User Defined Table (UDT). To do this, follow the instructions below.

- 6) Use a HRMS Administrator responsibility, such as UK HRMS Manager. Ensure this is attached to a Business Group into which this product was installed (refer to the *Installation Guide* for more information).
- 7) Navigate to Other Definitions -> Table Values
- 8) Query back the table XXAS_COM_BASIC_FORMULA (see below)



- 9) Set the effective date to be some date well in the past, e.g., 01-01-1951.
- 10) Find the row marked 'Assignment' and override the formula
XXAS_COM_BASIC_ASSIGN with the name of your new, copied, formula.

i Important: You should only use the out of the box formula when initially configuring the solution for first use. As part of the full implementation, it is recommended you copy the delivered formula and perform the steps above again with your custom formula.

Formula functionality, Inputs and outputs

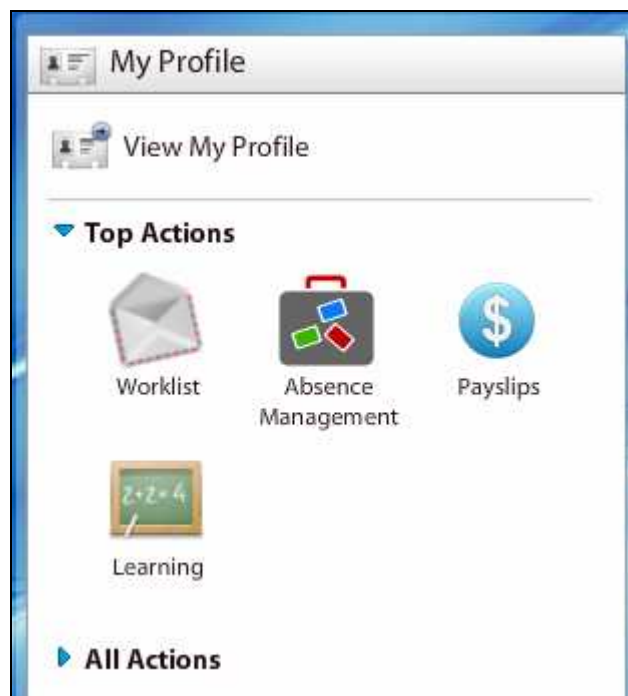
Documentation for the Fast Formula functionality, inputs and outputs can be found within the formula itself. Query the Fast Formula back in the 'Write Formula' screen and press the 'Edit' button to view the Fast Formula contents.

5. Quick Links

Introduction

EmployeeCenter® allows you to embed links to any Employee Self Service function, allowing you to make EmployeeCenter® the landing page for Employee Self Service users if you require.

Two options are available: 'Top Actions' containing the most commonly used menu items and 'All Actions' which shows the user a comprehensive list of all options available to them.

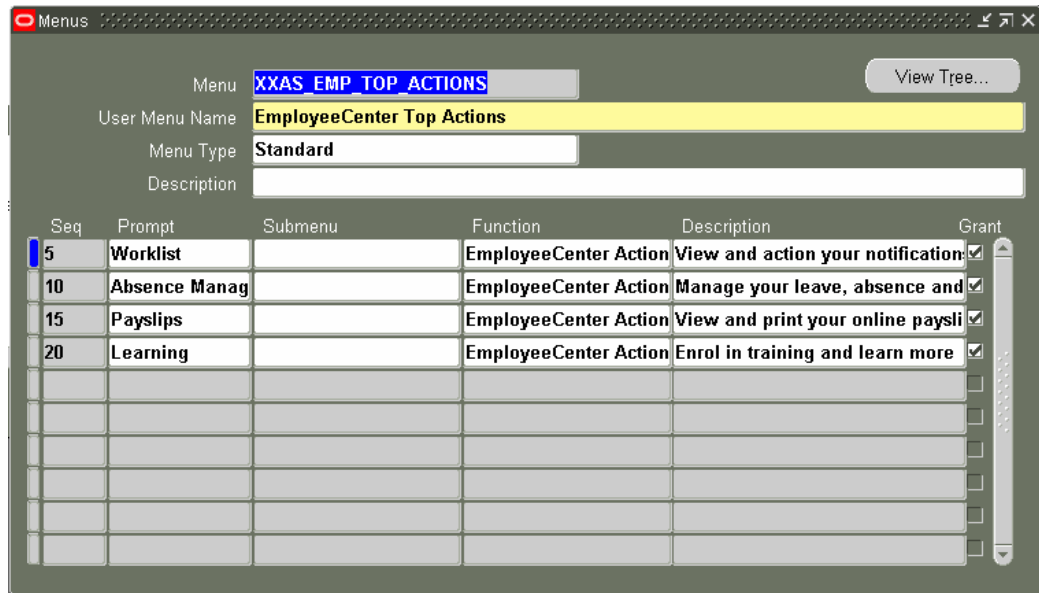


Clicking on any icon takes the user to the relevant Employee Self Service screen.

EmployeeCenter® ships with demo actions but you can configure any Employee Self Service function to appear in either list.

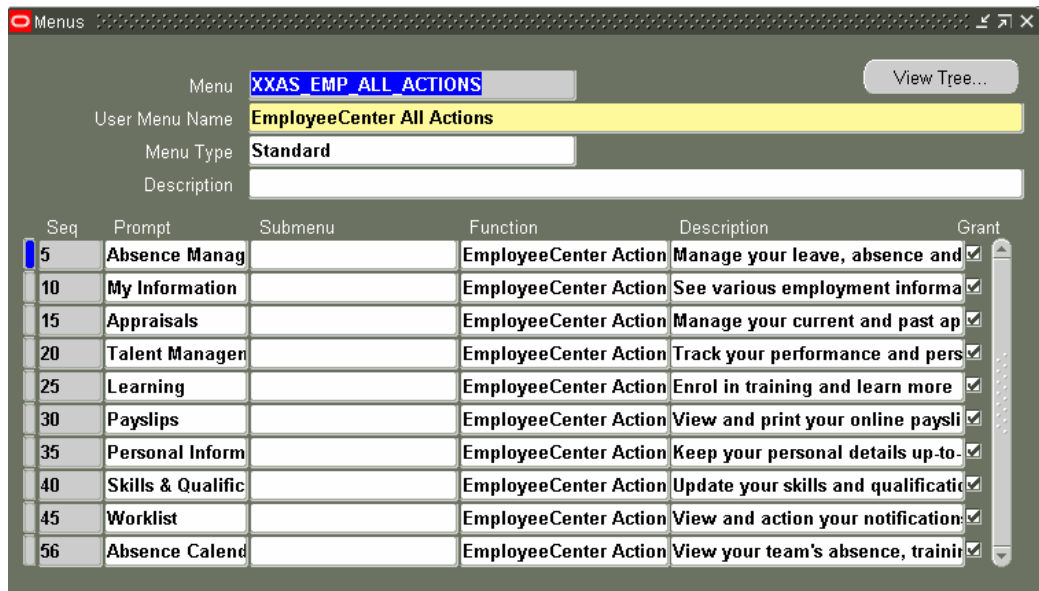
Organizing quick links

The list of icons displayed in the 'Top Actions' list are simply functions found on the menu XXAS_EMP_TOP_ACTIONS menu. To remove a Quick Link from the 'Top Actions' menu, simply delete the relevant function from the menu.



Seq	Prompt	Submenu	Function	Description	Grant
5	Worklist		EmployeeCenter Action	View and action your notification	<input checked="" type="checkbox"/>
10	Absence Manag		EmployeeCenter Action	Manage your leave, absence and	<input checked="" type="checkbox"/>
15	Payslips		EmployeeCenter Action	View and print your online paysli	<input checked="" type="checkbox"/>
20	Learning		EmployeeCenter Action	Enrol in training and learn more	<input checked="" type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>

Similarly, the items in the 'All Actions' menu are functions found on the menu XXAS_EMP_ALL_ACTIONS.



