



## ORACLE REAL-TIME COLLABORATION 10g OVERVIEW

### Enterprise-wide Real-Time Collaboration

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

The Oracle Real-Time Collaboration solution enables you to:

- Improve business results by letting enterprises integrate real-time capabilities into their existing business applications and processes, thereby enabling faster business results. Integrated services also enable smart collaboration across various lines of business that is 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.
- Improve end-user productivity by enabling them to instantly locate individuals and groups across the entire enterprise and collaborate with them in real-time, and to seamlessly transition from an instant message to a voice chat or to a Web conference.

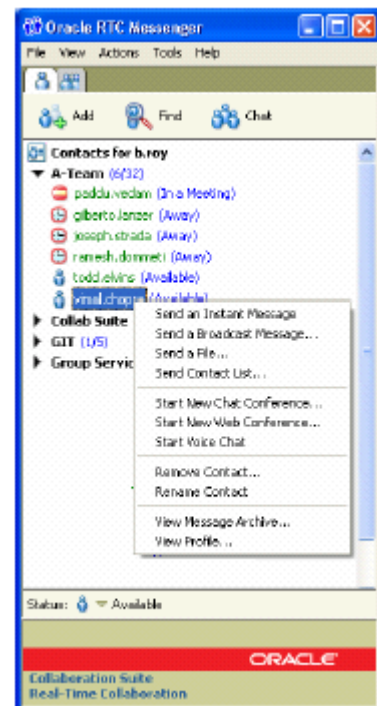
### End-user Features and Enhancements

#### Oracle Messenger 10g

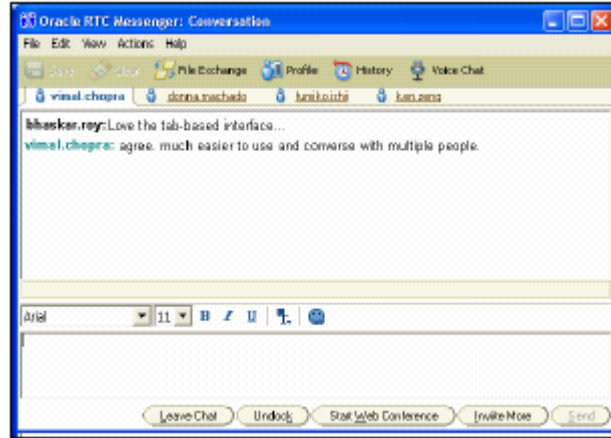
Oracle Collaboration Suite 10g introduces a secure, standards-based instant messaging solution for the enterprise. Extending from the eXtensible Messaging and Presence Protocol (XMPP)-based industry standard, Oracle Messenger enables users to find and collaborate with people instantly, and allows businesses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

The Oracle Messenger 10g provides features to enable ad-hoc one-to-one collaboration.

- *Collaborate with contacts in various modes with a click of a button:* Oracle Messenger is an intuitive desktop application that lets users view presence and availability of contacts and collaborate with them using instant messages, voice chat and Web conferences. As shown in the figure, Oracle Messenger also lets users view their contacts' profiles as stored in the LDAP directory, exchange files, share their contact lists and view the history of their previous interactions.



- *Auto creation of Direct Reports, Managers and Peers group:* Oracle Messenger automatically creates and populates Direct Reports, Managers and Peers groups based on the LDAP directory definitions, enabling users to start collaborating with their immediate peers immediately.
- *Easily chat one-on-one with multiple people:* An innovative tab-based interface is used to enable users to chat with multiple people without having to manage multiple windows.
- *Seamlessly transition from instant message to multi-party chat conference to a Web conference:* Users can easily invite other users into an existing 1-on-1 chat to hold a chat conference, and escalate to a full blown Web conference with a click of a button.



The Oracle Messenger 10g provides features to enable comprehensive message security.

- *Collaborate with groups based on contextual group presence:* Oracle Messenger provides the unique ability to detect presence of groups and collaborate with users in the group. This is extremely valuable in support situations to provide live help to users. The presence information associated with the group is also contextual. For example, the presence associated with a group supporting Live Help provides information about the number of requests waiting in queue and how many users are available to service requests.
- *Conduct chat conferences:* To enable collaboration with any number of users simultaneously, Oracle Messenger provides a chat conferencing capability.

### Oracle Web Conferencing 10g

The Oracle Web Conferencing 10g provides new features in the following areas:

- Support for additional conferencing types
- Support for additional line of business customizations
- Console changes for improved usability

#### *Support for additional conferencing types*

Oracle Web Conferencing provides 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.

- *Enrollment for live Web Conferences:* While scheduling a conference the host can specify whether the users must enroll for the conference by selecting the “enrollment required” checkbox. Hosts can also send confirmation and reminder emails to the users enrolling for the conference. Administrators can customize the information that is to be captured during the enrollment process.

- *Enrollment for Recorded Web Conferences:* Hosts also have the ability to specify whether enrollment is required to playback a conference. This capability allows hosts to monitor who is accessing a conference recording.

The screenshot shows a configuration window with the following settings:

- Enrollment:**  required. Tip: A conference key is required if enrollment is selected.
- Send Email:**  Invitation
- Reminders:**  Reminders: 3 days and 1 days in advance.

- *Enabling other authenticated users to start a conference:* Conferences are often scheduled on behalf of someone else, for example, administrative assistants scheduling on behalf of executives and event coordinators scheduling on behalf of speakers. In this release, hosts can specify an “Acting Host Key” while scheduling the conference. Users with knowledge of this key can authenticate themselves and then host the conference using this key.

#### *Support for additional line of business customizations*

Oracle Web Conferencing provides a rich set of system and site properties to enable further customizations for needs specific to a line of business. This enables administrators to tailor features such as the following at the system and at the site level.

