



## ORACLE COLLABORATION SUITE 10g OVERVIEW

Oracle Collaboration Suite provides a broad array of functionality that enables organizations to optimize their business processes and drive down costs by being more flexible and efficient. Designed to include and to take advantage of the Oracle Database and Oracle Application Server, the Oracle Collaboration Suite is the first complete suite to integrate unstructured content, documents, email, calendaring and real-time tools directly into enterprise business processes.

Built on Oracle Database 10g and Oracle Application Server 10g Infrastructure, Oracle Collaboration Suite 10g offers customers a suite of enterprise-class real-time collaboration, communication, and content management applications that enable organizations to increase user productivity and service levels while reducing total cost of ownership. It provides users with access to integrated messaging and time management, content management, and real-time collaboration capabilities from desktop clients such as Microsoft Outlook, Web browsers, and a wide range of wireless devices including PDAs, phones, and voice handsets.

This document describes the overall enhancements and improvements in Collaboration Suite 10g for:

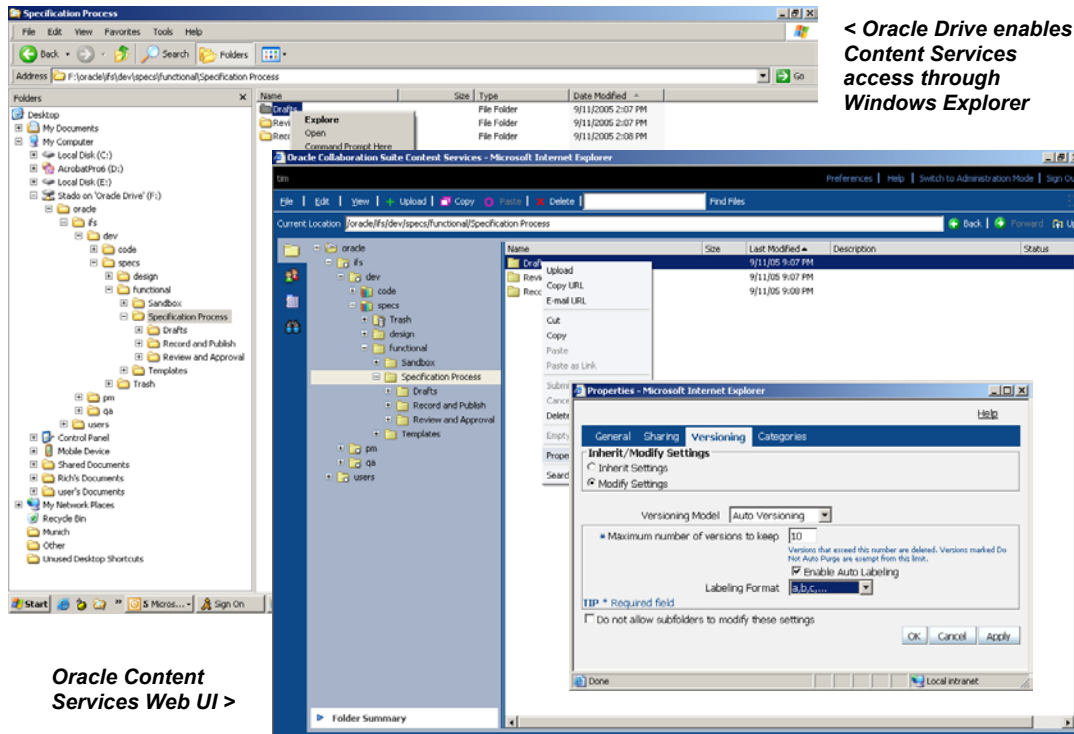
- End users of Oracle Collaboration Suite
- System and application administrators
- Application Developers
- Oracle E-Business Suite integration

### End-user Features and Enhancements

#### Oracle Collaboration Suite 10g Content Services

Core to any notion of contextual collaboration is the need to share, track and manage documents or more generally, content. Oracle Content Services 10g provides precisely the tools and facilities needed to manage the content explosion, reduce risk associated with information discovery and information loss, and establish a broad range of content compliance policies. This new functionality is seamlessly surfaced in familiar environments, when and where users need it, and without changing the way they work. Key end-user enhancements and features include:

- New look Web UI featuring desktop-like functionality: drag 'n drop; right click; edit-in-place
- New Oracle Drive offers familiar desktop access via Windows Explorer with enhanced offline management/synchronization
- Folder and document-level security
- Group and role-based access control
- Check-in/out capabilities
- Automatic policy-based versioning
- Event-driven workflows
- Automatic/enforced attribution
- Document Links
- Virus checking and scanning