Seq	Prompt	Submenu	Function	Description	Grant
5	Absence Manag		EmployeeCenter Action	Manage your leave, absence and	<input checked="" type="checkbox"/>
10	My Information		EmployeeCenter Action	See various employment informa	<input checked="" type="checkbox"/>
15	Appraisals		EmployeeCenter Action	Manage your current and past ap	<input checked="" type="checkbox"/>
20	Talent Managen		EmployeeCenter Action	Track your performance and pers	<input checked="" type="checkbox"/>
25	Learning		EmployeeCenter Action	Enrol in training and learn more	<input checked="" type="checkbox"/>
30	Payslips		EmployeeCenter Action	View and print your online paysli	<input checked="" type="checkbox"/>
35	Personal Inform		EmployeeCenter Action	Keep your personal details up-to	<input checked="" type="checkbox"/>
40	Skills & Qualific		EmployeeCenter Action	Update your skills and qualificat	<input checked="" type="checkbox"/>
45	Worklist		EmployeeCenter Action	View and action your notification	<input checked="" type="checkbox"/>
56	Absence Calend		EmployeeCenter Action	View your team's absence, traini	<input checked="" type="checkbox"/>

You can choose which functions go on either menu. There is no need for functions to be on both the 'All Actions' menu as well as the 'Top Actions' menu if you would like to avoid duplication.

Quick Links are displayed in the same order as they are sequenced within each menu.

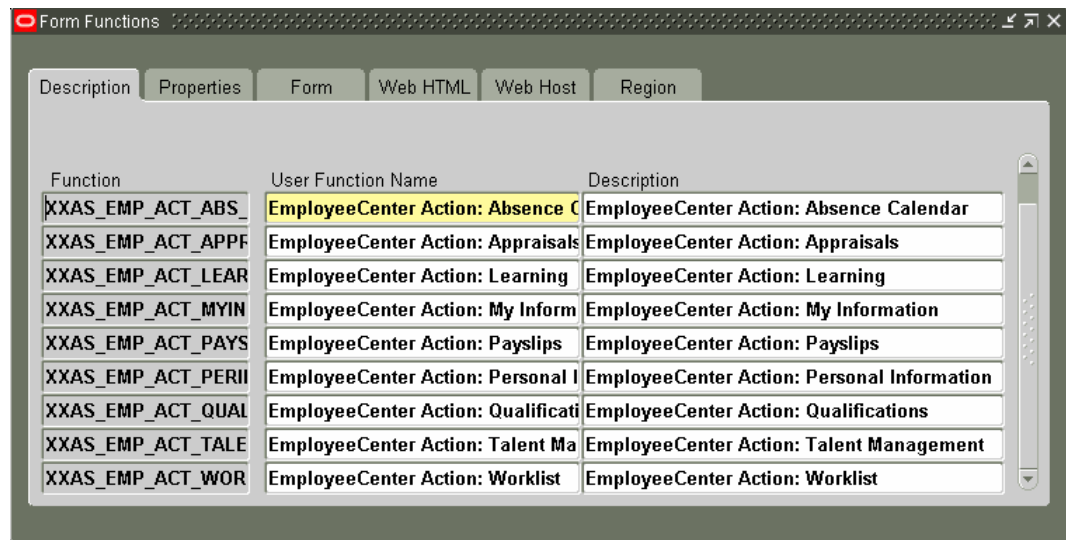
The pre-delivered functions can be moved between the 'Top Actions' and 'All Actions' menu in the same way as regular menu items.

Pre-delivered Quick Links

Quick Links are defined as Menu Functions. The following Quick Links are pre-delivered with EmployeeCenter®.

Function Name	Employee Self Service Link
XXAS_EMP_ACT_ABSENCE	Absence Management
XXAS_EMP_ACT_ABS_CAL	Absence Calendar
XXAS_EMP_ACT_APPRAISALS	Appraisals
XXAS_EMP_ACT_LEARNING	Learning
XXAS_EMP_ACT_MYINFO	My Information
XXAS_EMP_ACT_PAYSLIP	Payslips
XXAS_EMP_ACT_PERINFO	Personal Information
XXAS_EMP_ACT_QUALIFICATIONS	Qualifications
XXAS_EMP_ACT_TALENT	Talent Management
XXAS_EMP_ACT_WORKLIST	Worklist

You can view the details of these functions in the regular Function form. Query back all functions with name beginning with 'XXAS_EMP_ACT%'.



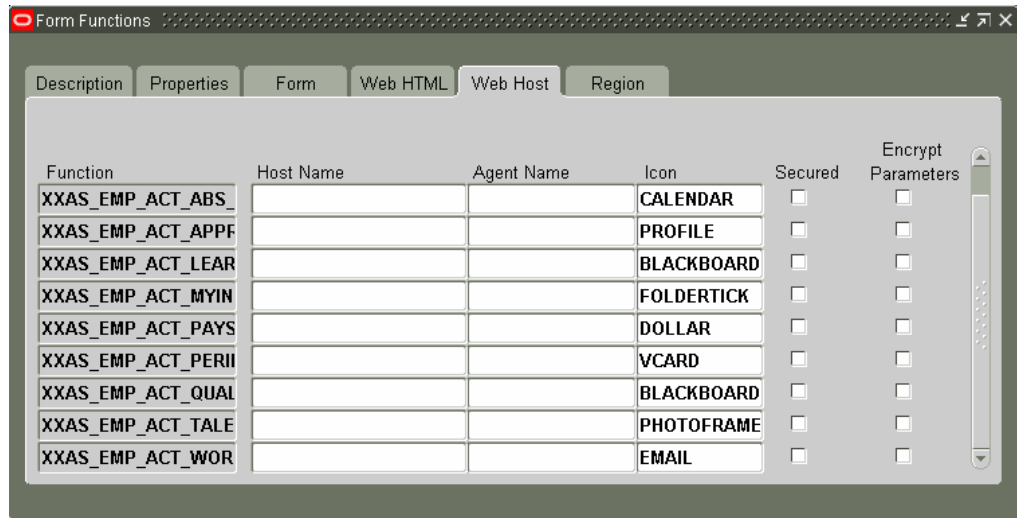
Creating new quick links

Any function currently being used within Employee Self Service can be added into the EmployeeCenter® Quick Link menus. However, to do so, you will need to create a new function.

To do this, follow the steps below:

Take a copy of the existing ESS Function, ensuring you give the function a new name. Do not pre-fix the name of the function with XXAS as this risks Applaud Solutions overwriting your function in the future.

1. Give the function a name of your choice
2. Optionally update the description.
3. Ensure that the following attributes are all set the same as the existing Employee Self Service functions:
 - Type (should be SSWA jsp function)
 - Parameters (not always set)
 - HTML Call



4. Finally, click on the 'Web Host' tab and set the 'Icon' value, as the screenshot above demonstrates. A list of valid icon values is given in the table below. If you do not set this value or use an incorrect value, the Quick Link will not display.
5. Add the new function to either the Top Actions or All Actions menu.

Pre-delivered Icons

The following icons are pre-delivered and can be used on your new functions:

- BRIEFCASE
- CALENDAR
- PROFILE
- BLACKBOARD
- FOLDERTICK
- DOLLAR
- VCARD
- PHOTOFRAME
- EMAIL

Adding and Changing icons

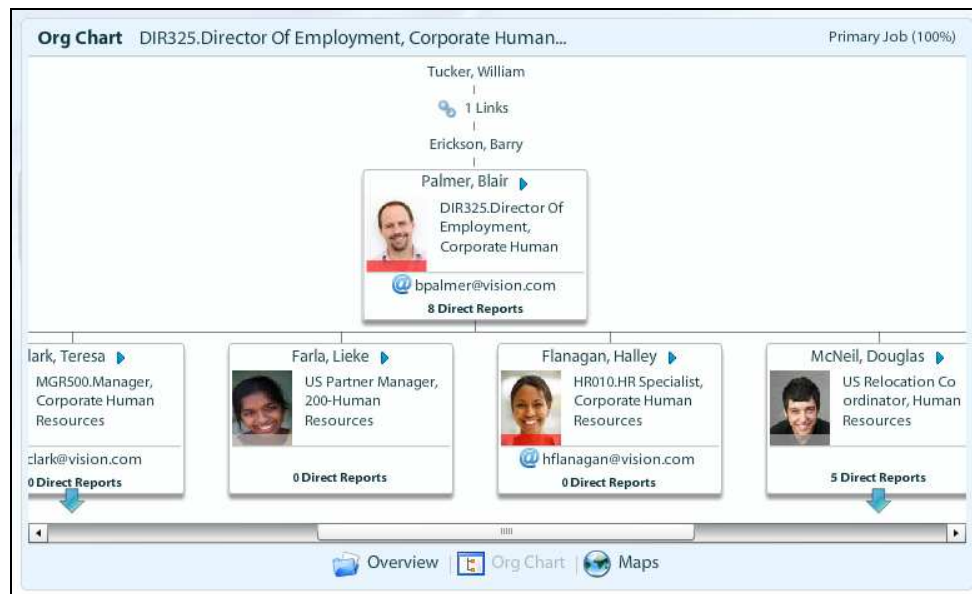
It is possible to add new icons or change the pre-delivered icons using Custom Look and Feel. Please see the section on Custom Look and Feel for more information.

