

Overview and Frequently Asked Questions

Overview

Oracle Buys LiveLOOK

Strengthens Oracle Service Cloud with Leading Co-Browse Technology to Improve Customer Experiences through Connected Real-Time Engagements

On June 20, 2014, Oracle announced that it signed an agreement to acquire LiveLOOK.

The transaction has closed.

LiveLOOK is a leading provider of cloud-based, real-time visual collaboration with innovative technology for co-browsing and screen sharing that improves the quality of customer interactions.

LiveLOOK's co-browse technology enables customer service and sales agents to collaborate and visually guide consumers through web and mobile environments to resolve issues effectively and improve quality of buying decisions. Over 500 customers across multiple industries rely on LiveLOOK co-browse technology to delight their customers.

Oracle has over 100 global customers using LiveLOOK's co-browse technology as an embedded part of Oracle Service Cloud offering. Since 2008, the LiveLOOK co-browse solution has helped Oracle customers efficiently manage web and mobile online engagements to improve customer satisfaction.

Oracle Service Cloud with LiveLOOK empowers modern customer

service organizations to directly engage with customers, bolstering customer satisfaction, agent efficiency, and revenue growth across web and mobile channels. The Oracle Service Cloud is an integral part of the Oracle Customer Experience Cloud, which includes Commerce, Sales, Service, Social and Marketing clouds, and enables a seamless and integrated exceptional customer experience from the first touch point through the entire customer lifecycle.

Customers of LiveLOOK will benefit with a more seamless path to the Oracle Service Cloud suite and overall Customer Experience portfolio offering, with no disruption to their current solution. Oracle Service Cloud customers who are currently using the LiveLOOK solution will also be able to take advantage of some of the latest LiveLOOK co-browse capabilities as part of their standard Oracle Service Cloud upgrade.

The LiveLOOK team brings significant knowledge and capabilities to Oracle and is expected to continue their focus on visual collaboration to help companies improve web and mobile customer service and sales.

BUSINESS CONTINUITY

Can I still purchase LiveLOOK products?

Yes. Please contact your existing LiveLOOK sales representative to assist you, or visit www.livellook.com for contact information.

Should LiveLOOK customers continue to call LiveLOOK for account management?

Yes. LiveLOOK customers should continue to use existing LiveLOOK contacts for support and professional services to address immediate and ongoing needs. We will communicate all changes and transitions occurring after the close of the transaction well in advance through these familiar channels.

Should LiveLOOK customers continue to contact their LiveLOOK sales representatives?

Yes, customers should continue to rely on existing relationships.

Should LiveLOOK partners continue to contact LiveLOOK?

Yes. LiveLOOK partners should continue to use existing LiveLOOK contacts to address immediate and ongoing needs. Oracle partners may also use their existing Oracle channels for support to answer any questions.

Where can I find out more information about the proposed Oracle and LiveLOOK combination?

For more information, please visit www.oracle.com/livellook.

Oracle is currently reviewing the existing LiveLOOK product roadmap and will be providing guidance to customers in accordance with Oracle's standard product communication policies. Any resulting features and timing of release of such features as determined by Oracle's review of LiveLOOK product roadmap are at the sole discretion of Oracle. All product roadmap information, whether communicated by or by Oracle, does not represent a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. It is intended for information purposes only, and may not be incorporated into any contract.

Cautionary Statement Regarding Forward-Looking Statements

This document contains certain forward-looking statements about Oracle and LiveLOOK, including statements that involve risks and uncertainties concerning Oracle's proposed acquisition of LiveLOOK, anticipated customer benefits and general business outlook. When used in this document, the words "anticipates", "can", "will", "look forward to", "expected" and similar expressions and any other statements that are not historical facts are intended to identify those assertions as forward-looking statements. Any such statement may be influenced by a variety of factors, many of which are beyond the control of Oracle or LiveLOOK, that could cause actual outcomes and results to be materially different from those projected, described, expressed or implied in this document due to a number of risks and uncertainties. Potential risks and uncertainties include, among others, the possibility that the anticipated synergies of the combined companies may not be achieved after closing, the combined operations may not be successfully integrated in a timely manner, if at all, general economic conditions in regions in which either company does business may deteriorate and/or Oracle or LiveLOOK may be adversely affected by other economic, business, and/or competitive factors. Accordingly, no assurances can be given that any of the events anticipated by the forward-looking statements will transpire or occur, or if any of them do so, what impact they will have on the results of operations or financial condition of Oracle or LiveLOOK. You are cautioned to not place undue reliance on forward-looking statements, which speak only as of the date of this document. Neither Oracle nor LiveLOOK is under any duty to update any of the information in this document.