

ORACLE COLLABORATION SUITE 10g REAL-TIME COLLABORATION

ORACLE REAL-TIME COLLABORATION 10g

KEY FEATURES:

ORACLE MESSENGER

- Collaborate with contacts in various modes with a click of a button
- Auto creation of Direct Reports, Managers and Peers group in your Messenger contact list.
- Easily chat one-on-one with multiple people at the same time.
- Seamlessly transition from instant message to multi-party chat conference to a Web conference
- Collaborate with groups based on contextual group presence
- Conduct chat conferences
- Initiate voice chats instantly with anyone in your Messenger Contact list

ORACLE WEB CONFERENCING

- Conduct Web seminars with enrollment capability for both live and recorded Web Conferences
- Delegate conference scheduling and initiation.
- Support for additional line of business customizations
- Listen-only voice streaming from PC microphone and telephone.

ADMINISTRATION

- Provides an easy to use Administration interface for at a glance monitoring and reports.
- Architected to meet the security and compliance requirements of today's businesses.

Oracle Collaboration Suite 10g provides an integrated real-time collaboration solution – the only secure, presence-aware, solution designed to meet the real-time collaboration needs of an enterprise. With Web Conferencing, Instant Messaging and Voice Chat capabilities, Oracle Real-Time Collaboration enables individuals and groups to detect presence, meet, communicate and collaborate with others in a seamless and unified manner.

Access People and Information in Real-Time

Oracle Real-Time Collaboration can help an enterprise realize new levels of business efficiency, impact, and influence. From improved productivity, increased reach, and accelerated sales cycles to faster time-to-market, improved customer satisfaction, and reduction in travel costs – it impacts every line of business and a company's top and bottom line.

Oracle Real-Time Collaboration offers a truly cost-effective and enterprise-ready real-time collaboration solution enabling individuals, teams and entire organizations to detect presence and collaborate instantly, streamline processes and meet overall business goals. When enterprises integrate these real-time capabilities into their existing business applications and processes, they enable faster business results. Integrated services enable smart collaboration across various lines of businesses that are tailored to their specific needs and provide a secure medium to collaborate in real-time while retaining auditable records to meet corporate governance and regulation needs. Integration of Real-Time Collaboration with Oracle eBusiness Suite and Oracle Portal is available out-of-the-box in some of the current releases like Oracle Portal, iLearning, Learning Management System and Daily Business Intelligence. More integration will be available with iSupport, Teleservice, iStore, Contact Center, and more.

Connect online and Collaborate in Real-Time

Improve organizational efficiency through spontaneous online meetings and secure instant messaging with individuals and teams – from employees, customers, partners and prospects – anytime and anywhere. Communication lag times are greatly reduced when users can view presence and use instant messaging and Web Conferencing to quickly find the right person and the right information then share it with the relevant parties. Those working remotely are easier to reach and better connected to the enterprise with Oracle Real-Time Collaboration.

Find and Follow-up Faster

Locate and engage with subject matter experts using global presence capabilities

integrated seamlessly into enterprise-wide business applications and processes. Take this one step further and provide Live Help to your customers on your websites. Customers can initiate chat with subject matter experts to quickly and effectively resolve issues or answer questions.

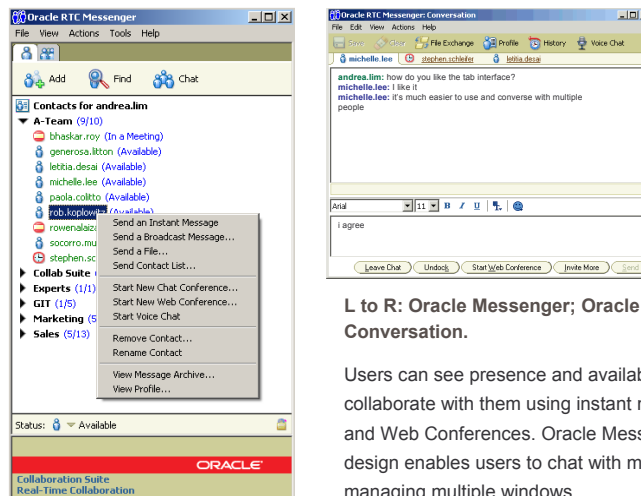
Think Globally, Act Locally

Achieve cost-effective enterprise wide deployment and management using a single installation designed to meet both departmental and entire organizational needs.