6. Graphical Organization Chart

Introduction

EmployeeCenter® delivers a graphical organization chart showing supervisor relationships throughout the workforce. Two levels of the hierarchy are shown at any one time, with users being able to traverse up and down the hierarchy with one click.

The chart requires no configuration to work and will detect whether using a supervisor or position hierarchy based on your standard Self Service implementation. Full support is offered if using multiple assignments or if using supervisor assignments.

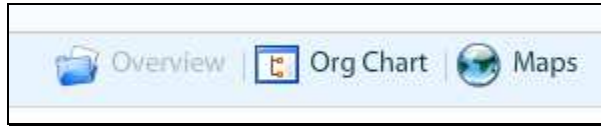


Using the Org Chart

This section describes how to use the graphical org chart.

Displaying the Org Chart

When viewing EmployeeCenter®, you will see a choice of Overview, Org Chart and, if configured, Google Maps at the bottom of the assignment information pane.



To display the Org Chart, select the 'Org Chart' button. The view will expand to show the chart.

If the user is a manager, they will see their node in the middle of the screen with their direct reports underneath.

If the user is not a manager, they will see themselves on the bottom row of the Org Chart, adjacent to their peers with their manager in the middle.

Org Chart Nodes

Each node on the Org Chart shows the following information:

- Photo
- Availability
- Name
- Position or Job & Organization
- Email address
- Number of Direct reports

The information displayed in each node is the same as shown in the Assignment tab. If you have modified the formula XXAS_COM_BASIC_ASSIGN to configure the presentation of assignment information, such as job name, your changes will be reflected automatically into the Org Chart node.

A user can view a person's profile by clicking on the name in the Org Chart node.



Drill Down

If the worker is a manager and they are displayed on the bottom row of the Org Chart, then an arrow is displayed on their node. Clicking that arrow drills down the hierarchy one level.



View to the Top

To enable users to rapidly view higher level managers, EmployeeCenter® offers a 'View to the Top' section that sits above the central node in the Org Chart. This section shows the complete management chain up to the highest point in the hierarchy; often the CEO or Managing Director. Interim managers in the chain are 'hidden' and can be shown by clicking the 'links' icon.



In the above example, Brian's manager is Robert, the CEO is William and there are a further two levels of managers between Robert and the CEO, William Tucker.

Pressing the '2 Links' button displays those managers:



The managers can be hidden again by pressing the 'Hide Links' icon. If any name in the chain is clicked, then EmployeeCenter® will switch views to their profile.

Return to profile

If the user has moved around the hierarchy, they can return to the person they were originally viewing by pressing the 'Overview' button.

How the Org Chart interprets your hierarchy data

There are many different ways to build hierarchies in Oracle HR, with further complexities introduced by multiple assignments and supervisor assignments. EmployeeCenter® has been purpose built for Oracle e-Business Suite and so copes with all these permutations without the need of complex configuration.

Supervisor and Position Hierarchy

Hierarchies are used to determine who to show in the org chart. Supervisor and Position hierarchies are supported. In most cases it will automatically determine which hierarchy to use based on the following rules (applied in the given order):

- If the 'HR:Display Position Hierarchy' profile option is set to Yes, it uses the primary position hierarchy structure defined for the logged in person's Business Group.
- If the 'HR: Supervisor Hierarchy Usage' profile option is set to 'Use Assignment-based Supervisor Hierarchies', it uses the supervisor assignment hierarchy.
- If the 'HR: Supervisor Hierarchy Usage' profile option is set to 'Use Person-based Supervisor Hierarchies' or neither of the above profile options are set, it uses the Supervisor hierarchy.

Multiple Assignments

If the 'HR: Enable Multiple Assignments in SSHR' Profile Option is set to Yes, EmployeeCenter® will switch to correctly deal with multiple assignments. You should set this to Yes when using multiple assignments.

Contingent Worker assignments

EmployeeCenter® supports Contingent Worker assignments which appear in the hierarchy alongside regular employee assignments.

Cross Business Group Support

EmployeeCenter® supports Cross Business Group functionality. If you have supervisory relationships that span multiple business groups and you have the 'HR:Cross Business Group' Profile Option set to Yes, EmployeeCenter® will show people in the hierarchy irrespective of their Business Group.

For example, a manager who has direct reports in a different Business Group will see those direct reports displayed on the graphical org chart and those people will contribute to the 'direct report' count.

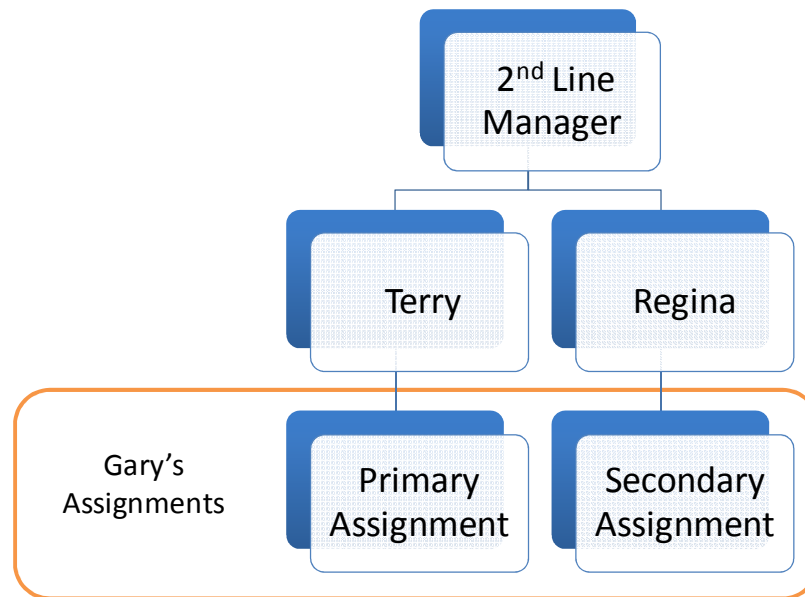
Multi-assignment examples

Multiple assignment examples can become difficult to interpret, especially if supervisor assignments are used. EmployeeCenter® can dramatically aid the visualization of complex multi-assignment relationships.

The following section gives worked examples to demonstrate how EmployeeCenter® works in various scenarios. For ease of understanding, the following examples assume that a supervisor hierarchy is being used, rather than a Position hierarchy.

Supervisors with single assignments, direct report with multiple assignments

- Gary has two assignments, each of FTE 50%.
- Gary's supervisor on his primary assignment is Terry.
- Gary's supervisor on his secondary assignment is Regina.



In EmployeeCenter® Gary will increase both Terry's and Regina's "Direct Report" count by 1.

When viewing the Org Chart under Gary's primary assignment, EmployeeCenter® will show Terry as line manager and Terry's direct reports as Gary's peers.

When viewing the Org Chart under Gary's secondary assignment, EmployeeCenter® will show Regina as line manager and Regina's direct reports as Gary's peers.

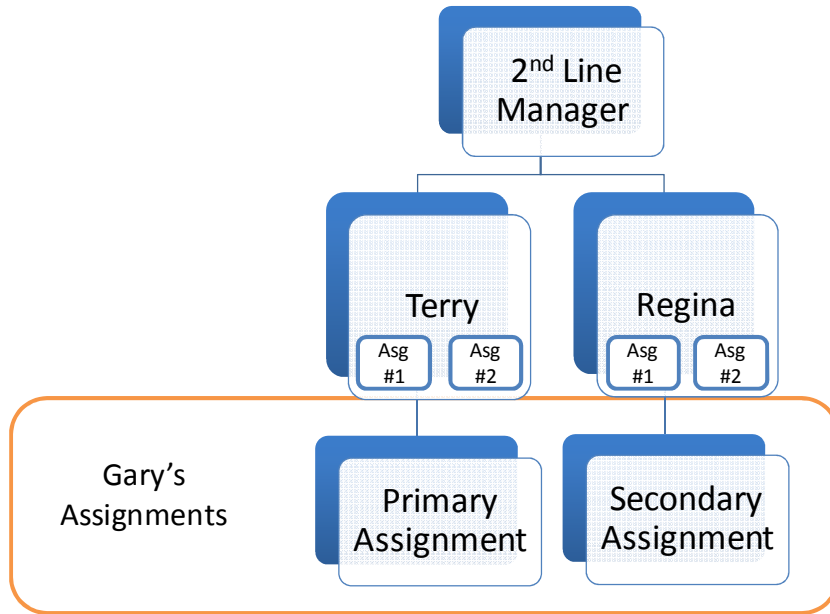
When viewing Terry's Org chart, Gary will show as a direct report. The same is true when viewing Regina's Org Chart.

