ORACLE REAL USER EXPERIENCE INSIGHT

Oracle Enterprise Manager is Oracle’s integrated enterprise IT management product line, and provides the industry’s first complete cloud lifecycle management solution. Oracle Enterprise Manager’s Business-Driven IT Management capabilities allow you to quickly set up, manage and support enterprise clouds and traditional Oracle IT environments from applications to disk. Enterprise Manager allows customers to achieve best service levels for traditional and cloud applications through management from a business perspective including for Oracle Fusion Applications, provide maximum return on IT management investment through the best solutions for intelligent management of the Oracle stack and engineered systems and gain unmatched customer support experience through real-time integration of Oracle’s knowledgebase with each customer environment.

User Experience Management

Today’s businesses applications are used to automate and simplify virtually all business functions. To improve the returns on those investments, the applications need to deliver superior performance, availability, and user experience. Otherwise the business will suffer due to lost revenue from frustrated users, lower employee productivity and possibly even higher support costs from users calling the service desk after abandoning their online interactions. Oracle Real User Experience Insight, a key product in the Oracle Enterprise Manager solution set for Middleware Management, can help meet these challenges.

Data collection methods

Oracle Real User Experience Insight (RUEI) supports multiple state-of-the-art technology for data collection. It can support passive, zero-touch network data collection as well as various forms of Browser and Server instrumentation. This allows customers to choose the data collection method that suit their monitoring needs, using a Js. library (browser instrumentation) for their Cloud based application while deploying Network data collectors in their own datacenter. Simultaneous combinations are also supported.

Application oriented reporting

Oracle Real User Experience Insight helps you determine: Which parts of your application are creating performance issues; discover how long an entire business transaction takes; how long it takes to search, select, and pay for a product; and analyze each page, object, and argument to see how different components are contributing to the overall response time.

Oracle Real User Experience Insight provides an extensive set of dashboard creation features. Dashboards can be pre-built by administrators and presented to specific user groups. Any dashboard can be completely customized to show data from a single application. Access to information stored in the integrated BI data store can be assigned per user/application combination. This ensures a central monitoring solution for the entire organization.
KEY BENEFITS
Oracle Real User Experience Insight enables enterprises to maximize the value of their business-critical applications by delivering insight into real end-user experiences. It integrates performance and usage analysis into a single offering, enabling business and IT stakeholders to develop a shared understanding of their application users’ experience. It enables IT operations to correlate system and application diagnostics data to end user problems quickly.

RELATED PRODUCTS
Oracle Real User Experience Insight delivers maximum benefits when used with the following Oracle Enterprise Manager 12c packs:
- Oracle Management Pack for WebCenter
- Oracle Management Pack for Non-Oracle Middleware
- Oracle Management Pack SOA Enterprise Edition
- Oracle Application Replay Pack
- Oracle Application Management Suite for Fusion, Siebel, PeopleSoft, Oracle E-Business Suite and JD Edwards EnterpriseOne

User Session Diagnostics and Replay
Oracle Real User Experience Insight allows you to review complete user sessions based on user-id or IP address for a specified timeframe. You can easily identify any user session and review all interaction the user had with your application, from functionality perspective or from object perspective, the session diagnostics capability allows you to review and replay the complete session as your user experienced it. A powerful tool in the hands of your support staff, it helps them retrace specific user sessions and verify any user problem, simplifying problem reproduction.

Figure 1: Example application oriented dashboard

Figure 2: Example Session Diagnostics & Replay features.

Besides reviewing all the information related to a session in a report, the session can be
replayed and shared across departments using the export functions. This allows you to share viable insights regarding a user session with developers for example, heaving them learn from actual user behavior and help troubleshoot issues.

You can share a replay session file and session diagnostic report and attach it as part of a diagnostics workflow, even to be viewed outside of Oracle Real User Experience Insight.

**Business Application target**

Oracle Real User Experience Insight allows you to associate all captured End User Performance data with the Enterprise Manager captured System and Application components data like System resource utilization metrics and Java Diagnostics data. This is modeled under a unified Service Target called Business Application in Enterprise Manager Cloud Control.

![Figure 3: Business Applications combine End User data with system component data.](image)

**Integrated Problem Diagnostics**

Oracle Real User Experience Insight shortens the time needed to identify and fix problems, as you are able to quickly exclude insignificant problem areas, and zoom in on the critical ones. Once such a problem area is identified, events are directly streamed to the Oracle Enterprise Manager Cloud Control 12c interface, using a Business Application target. It allows you to associate end user experience data with component diagnostics data. This helps the administrators retrace specific user sessions and verify any user problem against the applications resources, simplifying problem reproduction and correlated diagnostics throughout the application stack.

From any outlier event fired from Oracle Real User Experience Insight into Oracle Enterprise Manager Cloud Control 12c you can use a "Guided Diagnostics" flow to drill into the related metrics and End User session via a single click.
Support for Oracle Applications

Oracle Real User Experience Insight has out of the box support for Fusion applications, Webcenter (Sites, Portal and Content), E-Business Suite, Siebel, JDE Edwards, Peoplesoft, Banking Platform, WebLogic Portal and ADF built applications. Support for the mentioned applications includes dedicated data sets and report segmentation specific for the application. Of course the support for any custom built web application is supported through a generic model as well.

An Oracle Real User Experience Insight application specific data set provides an out-of-the-box real user monitoring solution for Oracle Applications that automatically discovers running application modules and translates the network objects into human readable business functions. As an example, Siebel modules are reported in terms of views, screens and methods, and Oracle E-Business Suite is reported in terms of Form names, Form actions, framework, and module name.

Contact Us

For more information about Oracle Real User Experience Insight, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.