- Remove features and modes from the Web conferencing console
- Disable the capability to assign presenter rights to non-authenticated users.
- Disable private chat at a system or at a site level
- Automatically record the data shared during the conference
- Disable recording of conferences
- Enable hosts to be automatically prompted to record conferences when they join the conference
- Customize enrollment questions that attendees need to complete prior to joining a conference that requires enrollment

#### *Console changes for improved usability*

The following enhancements improves usability of the Oracle Web Conferencing console:

- *Simplification of modes:* The Sharing modes in the Web conferencing console, like Desktop Sharing and Application Sharing, are provided as a drop-down menu for improved usability. The Co-browse mode that enables users to share and browse web pages together also becomes part of the drop-down list of Sharing modes.
- *Ability to publish conferences at the end of the conference:* As a part of the exit conference feedback, the host of the conference is also able to publish the conference details and recording.
- *Ability to easily rejoin a conference:* If the attendee leaves the conference by accident, he/she can easily rejoin the conference with a single click of a button.
- *Quick Help from the console.* A new Help button lets users open the full online help from the conference console, beginning with a page describing all console features.



## Administrator Features and Enhancements

### Oracle Messenger Included in Administrative Pages

- Message archives are included in the Archive tab available to each registered user.
- Messenger components and statistics appear in usage reports available to administrators.

The Oracle Messenger 10g also provides features to provide administrators with comprehensive message security.

- *Conduct chats over SSL:* Administrators can set up Oracle Messenger so that all messages exchanged use SSL.
- *Strong identity management:* Users can be identified using an LDAP directory.
- *Auditable records for corporate regulations:* Chat messages are archived in the database to enable auditing for corporate governance and regulatory reasons.

### New Properties for Customization of RTC Features

A number of new RTC properties allow administrators to customize RTC features, including:

- *Send the exit poll to a different web page:* An administrator can pass information from the Exit Conference window to another web application, so that hosts interact with a custom application (such as an internal company website) as a conference ends.
- *Chat row can be hidden:* A meeting host can choose to suppress the Chat interface in the Console toolbar at the start of a conference.
- *E-mail notification for archives:* After a conference, the host can send an e-mail notification to all attendees and invited users to inform them of the details of an archived conference.
- *Prompt for recording:* Prompt hosts to record a conference
- *Control access to the desktop:* A new property lets an administrator prevent hosts from allowing guests to interact with their desktop.

### Expanded Online Help for Administrators

Online help is divided into three sets of topics based on the user role an administrator assigns. End-users see only topics for the end-user features, while administrators see topics based on their administrative levels.

#### New Reports

- *Quality of Service report:* Shows statistics about the performance of Real-Time Collaboration services, including key performance metrics, connection attempts, conference join times,

client downloads, network latency, and disconnected clients.

- *Availability report:* Administrators can connect to their own monitoring software from an availability report page.
- *Security report:* Shows information about the number of SSL-secure meetings, key-protected conferences, and meetings held with only authenticated users.
- *Abandoned and Missed conferences report:* A new report under the Archive tab lets users view information about conferences that they scheduled, but did not attend themselves.

#### Administrative Services

- *Support for E1 lines:* The Voice Conversion Server now supports ISDN E1 lines.
- *Purge deleted meetings from the database:* A new PL/SQL package lets administrators purge deleted meetings from the information storage database. See Chapter 6, "Security Considerations for Oracle Real-Time Collaboration" for details.
- *Integrated RTC Administration:* All components of the Real-Time Collaboration system, including Web Conferencing, Oracle RTC Messenger, and Voice and Document servers, can be started, stopped, and administered using the `rtcctl` utility.
- *RTC Administration Integrated with Enterprise Manager:* All components of the Real-Time Collaboration system, including Web Conferencing, Oracle RTC Messenger, and Voice and Document servers, can be started, stopped, and monitored using the Oracle Enterprise Manager Application Server Control for Collaboration Suite.
- *Oracle RTC Messenger alerts:* Two availability tests for the Oracle RTC Messenger components, including the End-to-End IM test, are integrated into the Real-Time Collaboration servlet framework. System administrators can add the servlet into their own monitoring software.

## Developer Features and Enhancements

### Oracle Web Conferencing

Oracle Web Conferencing provides developers with a rich set of system and site properties to enable further customizations for needs specific to a line of business. This enables administrators to tailor features such as the following at the system and at the site level.

- Remove features and modes from the Web conferencing console
- Disable the capability to assign presenter rights to non-authenticated users.
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The benefits of a real-time collaboration solution are closely tied to how that solution is integrated into line of business applications and business processes, to enable users to collaborate with others

within the context of their day-to-day tasks. Oracle Real-Time Collaboration provides Web services, protocol extensions and desktop integrations to allow users to integrate real-time collaboration into applications.

Oracle Real-Time Collaboration 10g provides WSDL-based Web services in the following categories:

- *Authentication Services:* Facilitate authentication and single sign-on to Oracle Real-Time Collaboration.
- *Conference Management Services:* Enable applications to view upcoming conferences; schedule, update, or/delete conferences; start instant conferences; and publish recordings of conferences.
- *Reporting Services:* Get summary and detailed information about conferences and their participants.
- *Presence Services:* Get presence information of users. Apart from Web services, presence information can also be derived using a URL-based interface.

With Real-Time Collaboration 10g, integrations are provided with Microsoft Office to enable users to schedule Web conferences, conduct instant conferences, detect presence information of their contacts and chat with them directly from Microsoft Office applications.

### **Oracle Collaboration Suite 10g**

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 10g, Collaboration Suite provides a wide range of features and enhancements that create end-user delight, enable ease of administration, and provide developers with tools to extend Collaboration Suite and also integrate with other applications.

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

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