On the 'My Team' panel, Gary will show as having two managers. His peers will be shown as a group comprising of all of Regina's direct reports and all of Terry's direct reports.

Supervisor with multiple assignments, direct report with multiple assignments

Similar to the above example except in this case, both Terry and Regina have multiple assignments (marked as 'Asg #1' and 'Asg #2' in the chart below).

Supervisor assignments are not being utilized in this example.



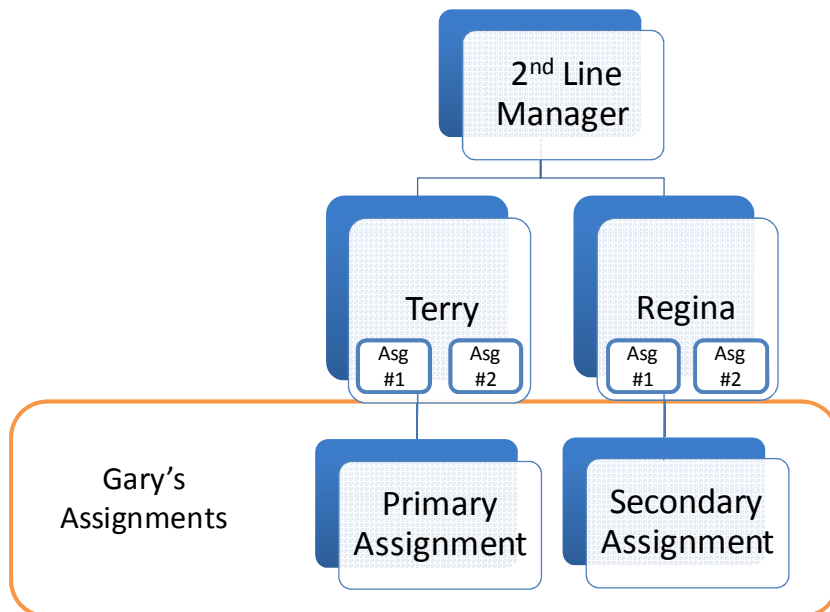
In this example, EmployeeCenter® will actually show the same results as the previous example. This is because supervisor assignments are not being used, i.e., there is no link between Gary and any of his supervisors' individual assignments.

Terry and Regina's primary assignment details will be shown on Gary's Org Chart.

Supervisor with multiple assignments, direct report with multiple supervisor assignments

Similar to above except that now:

- Gary's primary assignment reports into Terry's primary assignment
- Gary's secondary assignment reports into Regina's primary assignment



When viewing Terry's primary assignment, Gary will contribute 1 to Terry's "Direct Report" count. Gary will not be counted as a direct report for Terry's secondary assignment.

When viewing the Org Chart under Gary's primary assignment, EmployeeCenter® will show Terry as line manager and show Terry's primary assignment information on the Org Chart Node. Gary's peers will be all people that report into Terry's primary assignment.

When viewing Terry's primary assignment, the Org Chart will show Gary as a direct report. The same is true when viewing Regina's Org Chart.

When viewing Terry's secondary assignment, the Org Chart will not show Gary as a direct report.

Similar logic follows for Regina in all the above cases.

On the 'My Team' panel, Gary will show as having two managers. His peers will be shown as a group comprising of all of Regina's direct reports and all of Terry's direct reports. This is because the 'My Team' panel consolidates all assignment relationships into person-level relationships.

7. Google Maps

Introduction

Applaud Solutions have partnered with Google to allow you to use Google Maps within EmployeeCenter®, bringing the power and usability of Google Maps to Oracle HR.

Google Maps functionality is fully integrated into EmployeeCenter®, allowing users to browse HR Locations using the familiar Google User Interface with features such as pan, zoom, terrain and satellite views.



Configuring Google Maps

Use of these capabilities requires Google Maps API Premier, which is a separately licensable option from Applaud Solutions.

Once you have a Google Maps license agreement with Applaud Solutions, you will be provided with one API key for each domain in which you operate Oracle E-Business Suite.

If you do not have an API Key or do not wish to use Google Maps then simply skip this step and the Google Maps component will not display.

Follow these steps to enable Google Maps:

- 1) Check that your Oracle E-Business Suite server has network access to the maps.google.com domain.
- 2) Use HTTPS rather than HTTP. If you enable Google Maps and your Oracle E-Business Suite instance is running over HTTP you will allow location information to be submitted to Google unencrypted.
- 3) Set the value of the **XXAS: Google Maps API Key** profile option to the API key you have been provided.

For testing purposes only, you can register for your own Google Maps API Key at:

<http://code.google.com/apis/maps/signup.htm>

i Important: if testing with your own API Key rather than a licensed API Key from Applaud Solutions, location information will be submitted to Google unencrypted even if you are running over HTTPS.

You should always consult with a representative from Applaud Solutions before using Google Maps for the first time.

Purchasing Google Maps Component

i Important: The cost of Google Maps API Premier is based on the number of times your users call the Google Maps Web Service. Each time a user looks at the location of an employee in EmployeeCenter®, that will send a Web Service request to Google Maps and the access count will increase by 1.

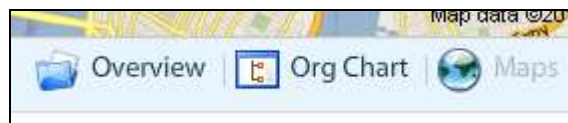
Google Maps licenses are sold in bundles of 250,000 hits. Once you exceed that hit count, the Google Maps feature will cease to function until you purchase more 'hits'.

To ensure that you purchase enough 'hits', you must perform some analysis regarding how many people will be using EmployeeCenter® and how many times you think they will access the Maps functionality.

Your Applaud Solutions Sales representative can provide more details and further advice.

Locations displayed

The Google Maps pane is accessed by pressing the 'Google Maps' button at the bottom of the assignment pane:



At this point, the address is taken from the HR Location that is held against the worker's assignment.

If you use Oracle's geocode functionality, EmployeeCenter® will use the recorded Longitude and Latitude of each HR Location. If you do not use Oracle's geocode features, EmployeeCenter® will combine the different segments of the location's address and use Google's geocoding APIs to dynamically derive the location.

Most locations geocode without any problems. However, if a location cannot be geocoded the first step is to check the Work Address on the Assignment Overview and feed this into the public Google website at maps.google.com. It may be necessary to complete additional address fields to help Google geocode the HR location.

Google Map Features

The following Google Map controls are included within EmployeeCenter®:

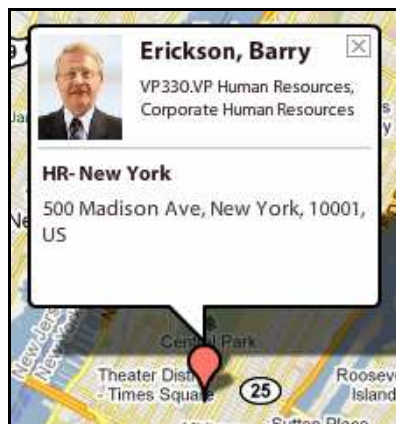
- Pan
- Zoom
- Views
 - Map
 - Satellite
 - Hybrid
 - Terrain
- Zoomed Mini-Map

These features can be individually disabled by modifying the QueryMapParameters Web Service.

A list of Web Services and an explanation of how to modify them is given in a later section.

Assignment Pin

The exact location that a person works at is represented by the 'Assignment Pin' – a pop-up that displays condensed information about the person and the address at which they work.



The following information is displayed

- Image and Availability
- Person Name
- Position
- Job (if position is not set)
- Organization
- HR Location Name
- HR Location address

The information displayed in each node is the same as shown in the Assignment tab. If you have modified the formula `XXAS_COM_BASIC_ASSIGN` to configure the presentation of assignment information, such as job name, your changes will be reflected automatically in the Assignment Pin.

The Assignment Pin can be closed by pressing the 'x' at the top right of the pop-up; it can be re-opened by clicking on the 'minimized pin'.

8. Tagging

Introduction

Tagging has become one of the most successful features in Web 2.0: an informal way of describing any item, such as an article, a website, a video or anything else found on the web. Tagging allows individuals to use their own language; tags with personal meaning allow users to organize and retrieve content important to them.