< Oracle Drive enables Content Services access through Windows Explorer

Oracle Content Services Web UI >

### Oracle Records Manager 10g

Leveraging the same infrastructure and Web interface as Content Services, Oracle Records Manager 10g enables organizations to specify which documents are to be retained for a certain period of time, and prevent or control changes to the document during the retention period and disposes of the document in a prescribed way once the retention period has expired. Policies can be applied on libraries and folders, so policies can automatically be assigned as documents are added – ensuring that all required content across the enterprise follows a defined record lifecycle without any need for end-user intervention or training. Key features include:

- Easy-to-use Web UI consistent with Content Services
- Record search
- File plan-based record organization
- Records object support includes simple and version-controlled documents
- Flexible classification and retention policy management
- Records declaration that can be applied manually by users or policy-based, applied on a per-folder basis
- Web Services support for integration with any legacy or eBusiness Suite application

### Oracle Collaboration Suite 10g Workspaces

Oracle Collaboration Suite Workspaces is a new feature of Oracle Collaboration Suite 10g. Oracle Workspaces delivers contextual collaboration capabilities for managing team and project collaboration needs by providing easy organization and management of documents, people, meetings, tasks and discussions within the scope of a project. Oracle Workspaces benefits organizations through:

- Overall reduction in efforts for organizing and managing teams around projects.
- Better organization and searching ability increases overall utilization of corporate information.
- No duplication of any content.
- Enable tools within the context of an activity allowing workspaces; thus capturing the context of collaboration without any user effort.
- Extended access through familiar desktop tools.

Oracle Workspaces provides services to manage team activities, coordinate member participation with different access roles, and to organize and share information among team members. Within a workspace, a user is able to share documents, hold discussions, administer meetings, and manage tasks. Oracle Workspaces leverages all Collaboration Suite services (including Mail, Calendar, Content Services, Discussions, Presence, Web Conferencing, and Instant Messaging) and makes them available to users as they need them. Oracle Workspaces enables easy organization of team content without making copies. End users access their workspace content using familiar clients such as Outlook™ and Thunderbird for email, Calendar desktop and web clients, or WebDAV file browsers. Oracle Workspaces provides transparent interactions with the deployed services, while maintaining consistency, relationships, and appropriate access privileges for all team resources.

**ORACLE Workspaces** [Preferences](#) [Logout](#)

**My Workspaces** [Templates](#)

[My Workspaces](#) > [Widget Project](#) > You are logged in as: jason.davis. Your role is 'Administrator'.

### Overview

**Widget Production Project Management** [Settings](#)

**Library Activity**

Name	Parent Folder	Last Modified	Last Modified By
<a href="#">Outsourced Packaging Vendors</a>	<a href="#">Packaging</a>	3/21/05 5:35 PM	Jason Davis
<a href="#">Meeting 1 Agenda</a>	<a href="#">Meetings</a>	3/21/05 5:26 PM	Jason Davis

**Discussions Activity**

Name	Board	Last Modified	Last Modified By
<a href="#">Packaging Vendor Selection</a>	<a href="#">Packaging</a>	3/21/05 5:43 PM	Jason Davis
<a href="#">Meeting 1 Agenda Items</a>	<a href="#">Meeting #1</a>	3/21/05 5:28 PM	Jason Davis

**Announcements**

- [Big Order from ABC Co!](#)

**My Tasks**

- [3/20/05, Jason Davis Perform Market Analysis](#)

**My Upcoming Meetings**

- [3/23/05 2:00 PM, Conf Rm 101 Widget Packaging Status](#)

[My Workspaces](#) | [Templates](#) | [Preferences](#) | [Logout](#)

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*The Workspaces 10g Web Based UI offers one-stop access for team and project collaboration*

## Oracle Collaboration Suite 10g Real-Time Collaboration

Oracle Real-Time Collaboration has been designed from ground up to meet the real-time collaboration capabilities of the entire enterprise.

Oracle Collaboration Suite 10g introduces a secure, standards-based instant messaging solution for the enterprise. Extending from the eXtensible Messaging and Presence Protocol (XMPP)-based industry standard, Oracle Messenger enables users to find and collaborate with people instantly using instant messaging or voice chat, and allows businesses to include user and group presence in their applications and business processes for improved business results.