Oracle Messenger

Oracle Collaboration Suite 10g introduces a secure, standards-based instant messaging solution for the enterprise. Oracle Messenger provides a secure, feature-rich, presence and instant messaging solution for your enterprise.

Oracle Messenger enables users to find and collaborate with people instantly and allows businesses to include user and group presence within their applications and business processes for improved business results. Collaboration with contacts is only a mouse click away as seen below.



L to R: Oracle Messenger; Oracle Messenger Conversation.

Users can see presence and availability of contacts and collaborate with them using instant messages, voice chat and Web Conferences. Oracle Messenger's user-friendly design enables users to chat with multiple people without managing multiple windows.

Participants can quickly and easily transition from an instant message to a multi-party Chat Conference to a Web Conference. Instant messaging conversations have never been easier to participate in or manage.

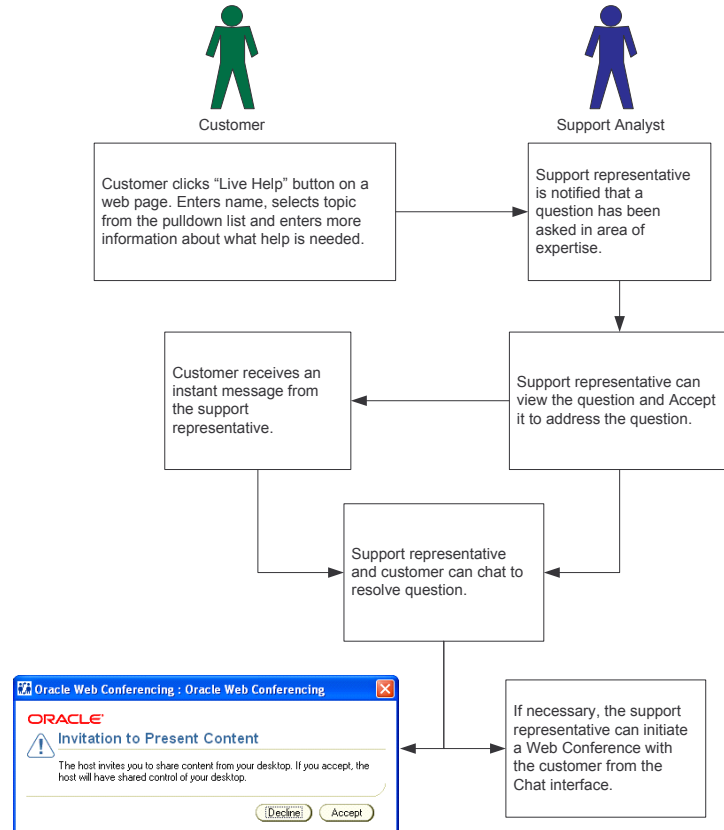
Individual Presence

Presence conveys an individual's availability status to every person or application that subscribes to that person's status. This becomes an extremely powerful capability once it is integrated into the context of other applications. Users can see who is available within the business application or process and initiate a chat directly from the application or process.

Group Presence

Where individual presence impacts individual productivity, Group presence impacts the group or business process productivity. Presence defined at the group level enables subject matter experts to be grouped together for greater effect. Users contact the group for expertise and the appropriate member responds – this connects users with the right resource quickly and easily.