EmployeeCenter® introduces the concept of Social Tagging into Oracle HR. Tagging allows an employee to assign themselves multiple 'keywords' to publicly promote their own skills, interests and expertise. Any user of EmployeeCenter® can enter keywords and find people who have tagged themselves with that keyword.

Employees find added value in being able to search for people or experts by tag (subject matter) that might help them in their day-to-day work.



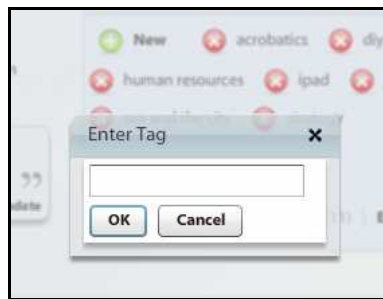
Personal Tags

Adding new Tags

Users can tag themselves by selecting the 'Change' button in the Tags section of their About Me pane. In Edit Mode, a green button marked 'New' is shown.



Pressing the 'New' button pops up a window in which the user can type in a new tag. All tags are converted to lower case. Spaces and symbols are allowed with the tag.



Once the user presses 'Add', they are free to add more tags. Once done, they simply press 'Done' to finish.

Deleting a tag

In edit mode, a red cross is shown against every tag in the employee profile. Clicking a cross deletes the tag from a person's profile.

Renaming a tag

Tags cannot be renamed. If a user wishes to rename a tag they should delete the existing tag and reenter a new one with the desired name.

Tag Faces View



Once a user has tagged themselves, they can then click on any tag to see if any other workers have the same tag.



Clicking on a person's photo in the Tag Faces view will take the user to that person's profile.

Recent and Popular Tags

On the left of the EmployeeCenter® screen, positioned underneath the 'My Team' bar is a bar labeled 'Tags'. Clicking on this displays the most recent tags and the most popular tags.



The 'Popular' column shows the tags that have the most people associated with them. The most popular tag is positioned at the top of the list and the remaining tags are listed in order of reverse popularity.

The 'Recent' column shows the tags that people have given themselves most recently, with the most recent tag positioned at the top of the list. Note that a tag is shown on the 'recent' list when a person tags themselves. Thus a tag does not have to be a brand new tag to appear in this list.

Tag Cloud

The Tag Cloud can be thought of as a library of all tags and offers a powerful way to find people by keyword. The Tag Cloud can be accessed by clicking the 'Tag Cloud' button that is just above the 'Recent' and 'Popular' lists.

9. Availability

Introduction

Used consistently throughout EmployeeCenter®, a person's availability is shown as a colored bar which overlays each person's photo, giving a rapid, visual indication as to whether someone is at work.

EmployeeCenter® takes absence, training and schedule information held within Oracle HR and calculates whether someone is available at the time the user is viewing their profile.



Availability functionality is supported by a rich set of configuration options. Fast Formulas are provided which allow you to precisely tailor which Oracle HR data should be used when determining availability.

The Basics of Availability

When EmployeeCenter® displays a person's photo or profile, it evaluates each person's availability by executing the following fast formula:

- XXAS_COM_AVAIL_ABS – availability based on absence records
- XXAS_COM_AVAIL_ENR – availability based on training records
- XXAS_COM_AVAIL_CUSTOM – availability based on schedule information.

Each formula executes in turn and deduces whether the person has an 'event' at the current date and time. For example, the Absence formula will evaluate if the person

is currently absent from work, the Training formula will evaluate if they are currently on a training course, etc.

Formula Outputs

Each formula returns the following information:

Output	Description
Free_Busy	<p>Following outputs are supported:</p> <ul style="list-style-type: none"> • Busy • Free • Tentative • Do Not Disturb • Invisible • Unknown <p>These outputs are codes used within internal logic and are never displayed to the user.</p> <p>When an event is 'found' one of the outputs above specifies what effect that event has on availability.</p> <p>For example, if someone is found to be on vacation, that 'event' would normally mean that person is unavailable or 'busy'.</p> <p>Another example could be a training enrollment that is marked as 'Waitlisted'. That event would be marked as 'Tentative' – the person may or may not be available.</p> <p>'Invisible' is a special code that indicates that a particular event should have no impact on availability, for example, an open enrollment for eLearning.</p>
Color	<p>The default colors for availability are Red for unavailable, Green for available and Grey for tentative or unknown.</p> <p>These colours can be easily modified. Current choice supported are:</p> <p>Aqua, Black, Blue, Fuchsia, Gray, Green, Lime, Maroon, Navy, Olive, Purple, Red, Silver, Teal, White, Yellow</p>
Availability	<p>This is a short piece of text describing someone's availability. Examples could be 'Available', 'In Training', and 'Unavailable'. This text will appear in the 'availability pop-up' as a bold heading.</p>

Description	This is the text that will be displayed in the availability pop-up and will give more detail about the person's availability. For example, the description could be "I am on training from 20-July-2010 to 25-July-2010"
--------------------	--

The formulas ship with default logic that calculates the most common rules around absence and training. These formulas can be easily modified without the need of technical expertise and used to tailor the way in which availability is calculated.

For example, you should always change the Formula to ignore eLearning, you could pull in schedule information from a 3rd party scheduling system, or you could change the absence types that are taken into account.

i Important: If you are recording absence information within Oracle HR or training enrollments within Oracle Learning Management, it is highly recommend you review and modify these formulas to ensure the availability evaluation is aligned with your implementation choices, such as absence types and training delivery methods. The next section outlines the steps to take to modify these formulas.

Formula Precedence

The formulas execute in a defined order. The default ordering is Absence, Training and then Custom. When any formula finds an availability 'event', the processing stops, the result is returned.

This ordering can be changed, for example, you may wish Training events to have a higher precedence over Absence. Details on how to do this are given in Step 7 of the section below named 'Enable Fast Formula for use'.

Users updating availability

In the first release of EmployeeCenter®, it is not possible for employees to update their availability status. This may be added in future releases.

Modifying Availability Fast Formulas

The following sections give advice on how to modify the Fast Formula that evaluate availability.

Copy Fast Formula

Applaud Solutions recommend that you take a copy of the delivered formula and then modify your copy. If you do not do this, then subsequent patches or updates issued by Applaud Solutions may override your changes.

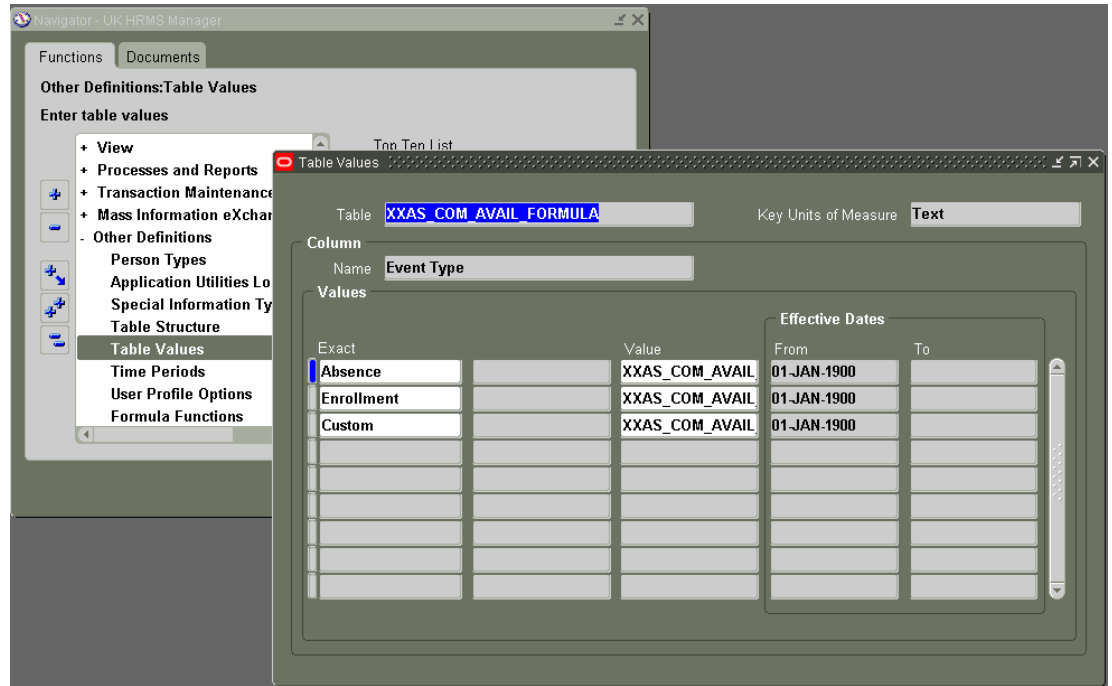
The formulas to copy are XXAS_COM_AVAIL_ABS, XXAS_COM_AVAIL_ENR, and XXAS_COM_AVAIL_CUSTOM.