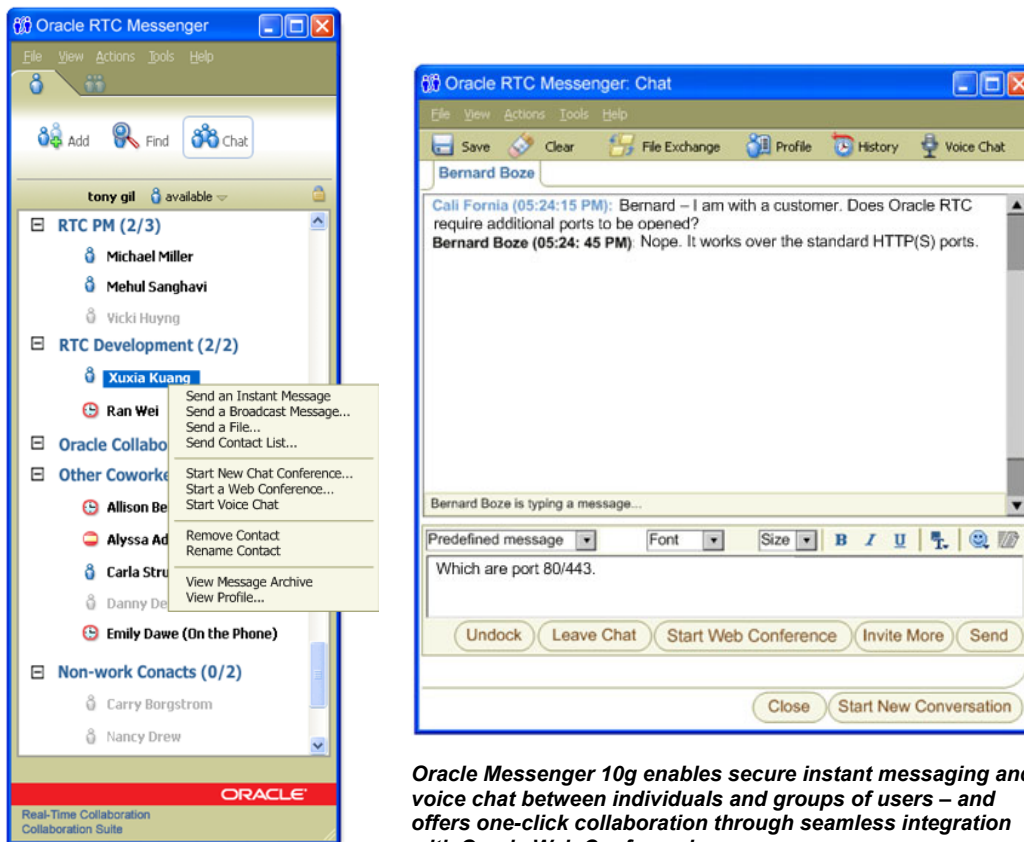
Oracle Messenger also includes a rich model of displaying a user’s “presence”. Oracle Messenger allows a given user to setup specific groups of people who can see if that user is online. Presence is shown in various places within the User Interface (UI) components.

Oracle Web Conferencing adds enrollment capabilities for Web conferences and the ability for users other than the host to start Web conferences. These capabilities are often used for conducting Web seminars and online training. With data and voice capabilities Oracle Web Conferencing enables individuals and groups to meet, communicate, and collaborate with others in a seamless and unified manner.

Oracle Real-Time Collaboration is the only, secure, presence-aware, integrated enterprise platform designed to meet all the real-time collaboration needs of an enterprise. The key capabilities of Oracle Real-Time Collaboration are:

- Individual and group presence – allows a user/group to view contextual presence information for an individual or a group.
- Console changes for improved usability.
- Comprehensive security through multiple authentications against a LDAP directory, numerous levels of access control, and 128-bit SSL encryption for transmission of data.
- Support for HTTP/HTTPS for communicating outside the firewall.

Oracle RTC Messenger Console



**Oracle Messenger 10g enables secure instant messaging and voice chat between individuals and groups of users – and offers one-click collaboration through seamless integration with Oracle Web Conferencing**

## Oracle Collaboration Suite 10g Unified Messaging

Within any collaborative environment, it is important to manage time, track tasks and communicate asynchronously. With Oracle Collaboration Suite 10g, Oracle introduces Oracle Discussions. This functionality enables customers to introduce managed discussion forums to their end users as well as institute discussion capabilities in any of their customer facing web sites. Oracle Unified Messaging (Email, Calendar, Voicemail and Fax) is enhanced to provide additional end-user features as follows:

### Oracle Discussions

- Hierarchical management of discussions through Facilities, Boards, and Threads
- Role based access control for powerful management of boards and their content
- Rich text editor for message composition
- Presence and directory integration for participant information
- Personalized bookmarks to track useful threads, boards or facilities
- Full-featured Web UI and read-only access through IMAP clients, including Oracle Connector for Outlook and Oracle Web Access

**ORACLE** Collaboration Suite Discussions Send Feedback | Return to Portal | Logout | Help

**Discussions** | My Discussions

Search  This Forum  for   Advanced Search You are logged in as: Stephen  
Your role is: Forum Moderator.

