PSC DEPLOYS WALKME ON EXTERNAL GC JOBS WEBSITE TO IMPROVE USER EXPERIENCES
PUBLIC SERVICE COMMISSION OF CANADA

SIZE: 700 EMPLOYEES
INDUSTRY: PUBLIC SERVICES
SOFTWARE SOLUTION: WALKME

CLIENT PROFILE:
PSC promotes and safeguards a merit-based, representative, and non-partisan public service that supports all Canadians, in collaboration with stakeholders. The Commission develops staffing policies, provides guidance to public service managers, and recruits Canadians into the public service. PSC also manages GC Jobs which provides applicants and managers with a single portal to access all public service job opportunities.

SOLUTION HIGHLIGHTS

- Improves User Experiences
- Reduces Support Calls
- Publicly Accessible External Solution
- SmartTips, Smart Walk-Thru's, ShoutOuts, and Launchers

THE CHALLENGE

The Public Service Commission of Canada (PSC) is the government department responsible for protecting the integrity of hiring and promotion within the public service, acting as an independent agency assisting Canadians to enter, and systemically improve, the Government of Canada workforce.

As PSC is predominantly public facing, the department operates and maintains an online portal known as GC Jobs which provides Canadian citizens with a single, highly accessible hub to find and apply to jobs within the Government of Canada. Additionally, GC Jobs is commonly used by Government managers who are actively recruiting to fill vacant or new roles within their respective departments.

When it came to PSC's attention that users were experiencing significant challenges using the GC Jobs portal, a decision was made to find a user-centric solution to remedy the situation. The most important issues that needed to be addressed related to the challenges users faced when creating and managing their accounts, as well as the complicated process users needed to navigate through when searching for jobs that met a specific criteria.

These issues were further compounded by the resulting strain set upon PSC to repeatedly provide admin support to GC Jobs users at such a high volume. As PSC serves Canadians nationwide, their support team is comparatively small and did not have the bandwidth necessary to continue providing user support individually.

Instead, PSC elected to find a technical solution that works proactively to assist users as their problems arise. This would also enable their internal support team to divert their attention towards the more complex technical concerns associated with maintaining and improving the GC Jobs portal on the back end.

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THE SOLUTION

After due consideration of the technical solutions PSC could leverage to resolve their GC Jobs user challenges, the department determined that integrating WalkMe's Digital Adoption Platform would be the best choice. WalkMe is a powerful user adoption tool overlayed on software or web applications providing visual on-screen instructions to help users successfully navigate through complicated systems in real-time.

As a certified WalkMe Delivery Partner, PSC contracted Orangutech to develop and implement a comprehensive WalkMe solution designed to improve user experiences and reduce the volume of support calls. After conducting technical workshops to determine the scope and context of user challenges across GC Jobs, a series of WalkMe smart features were custom built and implemented on the portal including: SmartTips, Smart Walk-Thru's, ShoutOuts, and Launchers.

When used in conjunction, these smart features visually guide users through the exact steps needed to create or manage an account on the GC Jobs portal. Moreover, WalkMe's smart features are integrated site wide and are programmed to meet users at their exact point of need. Processes that were once complex and confusing like searching for jobs that meet a specific criteria are now streamlined and easy to navigate. This allows any user, regardless of their technical skillset or familiarity with the system, to navigate GC Jobs effectively and efficiently without the need to contact PSC for support.

Contact Us Today to Speak with a
Modern Workplace Advisor About WalkMe

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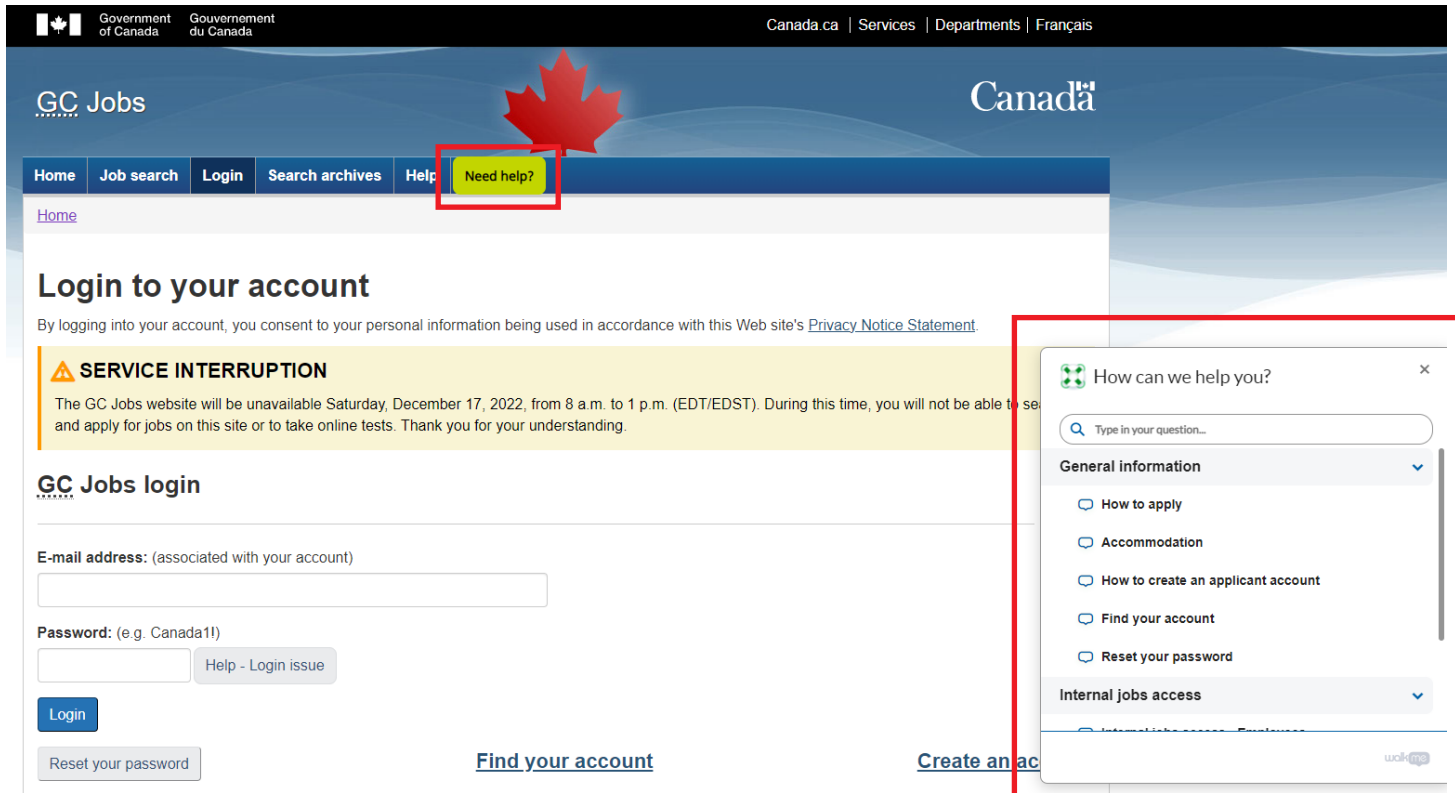**SOFTWARE SOLUTION:** WALKME

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SEE WALKME ON GC JOBS IN ACTION

Click Image Below to See WalkMe on GC Jobs

PSC Use Case

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