Once you have created a copy of the formula, you will need to configure it for use by the solution.

Enable Fast Formula for use

For the new formulas to be used in preference to the default formula, they must be specified in a User Defined Table (UDT). To do this, follow the instructions below.

1. Use a HRMS Administrator responsibility, such as UK HRMS Manager. Ensure this is attached to a Business Group into which this product was installed (refer to the *Installation Guide* for more information).
2. Navigate to Other Definitions -> Table Values
3. Query back the table XXAS_COM_AVAIL_FORMULA (see below)



4. Set the effective date to be some date well in the past, e.g., 01-01-1951.
5. In the row marked 'Absence', replace the value XXAS_COM_AVAIL_ABS with the name of your new, copied formula for absence
6. Repeat the above step, if required, for the Enrollment formula and Custom formula.
7. The precedence of the formula is defined by the order in which they are added to the table. For example, in the above screenshot, the order is Absence, Enrollment, Custom. This order determines the order in which the formula will be executed. If you require a different order, delete the rows from the table and re-enter them in the desired order.

Once the table above has been updated, your new formula will be used instead of the default, shipped formula and you may begin to modify them.

Configuring Availability for Absence

Default Behaviour

The formula XXAS_COM_AVAIL_ABS has the following default behaviour:

All absence types are evaluated. If any confirmed absence record is found on the current date and time:

- The person will be marked as 'Unavailable'.
- The person will show as 'Absent' (in some cases, such as 'Vacation', the absence type will be shown).
- The details of the date the person returns will be shown.
- If the absence is open ended, the return date will be shown as 'unknown'.

If any absence is found on the current date and time that is pending approval, the person will be marked as 'Tentative'.

Otherwise the Person is considered 'Available' and the next formula will be evaluated.

The default colors are Red for Unavailable, Green for Available and Grey for Tentative.

Further up to date documentation on the Fast Formula, including description of Inputs, can be found within the formula itself.

Suppressing Absence Types

You may wish to stop some absence types being considered when Availability is evaluated. For example, you may not want someone on "Compassionate Leave" to be marked as 'unavailable' for privacy reasons.

In this case, modify the formula in the following way:

```
If upper(Absence_Type) like '%COMPASSIONATE%' Then
(
  Free_Busy = 'Invisible'
)
```

Setting the 'Free_Busy' flag to Invisible effectively skips over that absence.

Modifying Colors

You may wish to change the colors of the Availability bars to introduce different statuses. This is easy to do via the formula. For example, to change the Tentative status from Grey to Yellow, change the following logic:

```
/* Identify pending approval absences */
If Status = 'Pending' Then
(
  Free_Busy = 'Tentative'
  Color = 'Yellow'
  Availability = Availability + ' (pending approval)'
)
```

Changing the Pop-up text

The Title of the pop-up is set to the output 'Availability' and the text in quotations marks is returned by the output "Description".



If you wanted to change the text for 'Holiday' to show 'Paid Leave' instead, for example, you could change the following logic from:

```
Else If upper(Absence_Type) like '%VACATION%' Then
(
  Availability = 'On Vacation'
  Desc_Text = Desc_Text + ' on vacation'
)
```

to

```
Else If upper(Absence_Type) like '%PAID%LEAVE%' Then
(
  Availability = 'On Paid Leave'
  Desc_Text = Desc_Text + ' on paid leave'
)
```

You are free to use Formula functions to pull back any data within Oracle HR and display within the Availability Pop-up.

Configuring Availability for Training

Default Behaviour

The formula XXAS_COM_AVAIL_ENR has the following default behaviour:

All training enrollments for all delivery methods are evaluated.

If an enrollment is found on the current date and time, then:

- The person will be marked as 'Unavailable' if the system enrollment status type is anything other than Attended, Waitlisted or Requested.
- The person will show as being 'In Training'
- The details of the date the person completes the training class will be shown.
- If the training class is open ended, it is considered as having 'no scheduled finish'.
- If a learner is attending a class with sessions, then the learner is only considered 'Unavailable' if the session falls on the current date and time, otherwise they will be considered Available.

If any training enrollment is found on the current date and time that is pending approval or in Waitlisted status, the person will be marked as 'Tentative'.

Otherwise the Person is considered 'Available' and the next formula will be evaluated.

The default colors are Red for Unavailable, Green for Available and Grey for Tentative

Further up to date documentation on the Fast Formula, including description of Inputs, can be found within the formula itself.

Suppressing Delivery Methods

You may wish to stop some classes being evaluated for Availability if they are taught in a particular way, i.e., restricting by Delivery Method. The most common example will be restricting the evaluation of e-Learning. This type of learning is often set up with an open ended enrollment and would be unlikely to affect someone's availability in the same way as classroom based training.

To suppress classes of a particular delivery method, you need to make use of the 'Invisible' availability status.

In this case, modify the formula in the following way:

```
if Delivery_Mode = 'eLearning' or
   Delivery_Mode = 'CD-ROM'
(
   Free_Busy = 'Invisible'
)
```

This will ensure the enrollment is ignored.

Modifying Colors

You may wish to change the colors of the Availability bars to introduce different statuses. This is easy to do via the formula. For example, to change the Waitlisted status from Grey to Yellow, change the following logic:

```
Else If upper(Enrollment_Status) like 'REQUESTED' Or
       upper(Enrollment_Status) like 'WAITLISTED' Then
(
   Desc_Text = 'Unconfirmed: I could be on a training course'
   Free_Busy = 'Tentative'
   Color = 'Yellow'
)
```

Changing the Pop-up text

The Title of the pop-up is set to the output 'Availability' and the text in quotations marks is returned by the output "Description".



If you wanted to change the title for 'In Training' to 'In a classroom' when people are on instructor led training, you could enter the following logic:

```
if Delivery_Mode like '%INSTRUCTOR%LED%'
(
    Availability = 'In a classroom'
    Description = 'I'm currently unavailable due to taking
part in some instructor based training'
)
```

You are free to use Formula functions to pull back any data within Oracle Learning Management and display within the Availability Pop-up.

Configuring Availability for Schedules

Default Behaviour

Schedule information can be held in multiple places within the Oracle e-Business Suite. In many cases, Oracle HR will be interfaced to a 3rd party Scheduling or Time Card system. Therefore the formula for schedules, XXAS_COM_AVAIL_CUSTOM, contains only light-weight default behaviour and is intended for users to modify to retrieve schedule information using their own code and logic.

Working Times

However, the formula does have some default logic, which looks at the working times that are held at various levels within the Oracle HR data model hierarchy. Start and end times are evaluated on the following objects:

- Assignment
- Position
- Organization
- Business Group

So, for example, if there is no start and end time against assignment, then start and end time on the Position will be used and so on through to Business Group.

If there are no start or end times defined at all, then the start time is defaulted to 09:00 and the end time defaulted to 17:00.

Working Days

In the default formula, it is assumed that Saturday and Sunday are non-working days. This is hard-coded within the formula but can be changed.

Default Logic

The default behaviour of the formula is then:

- The person will be shown as unavailable if the day is a non-working day
- The person will be shown as unavailable if the time is before the start time or after the end time
- Otherwise, the person will be shown as available

The default colors are Red for Unavailable & Green for Available.



Modifying the formula

It is likely that to retrieve schedule information from elsewhere in Oracle HR (or from data imported from a 3rd party application) you will need to create Formula Functions and embed new logic within the formula. Examples of where schedule information can be held are within Oracle Time and Labor, Common Applications Calendar, UK Work Patterns. All of these schedule repositories require you to implement your own fast formula logic.

10. Configuring Applaud Web Services

Introduction

The rich user interface of EmployeeCenter® connects to your Oracle HR instance using XML Web Services. Applaud Solutions deliver a Service Oriented Architecture built upon powerful features within your existing Oracle infrastructure. XML Web Services retrieve data from the Oracle database and send data changes back to the Oracle database when the user makes updates.

Applaud Solutions register all services in a Service Repository, which can be customized by technical developers when the out-of-the-box configuration options don't satisfy your requirement. This section gives advice on how to customize delivered Web Services to meet your requirements

Web Service Repository

All Applaud Web Services are registered in the Service Repository together with their Service Descriptor. The Service Descriptor is an XML File for each web service that describes the operations it will perform.