Discussions > Workspaces\_forums > COMMUNICATIONS\_PM > Last Refresh: Dec 17, 2005 10:59 AM

**Forum: New Market Opportunities**

Forecast for SMB collaborative market is strong this year.

Topics: 1, Messages: 10. Last post: Aug 5, 2005 2:23 PM by Vinay

Select Topics:

Select All | Select None

Select	Topic	Last Post	Messages
<input type="checkbox"/>	SMB market - the undeniable facts!	Aug 5, 2005 2:23 PM by Vinay	10

Current Time Zone: (UTC-05:00) US Eastern Time

**Discussions Bar**

**Quick Topic**

**Favorites**

Workspaces\_forums

No favorite topics at this level

**Recent Messages**

Re: SMB market - the undeniable ...  
Re: SMB market - the undeniable ...  
Re: SMB market - the undeniable ...  
Re: SMB market - the undeniable ...  
Re: SMB market - the undeniable ...

**Popular Topics**

No popular topics at this level

**Discussions** | Send Feedback | Return to Portal | Logout | Help

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Oracle Discussions 10.1.2.1.0 (051206.1033)

### Oracle Discussions Web UI

#### Oracle Mail

- Language for the “delivery status notifications” (DSNs) is based on the selected language of the MTA.
- Support for additional simplified Distribution List (DL) types for example Announcement, Discussion, Edited, Moderated, and Quicklists reduce the overhead associated with many DLs.

#### Oracle Voicemail and Fax

- Support for Distribution Lists during voicemail access.
- Enhanced and improved listen controls and menu options.

**Oracle Calendar**

- Distribution lists are visible and browseable within the Global Address List (GAL) for all Calendar clients (Web, Desktop, or the Connector for Outlook).
- Additional support for external meeting attendees outside the company domain.
- Personal annotations to meetings by invitees.

**Address Book**

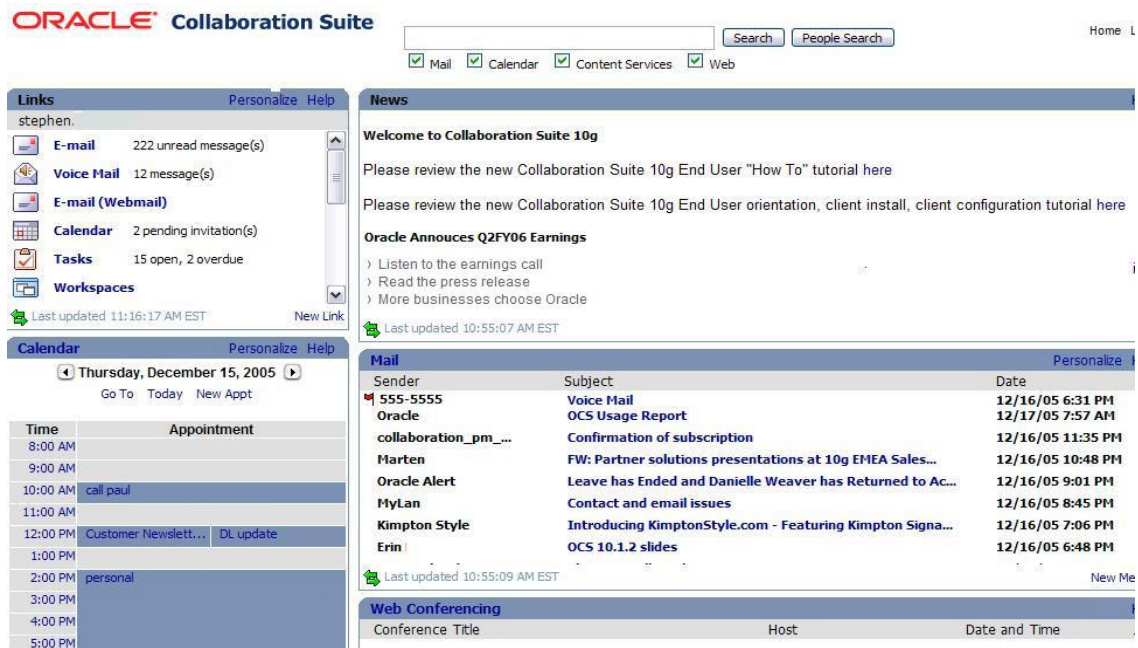
Oracle Collaboration Suite 10g introduces a number of new features for contact management, easing the accessibility of contacts for users in addition to enhancing the collaborative experience.

