

# Oracle Real User Experience Insight



Oracle Enterprise Manager is Oracle’s on-premises management platform, providing a single pane of glass for management of Oracle environments, whether in customer data centers or in Oracle Cloud. Through deep integration into Oracle’s product stack, Enterprise Manager provides market-leading management and automation for Oracle engineered systems, databases, middleware, and hardware.

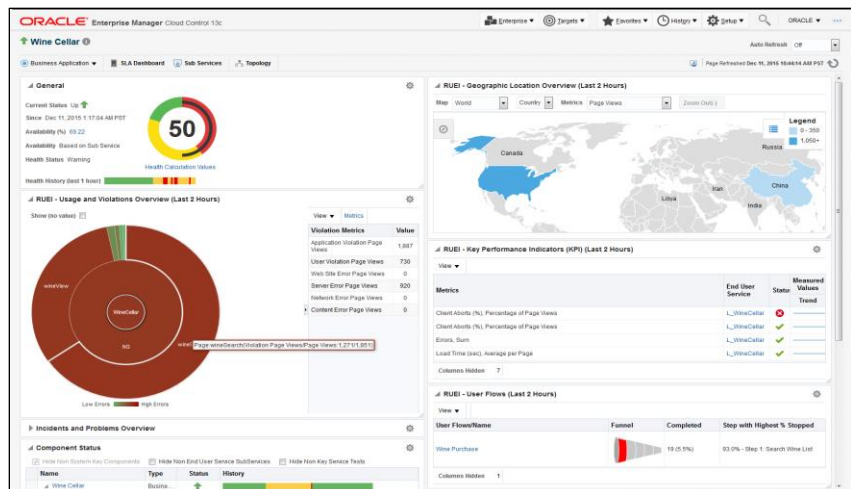
Increase business agility through application to disk automation and hybrid cloud management. Maximize service levels through intelligent management of the Oracle stack performance and availability. Reduce costs through comprehensive lifecycle automation, combined hardware and software management, proactive monitoring and compliance control.

## KEY FEATURES

- Integrated problem diagnostics and impact analyses, natively from Oracle Enterprise Manager console
- Customizable dashboards per application, user group segmented
- Geographic user visualization
- User Flow tracking, including transaction abandonment analysis
- User session diagnostics and full session replay
- Data warehouse integration, OLAP-based reporting
- KPI to data store correlation analyses
- Near linear scaling for large business applications to support even the largest web applications
- Capture true user sessions as a source for QA testing via Oracle Application Testing Suite
- Support for custom/generic Web applications, Oracle Applications Unlimited, Oracle Fusion Applications and Web services based on XML-SOAP.

## 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.



#### KEY BENEFITS

- Determine when and how much poor user experience affects business performance.
- Significantly reduce time to identify user problems related to applications and Web services and resolve any issues.
- Receive early warnings on key issues to valued users
- Review and Replay full user sessions to understand their navigational issues
- Avoid finger pointing between departments by connecting user issues directly to application diagnostic data

## Data Collection Methods

Oracle Real User Experience Insight (RUEI) supports multiple state-of-the-art technologies 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 suite 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.

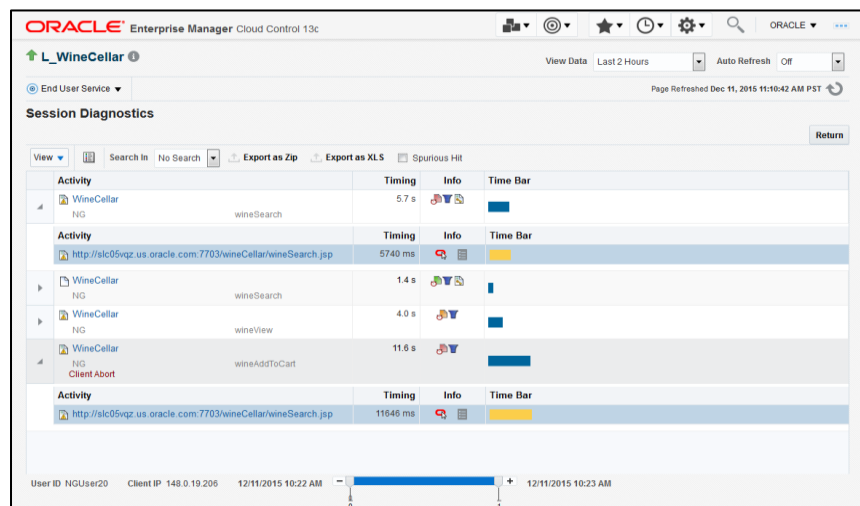
## Application Oriented Reporting

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 contributes to the overall response time.

Oracle Real User Experience Insight utilizes Enterprise Manager Cloud Control's target home pages, allowing for customized and personalized dashboards for single application or combination of multiple related applications. Monitoring data of the supporting infrastructure as well as SLA status and synthetic monitoring results, can be combined into the dashboard to provide single pane view to the most important application health data.

## 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 reproducing.



In addition to 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 trouble shoot 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.

#### RELATED PRODUCTS

- Oracle Management Pack for WebLogic Server Enterprise edition
- Oracle Management Pack for WebCenter
- Oracle Management Pack SOA Enterprise Edition
- Oracle Application Management Suite for Fusion, Siebel, PeopleSoft, Oracle E-Business Suite and JD Edwards EnterpriseOne
- Oracle Management Pack for Non-Oracle Middleware

## Integrated Problem Diagnostics

Oracle Real User Experience Insight is integrated with Enterprise Manger Cloud Control. Once identifying a problem, an administrator can quickly drilldown, in context of a request or a session, directly into JVM Diagnostics, identifying thread level execution information for the specific end user request. Farther integration can follow the transaction to the DB as well as into log monitoring, viewing related messages in time and transaction id (ECID) context.

## 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](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

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#### Hardware and Software, Engineered to Work Together

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