You can view the contents of the Service Repository by querying back rows on the table XXAS_SERVICE_REPOSITORY, which lists all Web Services and their Service Descriptors.

If you wish to change any Web Service, the first step is to query back the Web Service in question and examine its Service Descriptor.

The following table lists a selection of the Web Services delivered by EmployeeCenter®. For a complete list, please query the XXAS_SERVICE_REPOSITORY table on your database instance.

Web Service Name	Description
UpdatePersonImage	Uploads an employee's photo.
UpdatePersonExperience	Updates a single row of previous experience
UpdatePersonAboutMe	Update the 'About Me' entry
QueryTop6Actions	Populate the Top 6 list under Quick Links
QueryTaggedPeople	Get people back for the Tag Faces view
QueryTagCloud	Return data for the Tag Cloud
QueryRecentTags	Populate the recent tag list

QueryPopularTags	Populate the popular tag list
QueryPerson	Get person info such as name, email, gender and also availability
QueryPersonTags	Retrieve the tags for a given person
QueryPersonQualifications	Retrieve qualification information for a given person
QueryPersonPeers	Get the list of person's peers
QueryPeopleByName	Retrieve a list of people matching a particular search string. Used for the Search region.
QueryPersonManagers	Get the list of a person's manager (or managers in a multi-assignment implementation)
QueryPersonImage	Get the person's photo
QueryPersonExperience	Get a list of the person's previous experience
QueryPersonDRs	Get a list of the person's direct reports if they are a manager
QueryPersonContactDetails	Get contact details for business card
QueryPersonAssignments	Get assignment details for person
QueryMapParameters	Controls the render of Google Maps
QueryAssignmentWalkUp	Get the information required to populate the 'View to the Top'
QueryAssignmentPeers	Get the person's peers for a given assignment; used to render the Org Chart and the 'My Team' region
QueryAssignmentManagers	Get the person's manager or managers for a given assignment; used to render the Org Chart and the 'My Team' region
QueryAssignmentDRs	Get the person's direct reports for a given assignment; used to render the Org Chart and the 'My Team' region
QueryAllActions	Get the list of menu items for the 'All Actions' Quick List region
DeletePersonTag	Deletes a person tag
DeletePersonExperience	Delete a row of experience
CreatePersonTag	Create a new tag for a person
CreatePersonExperience	Create a row of previous experience for a person
QueryUserSession	Gets the users current login context
QueryEMPResourceBundle	System related service – do not change

Types of Web Services

In general, web services can be categorized into two:

1. **Query.** Those that retrieve data from Oracle
2. **Create/Update/Delete.** Those that transact changes.

The structure of the Service Descriptor varies according to whether a Web Service is a Query service of a Create/Update/Delete service.

'Query' Example

The code below shows the XML Service Descriptor for the Web Service 'QueryPerson'.

```
<ServiceDescriptor serviceType="QUERY"
securingFunction="XXAS_SRV_Q_PER_PERM">

  <Parameters>
    <Parameter name="pEffectiveDateTime" type="DATE"/>
    <Parameter name="pEffectiveDate" type="DATE"/>
    <Parameter name="pPersonId" type="NUMBER"/>
  </Parameters>
  <SQL>
    SELECT papf.person_id
      ,xxas_util_pkg.get_formatted_name
        (papf.full_name
        ,papf.global_name
        ,papf.local_name
        ,papf.first_name
        ,papf.last_name) short_name
      ,xxas_com_contact_pkg.get_email(papf.person_id,
:pEffectiveDate) email
      ,xxas_com_avail_pkg.get_free_busy(papf.person_id,
:pEffectiveDateTime) free_busy
      ,xxas_com_avail_pkg.get_color(papf.person_id,
:pEffectiveDateTime) avail_color
      ,xxas_com_avail_pkg.get_availability(papf.person_id,
:pEffectiveDateTime) avail
      ,xxas_com_avail_pkg.get_description(papf.person_id,
:pEffectiveDateTime) avail_desc
      ,xxas_com_avail_pkg.get_update_datetime(papf.person_id,
:pEffectiveDateTime) avail_update
      ,xxas_util_pkg.decode_lookup('SEX', papf.sex) gender
      ,(SELECT xm.about_me
        FROM   xxas_per_about_me xm
        WHERE  xm.person_id = :pPersonId) about_me
    FROM   per_all_people_f papf
    WHERE  papf.person_id = :pPersonId
    AND    :pEffectiveDate BETWEEN
           papf.effective_start_date AND papf.effective_end_date
  </SQL>
</ServiceDescriptor>
```

This can be retrieved with the following SQL Statement:

```
SELECT seeded_descriptor
FROM   xxas_com_service_repository
WHERE  service_name = 'QueryPerson';
```

In this example, the Descriptor defines the SQL statement to execute, the Bind Parameters that are available to bind, and the FND Function that the user must be granted to invoke this service.

'Update' Example

The code below shows the XML Service Descriptor for the Web Service 'UpdatePersonImage'.

```
<ServiceDescriptor serviceType="UPDATE"
securingFunction="XXAS_SRV_U_PER_IMAGE_PERM">
  <Parameters>
    <Parameter name="pPersonId" type="NUMBER"/>
    <Parameter name="pImage" type="BLOB"/>
  </Parameters>
  <PLSQLProcedure>
    xxas_per_image_pkg.update_image
  </PLSQLProcedure>
</ServiceDescriptor>
```

This can be retrieved with the following SQL Statement:

```
SELECT seeded_descriptor
FROM   xxas_com_service_repository
WHERE  service_name = 'UpdatePersonImage';
```

In this example, the Descriptor defines the PL/SQL package procedure to execute, together with the PLSQL parameters that will be passed to the package procedure. Again, it defines a securing function to ensure that only authorized users can invoke this service.

Customizing a Query Services

Customizing a Query Service allows you to do one or both of two things:

1. Change the SQL that is used to retrieve information from the Oracle database.
2. Change the page size of the SQL query. In general, this will simply limit the maximum number of results returned. However, some components of EmployeeCenter® use a paged result set that allows the user to scroll through multiple 'pages' of results. In the latter scenario, this is the maximum number of results for one single page.

No other parts of the Service can be modified. For example, you cannot change the bind parameters or securing function.

Customization Guidelines

Care must be taken when customizing a query service: if any SQL fails to run that service will be inoperable until the problem is fixed. Here are some guideline to help ensure a smooth user experience:

- Bind parameter names *are* case-sensitive. Take care to use the exact bind parameter names defined in the seeded Service Descriptor.
- Do not write additional bind parameters in the SQL statement – you are limited to using those already defined in the Service Descriptor.
- You do not have to use all Bind Parameters. Any parameters you don't specify are not bound at runtime.
- Do not wrap date parameters in a to_date() function. Date conversion is automatically performed by the service invocation framework.
- You cannot change the SELECT List: all columns in the seeded descriptor must be specified in your custom SQL statement with exactly the same column aliases.
- Where column aliases are not currently specified but you choose to select a different column instead, alias the column to the seeded column name. For example, if the seeded descriptor selects job.job_name and you change this to pos.position_name you should use 'pos.position_name job_name'.
- Columns that are currently returned as a Number or Date (rather than a Varchar2) must continue to be returned as a Number or Date. Do not wrap these in a to_char() function.
- Some columns, typically primary and foreign keys or key bits of information such as a person's name require a value. Do not return NULL for these columns.

- Take care to avoid common SQL errors, such as ORA-01422 ('Exact Fetch returns more than requested number of rows').
- Write SQL that is tuned and performance tested. Many of the existing services are highly tuned; poor performance drastically impacts the user experience.
- Once you have modified a service, you will need to commit. The below APIs do not commit.

Customization APIs

Applaud Solutions provide you with a number of PL/SQL APIs to customize query services.

ⓘ Important: Never make direct updates to the `XXAS_COM_SERVICE_REPOSITORY` table.

`xxas_com_sr_pkg.customize_query_service`

This API allows you to change the SQL or the page size of a delivered query service.

Set the `p_sql` parameter to change the SQL and set the `p_page_size` to limit the maximum number of results.

`xxas_com_sr_pkg.customize_hier_query_service`

Hierarchy-based queries are rarely used. In general, these are only used when complicated hierarchical XML is required.

Set the `p_sql` parameter to change the advanced SQL. The concept of a page size is not relevant for hierarchical XML queries.