- All address book data is stored in a single repository allow multi-channel access.
- Richer UI representation of Contacts, including pictures and ability to schedule a meeting from contact entry.
- Ability to share address book with others, or view and search shared address books

**Oracle Collaboration Suite User Access**

**Oracle Collaboration Suite 10g Portal**

Oracle Collaboration Suite ships with the latest version of Oracle Application Server 10g Portal and a set of portlets that allow rich access to Suite components. These portlets provide tighter integration and richer functionality via rollup summaries and direct interaction from the portal. Portlets can be used as building blocks to evolve enterprise-wide portals into the concept of a *Unified Workplace*. Oracle Collaboration Suite is a single platform that can organize and deliver communications and content in the context of existing applications. A Unified Workplace will dramatically improve end-user productivity by centralizing and integrating relevant information from various sources.

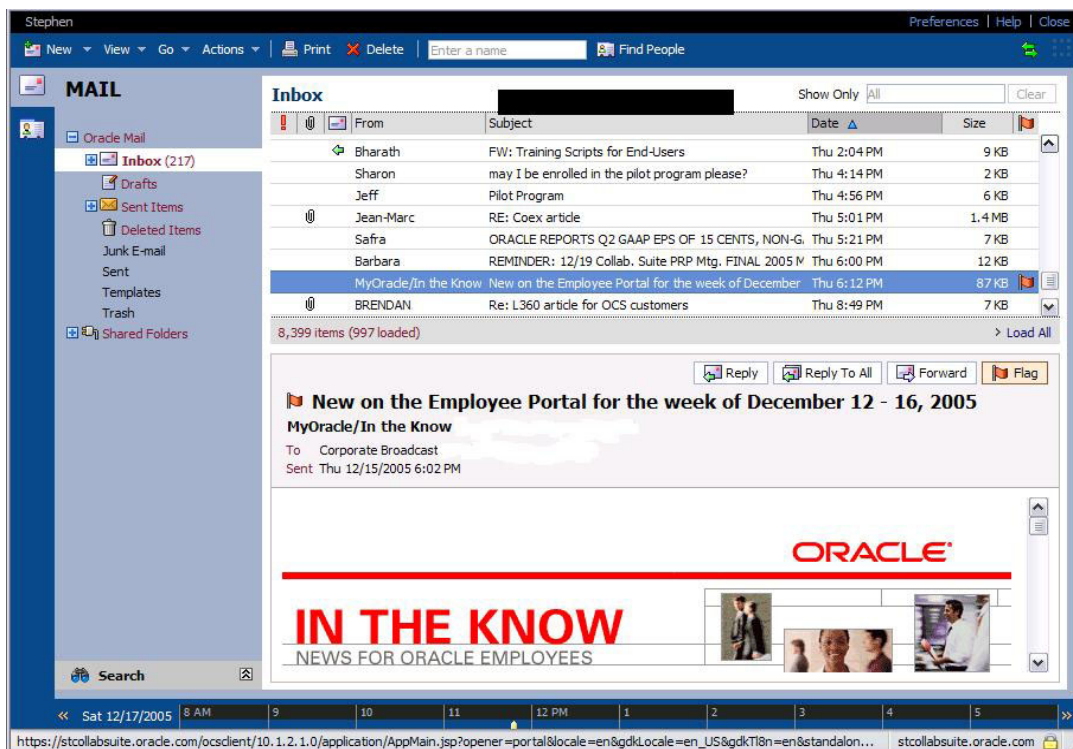


**Oracle Collaboration Suite Portal**

- *Links portlet*: provides a launch pad to various Collaboration Suite applications and a summary of each application's status.
- *Mail portlet*: presents all messages in the user's Inbox, including email, voicemail and faxes. Several parameters are available to configure the list of messages displayed in the portlet allowing direct interaction.
- *Calendar portlet*: displays the user's agenda in a daily grid or a weekly list form, and provides links into the calendar application. In addition to displaying the calendar, new appointments can be added directly from the portlet.
- *Task portlet*: presents the user's tasks in a list form, and provides links into Oracle Calendar. Users can interact with the displayed list by sorting, changing the task status, etc.
- *Content Services portlet*: displays a configurable list of Workspaces and Folders. Document links displayed in the portlet launch documents in their native applications with a single click.
- *Web Conferencing portlet*: allows easy starting or accessing of web conferences. Quick links allow the user to join conferences, create conferences, or to schedule conferences.
- *Search portlet*: provides an entry point for users to search against various data sources, including Calendar, Mail and Content Services. A user search across the corporate directory is also available.

#### Oracle Collaboration Suite 10g Web Access Client

A new web-based email client is part of Oracle Collaboration Suite. The Oracle Collaboration Suite Web Access Client utilizes dynamic HTML to allow drag and drop, increasing user productivity, and feature familiar three-pane UI model to reduce training overhead.