For example, the presence associated with a group supporting Live Help provides information about the number of requests waiting in a queue and how many users are available to service requests. Requests are directed to the appropriate group based on the request topic. Group presence takes the guesswork out of locating the appropriate resource. See below.



Oracle Real-Time Collaboration and Oracle Messenger take IM from being a consumer application into an enterprise-grade communication platform. Oracle's emphasis on security, integration with existing IT infrastructure and interoperability with other services reflect its commitment to providing corporations with the best possible Instant Messaging solutions. To see a [demonstration](#).

Oracle Web Conferencing

Oracle Web Conferencing brings real-time online meeting capability to any enterprise, enabling employees, customers, and partners to meet online in a common, flexible environment capable of supporting online meetings of all types across the extended enterprise. With a single installation, organizations can easily tailor Oracle Web Conferencing to comply with specific lines of business flows and preferences, resulting in improved productivity, enhanced operational efficiency, and reduced costs.

Oracle Web Conferencing provides an easy to use console for the meeting host and participants as seen below.

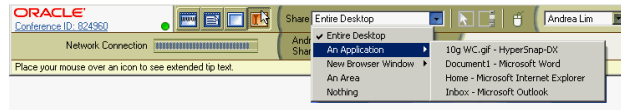
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KEY BENEFITS:

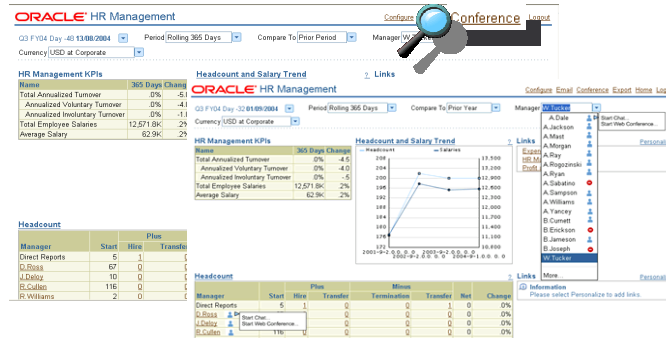
- One solution: Collaborate instantly using online presence awareness, instant messaging, web conferencing and voice.
- All users: Quickly reach everyone in your organization – employees, customers and partners – no matter your department, location or working style.
- One source: Save and retrieve collaboration information from a single data store plus leverage a single place to locate colleagues and experts.
- All contexts: Use integrated presence to collaborate securely within any application.

RELATED PRODUCTS AND SERVICES:

- Oracle Collaboration Suite
- Oracle Unified Messaging
- Oracle Mobility
- Oracle Content Services
- Oracle Portal
- Oracle eBusiness Suite
- Oracle Internet Directory



Efficiency is further increased when this functionality is made available from within applications and websites like Customer Support applications, Portals, Learning Management Systems and more. See an example of the integration of Presence and Web Conferencing with Oracle eBusiness Suite below.



With Oracle Real-Time Collaboration you can deliver real-time collaboration enterprise-wide and tailored to meet departmental needs.

Operational Simplicity

Built on top of the secure, scalable, reliable Oracle infrastructure, the Oracle Real-Time Collaboration platform is the only solution that has been architected from the ground up to meet the real-time collaboration needs of the entire enterprise.

The Real-Time Collaboration solution capabilities include:

- One integrated solution to enable users to collaborate using presence awareness, instant messaging, web conferencing and voice capabilities.
- Shared system with centralized administration, management and reporting capabilities.
- Ability to define logical Real-Time Collaboration sites that can be easily configured to meet the needs of individual lines of business
- Integrates seamlessly with any business application, using SOAP- and XML-based integration services, to enable contextual collaboration.
- Unparalleled real-time performance with low network utilization that delivers performance based on each participant's connectivity without adversely impacting the other participants
- Comprehensive security through design, deployment and operation.

For more information

To learn more about Oracle Real-Time Collaboration 10g and see a demo visit: http://www.oracle.com/collabsuite/feature_imeting.html