`xxas_com_sr_pkg.clear_customization`

This API clears an existing customization and reverts the service back to its seeded Service Descriptor.

`xxas_com_sr_pkg.disable_service`

This API temporarily disables a service and will prevent the service invocation framework from invoking this service.

`xxas_com_sr_pkg.enable_service`

This API re-enables a disabled service.

Customizing an Create/Update/Delete Services

Customizing a Create/Update/Delete Service allows you to wrap an Applaud package procedure by:

1. Create your own package procedure

2. Register your package procedure in the Service Descriptor
3. Include additional validation before or after calling the Applaud package procedure
4. Call the delivered Applaud package procedure
5. Perform additional tasks before or after calling the delivered Applaud behavior

You cannot modify the bind parameters or securing function of a create/update/delete service.

Customization Guidelines

Care must be taken when customizing an update service. Here are some guideline to help ensure a smooth user experience and avoid significant data issues:

- You must always call the Applaud package procedure in your wrapper package procedure, passing all the parameters defined in the Service Descriptor. The Applaud package procedures make important data changes so if this isn't call it may result in corrupt data.
- You must specify all of the parameters defined in the Service Descriptor and ensure that those parameters have the same Data Type as declared.
- Only use a package procedure; do not use a package function
- Only use IN parameters, not IN OUT or OUT.
- Never COMMIT or ROLLBACK in your package procedure. Commits are managed automatically by the service invocation framework and it is important that it can rollback in the event of an unexpected error.
- Validation errors are displayed to the end-user. Any custom error messages that you write must be user friendly.
- Display errors to the end-user as a last resort: you should always attempt to resolve the problem automatically first.
- Only display errors to the end-user when they can do something about it.

Customization APIs

Applaud Solutions provide you with a number of PL/SQL APIs to customize create/update/delete services.

ⓘ Important: Never make direct updates to the `XXAS_COM_SERVICE_REPOSITORY` table.

`xxas_com_sr_pkg.customize_update_service`

Override the `p_plsql_procedure` to your custom package procedure.

`xxas_com_sr_pkg.clear_customization`

This API clears an existing customization and reverts the service back to its seeded Service Descriptor.

`xxas_com_sr_pkg.disable_service`

This API temporarily disables a service and will prevent the service invocation framework from invoking this service.

xxas_com_sr_pkg.enable_service

This API re-enables a disabled service.

Performing Additional Validation

When customizing Create/Update/Delete services, you can perform your own validation before or after calling the Applaud-delivered package procedure. To do this you:

1. Write logic to perform the validation
2. Inform the service invocation framework that a validation error has occurred
3. Finish processing.

Two PL/SQL Package Procedure APIs are available:

xxas_com_srv_mgr_pkg.register_user_field_fault

This API registers with the Service Invocation Framework that a validation error has occurred.

The procedure accepts two parameters. The first, `p_field_name`, is the name of the field that has caused the error. EmployeeCenter® will highlight the problematic field and display the error message object provided in `p_error_message`.

In general, the field names are published in the package header of the package defined in the seeded descriptor.

This example creates a custom package for the 'CreatePersonTag' service. It checks that the Tag Name has a value before creating the person tag (this is a hypothetical example as the standard Applaud functionality does this anyway).

```
CREATE OR REPLACE PACKAGE BODY xxabc_custom_package AS

PROCEDURE create_person_tag
  (pPersonId IN number
  ,pTagName  IN varchar2)
IS
BEGIN

  --
  -- Check the pTagName parameter has a value
  --
  IF pTagName IS NULL THEN
    xxas_com_srv_mgr_pkg.register_user_field_fault
      (p_field_name => xxas_com_tags_pkg.g_TAG_NAME_FIELD
      ,p_error_message => xxas_com_msg_type
      ('XXABC', 'XXABC_NULL_TAG ERR', null));
  ELSE
    --
    -- Call the Applaud package procedure
    --
    xxas_com_tags_pkg.create_person_tag
      (pPersonId => pPersonId
      ,pTagName => pTagName);
  END IF;
END;
```

```
END create_person_tag;  
  
END xxabc_custom_package;
```

To enable this example, the `xxas_com_sr_pkg.customize_update_service` API must be called passing `'xxabc_custom_package.create_person_tag'` as the value of the `p_plsql_procedure` parameter. Obviously the `create_person_tag` would also need to be defined in the package specification of `xxabc_custom_package`.

xxas_com_sr_pkg.register_user_fault

This API is almost identical to `register_user_field_fault` except this API does not accept a `p_field_name` parameter. Use this API to provide an error message to the user when the error does not logically relate to any one field the user has completed.

Debugging Problems with Customized Services

If an expected or unhandled error occurs during invocation of a customized Web Service, the user will most likely see a generic, user-friendly message explaining that a problem has occurred.

EmployeeCenter® uses FND Logging to capture details of any problems or exceptions that occur. During development and testing, it is recommended that you set the following profile options:

- Set **FND: Debug Log Enabled** to **Yes**
- Set **FND: Debug Log Level** to **Exception**

This will ensure that any unexpected problems that occur during service invocation, together with the users context at the time of the error, are logged in `fnd_log_messages`. You can filter the messages to just EmployeeCenter® messages by filtering on modules starting with the name `xxas%`.

Disclaimer and Warning

ⓘ Important: Applaud Solutions support the ability to modify Web Services but do not support any changes you choose to make. Nor can Applaud Support validate or verify any changes you do make. Changing Web Services in this way can cause EmployeeCenter® to malfunction or cause data corruption.

If you raise a support call with Applaud Solutions and are using modified Web Services, your support representative will firstly ask you to revert back to the original, shipped Web Service. If your problem does not persist after reverting back to the seeded descriptor, Applaud Solutions cannot offer further support.

Modification of Web Services is done at your own risk and should only be attempted by capable and experienced technical developers.

11. Introducing Custom Look and Feel (CLAF)

Introduction

The EmployeeCenter® User Interface uses Adobe Flex capabilities and Cascading Style Sheets (CSS) to control its Look and Feel.

CSS files and all associated items, including icons, background images, embedded fonts and programmatic skins are precompiled into a single assets file before being loaded into your Oracle E-Business Suite instance.

11i and 12

Applaud deliver two asset files out of the box:

1. SWAN.swf
2. BLAF.swf

SWAN.swf is the assets file that is used for Release 12; BLAF.swf is the assets file that is used for Release 11i. Each is designed to coordinate with the Oracle-delivered look and feel.

If you upgrade from Release 11i to Release 12, EmployeeCenter® will automatically switch the style from BLAF to SWAN.

Creating Custom Asset Files

Creating Custom Asset Files requires web designer and CSS expertise. The designers will create custom CSS files and embed any fonts, icons, background images or other assets.

Your web designers will likely want to start with the asset files that Applaud delivers. The source for the SWAN and BLAF asset files are available upon request; please contact support@applaudsolutions.com for more information.

Once a designer has created the necessary composite components of an asset file, this is precompiled into an assets SWF file using the command line mxmcl compiler, which is part of the Adobe Flex framework.

The file is then ready to load into the Oracle E-Business Suite.

Loading Asset Files into Oracle E-Business Suite

Once an assets file is available, it can be loaded into the Oracle E-Business Suite by following these steps:

1. Ensure that the filename is uppercase (excluding the extension), contains no spaces or special characters and uses the file extension (.swf). For example: RED.swf.
2. Pass the Assets file to your Database Administrator and arrange for it to be copied to \$OA_HTML/xxas/flash/emp/styles/ on all application file systems of the Middle Tier.
3. Login to Oracle E-Business Suite and add a new Lookup Code to the Lookup Type XXAS_COM_LAF_SKINS:
 - a. Switch to the **Application Developer** responsibility and navigate to **Application > Lookups > Common**
 - b. Query the extensible Lookup Type XXAS_COM_LAF_SKINS
 - c. Create a new Lookup Code. The Lookup Code must have exactly the same name as the Assets file but without the file extension. For example, if your Assets File is called RED.swf the Lookup Code should be called **RED**.
 - d. Give the Lookup Code a Meaning, such as the name of your organization.
 - e. Ensure that your Lookup Code is enabled.
4. Query the Profile Option **XXAS: Custom Look and Feel** at the Site level. Your new Look and Feel should now appear in the list of values. Save this.
5. Using the **Functional Administrator** role, clear the cache by navigating to **Core Services > Caching Framework > Global Configuration** and then selecting the **Clear All Cache** button. When prompted to delete the cache, select Yes.

Your new Look and Feel will be loaded the next time EmployeeCenter® is started.