**The Oracle Web Access client offers desktop-like functionality and performance**

### *Collaboration Suite 10g Mobile Push Mail*

Oracle Collaboration Suite includes the ability to access email from wireless devices via any mobile browser or voice access. Oracle Collaboration Suite provides a secure, behind-the-firewall, server-based solution to push email to many popular devices in real-time. This new email push solution enables pushing email to your mobile device in real time without requiring any user intervention or additional gateways. Key features of Oracle Mobile Push Mail include:

- Completely based on open standards (P-IMAP) and not tied to any one network provider, device or technology.
- Real-Time always-on push
- Cradle-Free (over-the-air) continuous two-way sync.
- Folder, Attachment, and Filter Support.

In addition to email push, Collaboration Suite 10g will also provide (user-initiated) wireless synchronization for Oracle Calendar using the open standard OMA-DS-based Oracle Mobile Data Sync.

### *Oracle Collaboration Suite 10g Mobile Access*

Oracle Collaboration Suite further enhances the Oracle Mobile Access interface and add an ASK service – which allows messages (including email and SMS messages) to be used as commands for the Oracle Collaboration Suite. Enhancements include:

- All new voice-access to corporate directory - just say or touchtone the name.
- Voice-access to Email offers the option to play just the Email headers.
- Voice-access to Address Book is streamlined and optimized.
- Option to "voice dial" contacts from the main menu.

### *Oracle Connector for Outlook*

Oracle Connector for Outlook (OCFO) is closer to Outlook feature parity than ever before, offering a number of new features and performance enhancements:

- Contact sharing among users.
- Public folders
- Ability to browse Distribution Lists within the Outlook Global Address List (GAL).
- Group-by view support for messages in a folder.
- Render other user's folders in folder hierarchy.
- Side-by-Side calendar views.
- Support for Citrix and Terminal Server as well as roaming profiles.

## **Administrator Features and Enhancements**

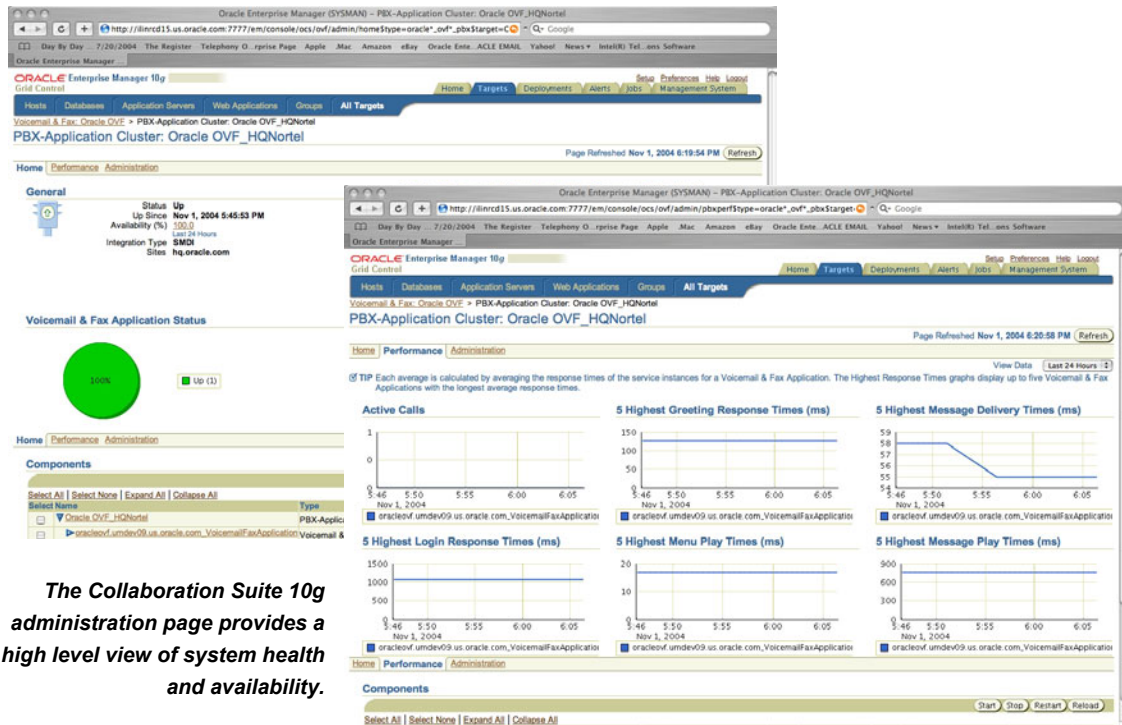
### **Installation and Configuration**

Oracle Collaboration Suite 10g ships with the latest Oracle technologies; Oracle Database Server 10g for the data storage, Oracle Application Server 10g as the run time infrastructure and Identity Management components.

This release provides a far improved installation experience. The key enhancements include a simplified installation process, reduced memory and disk footprint and streamlined high availability deployment.

## Administration and Management

Oracle Collaboration Suite 10g has significant enhancements and simplifications for administrators. This release provides administrators with a central administration console for user provisioning, the management of provisioning defaults which can be defined to both ensure consistency across the user-base as well as to allow automated provisioning when integrating Collaboration Suite into third-party directory systems. Customers requiring provisioning rules more complex than those afforded by the defaults will be able to implement provisioning policies that allow complex rules to determine user access and quota.



Management of the entire suite is improved, from both a usability and performance perspective. Augmented by Oracle Enterprise Manager 10g Grid Control, customers will have the ability to manage and monitor the entire Oracle infrastructure from a central location, including machine specific trending and alerting, Collaboration Suite metrics (such as SMTP queue monitoring), host diagnostics etc. Key enhancements include:

- A centralized “Oracle Collaboration Suite Control” for process management and monitoring.
- Consolidated process management from command line and management interface.
- Centralized log management.
- Oracle Real-Time Collaboration messages (instant messages and presence) archived in the database for compliance.
- Support for the BrightMail Anti-Spam solution for Oracle Mail.
- Enhanced administration and Oracle Mail policy pages (for Anti-Virus, Anti-Spam, Routing, Disclaimers etc.).
- Ease of deployment for Oracle Voicemail and Fax due to native SIP based Voice over IP (VoIP) support.

- Group and Role-Based Access Control for Oracle Content Services.
- Enhanced Anti-virus support for Oracle Content Services.

## Developer Features and Enhancements

Oracle Collaboration Suite 10g is the most standards based and customizable platform for collaboration and communication. It is built on open standards like J2EE, IMAP, P-IAMP, XML, XMPP, HTTP and standards based relational database. The Oracle Collaboration Suite 10g release provides additional application web services that allow the rich feature-set of Collaboration Suite for integration with other applications and tools.

Customers can use these enhanced web services for business process automation, integration with other applications, and to extend Oracle Collaboration Suite's functionality. For example, various lines of business can easily tailor Oracle Real-Time Collaboration to comply with their specific business flow. The customer service department can design Oracle Real-Time Collaboration to provide "Live Support" capability and automatically enable them to get shared control of their customers' desktops. With a single Oracle Real-Time Collaboration installation, organizations can gain these capabilities, enabling them to reduce costs and improve operational efficiency

The enhancements to Web Services Toolkits extend Collaboration Suite's ability to integrate into business applications and add enterprise context to business processes:

- New Web Services Toolkits for the following components:
  - Oracle Content Services: Oracle Content Management Services and Oracle Record Management Services.
  - Oracle Real-Time Collaboration Services: Oracle Instant Messaging Services, Oracle Presence Services, Oracle Voice Services, and Oracle Web Conferencing Services.
  - Oracle Workspaces SDK: enables customers to deploy Oracle Workspaces services for their users to collaborate on business activities through their own applications or through the Oracle Workspaces client.
  - Oracle Real-Time Collaboration integration with Microsoft Office.
  - Oracle Administration Services: Oracle User Provisioning Services, Oracle Collaboration Suite Application Services, Oracle Collaboration Suite System Management Services, Oracle Collaboration Suite Security Services.
- Existing API enhancements to:
  - OJMA APIs for Oracle Mail Services to allow developers greater programmatic access to functionality.
  - Oracle Calendar – Enhanced Calendar Services toolkit; new and improved calendar portlet look-and-feel.

## Oracle E-Business Suite Integration

Oracle Collaboration Suite 10g extends integration with the Oracle E-Business Suite 11.5.10.

### *Oracle Document Management*

Oracle Project Collaboration and Oracle Product Lifecycle Management enable team members to collaborate and communicate more easily in their efforts to review and complete project work. Oracle Content Services provides a single-source for secure access to all project documentation.

Team members will be able to:

- Access project documents easily and securely, promoting collaboration across organizational and geographical boundaries.
- Attach documents to the project, issue, change request, and change order.
- View CAD drawings and add comments (via Oracle CADView-3D), dramatically streamlining collaboration on critical project documents.

The screenshot shows the Oracle Projects Attachments interface. At the top, there is a navigation bar with tabs for Home, Overview, Directory, Attachments, Details, and Overview. Below this is a sub-navigation bar with tabs for Project, Resources, Workplan, Control, Financial, and Reporting. The main content area displays a table of attachments for the project 'ABC Financial Implementation (JD-PC)'. The table has columns for Name, File Type, Description, Location, Category Name, Last Modified By, Last Update Date, Attach, and Detach. The following table represents the data shown in the screenshot:

Name	File Type	Description	Location	Category Name	Last Modified By	Last Update Date	Attach	Detach
OL Transfer Programs.doc	Document Reference	OL Transfer Programs.doc	OF-NA	Miscellaneous	SERVICES	04-Mar-2000		
Invoice AP Invoice Requirement.doc	Document Reference	Invoice AP Invoice Requirement.doc	OF-NA	Miscellaneous	SERVICES	04-Mar-2000		
Testing	Document Reference	Testing	OF-NA	Miscellaneous	SERVICES	04-Mar-2000		
Requirements	Document Reference	Requirements	OF-NA	Miscellaneous	SERVICES	04-Mar-2000		
Module Design	Document Reference	Module Design	OF-NA	Miscellaneous	SERVICES	04-Mar-2000		
Cost Analysis	Document Reference	Cost Analysis	OF-NA	Miscellaneous	SERVICES	04-Mar-2000		
Documentation	Document Reference	Documentation	OF-NA	Miscellaneous	SERVICES	04-Mar-2000		
Business Processes	Document Reference	Business Processes	OF-NA	Miscellaneous	SERVICES	04-Mar-2000		
ABC Financial Implementation	Document Reference	ABC Financial Implementation	OF-NA	Miscellaneous	SERVICES	04-Mar-2000		

**Oracle Projects documents will be stored in Oracle Content Services**

Features available for Document Management through integration with the E-Business Suite include:

- Workspace/Folder management
- Revision Control (Check-in/Check-out) and Revision History
- Attach documents to any business object
- Description, Attached-By and Last-Modified attributes for browse and search
- Search based on content of document
- “Where-Used” Search to determine all usage of a document
- Document Approval and Review
- Document Change Management
- Access via web through embedded user interface
- Access via any Oracle Content Services supported protocol (Web Folders, FTP, NFS, etc.)
- Documents secured through Role-Based Access Control

Oracle E-Business Suite products that utilize advanced document management capabilities through Oracle Content Services include:

- Oracle Project Management / Oracle Project Collaboration.
- Oracle Product Lifecycle Management.
- Oracle Procurement and Sourcing (RFQ Process).
- Oracle Contracts.

- Oracle Marketing (Product definitions).
- Oracle Internal Controls Manager.
- Oracle Enterprise Asset Manager.

**Compliance Management - Internal Controls Manager**

Oracle Internal Controls Manager enables companies to document, test, monitor, and certify ongoing compliance with Sarbanes-Oxley Section 404. Oracle Collaboration Suite Files secures, stores, and publishes business process definitions and visual flows built with Oracle Tutor, as well as attachments for related process documentation.

**Oracle iLearning - Virtual Classroom Training**

Oracle Learning Management provides a complete infrastructure that lets organizations manage, deliver, and track training, in both online and classroom environments. iLearning, part of Oracle Learning Management provides live and recorded virtual classroom training and seminars for employees, customers and partners through Oracle Web Conferencing.

**Oracle Real Time Collaboration Integration**

Oracle Web Conferencing is available through one-click access via global buttons, enabling immediate follow-up and resolution of critical issues and exceptions. For instance, through the Oracle Daily Business Intelligence (DBI) product family, a Line of Business manager can follow up on recent trends in turnover and attrition with a shared view through web conferencing.

**Oracle iLearning My Learning**

Play	Offering	Start Date	Enrolled	Status
	Live ROI Training	8/23/04	8/23/04	Incomplete

**Oracle E-Business Suite integration with Oracle Web Conferencing**

Name	365 Days Change
Total Annualized Turnover	.0% -5.0
Annualized Voluntary Turnover	.0% -4.0
Annualized Involuntary Turnover	0% -1.0
Total Employee Salaries	12,571.8K .2%
Average Salary	62.9K .2%

Manager	Start	Hire	Transfer	Termination	Transfer	Net	Change
Direct Reports	5	1	0	0	1	0	0%
D. Ross	67	0	0	0	0	0	0%
J. Delany	10	0	0	0	0	0	0%
P. Cullen	116	0	0	0	0	0	0%
R. Williams	2	0	0	0	0	0	0%

**Headcount**

**Salaries**

**Links**

- Expense Management
- HR Management
- Profit and Loss
- Cost of Goods Sold Summary
- Cost of Goods Sold Trend
- Expense Management
- Profit and Loss

## Conclusion

Oracle Collaboration Suite provides customers with a suite of enterprise-class communication and content management applications on an enterprise platform for reduced total cost of ownership while increasing user productivity. Oracle Collaboration Suite is the only collaboration platform offered today that addresses the broader problem of efficient, scalable, and reliable enterprise communications and content. With Collaboration Suite 10g, Oracle will provide a wide range of features and enhancements that will create end-user delight, enable ease of administration, and provide developers with tools to extend, and integrate, Oracle Collaboration Suite with other applications.

For more information on Oracle Collaboration Suite, visit: <http://otn.oracle.com/products/cs>.

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