

ORACLE WEB CONFERENCING

REAL-TIME COLLABORATION

ENTERPRISE CAPABLE

- One product instead of many
- Integrated rather than isolated
- Comprehensive security
- Real-time performance
- Efficient network bandwidth utilization
- Flexible deployment options including on-premise or hosted

Oracle Web Conferencing brings real-time online collaboration 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 entire enterprise. Oracle Web Conferencing is part of the Oracle Collaboration Suite, an integrated set of collaborative applications built on the scalable Oracle9i software infrastructure.

Real-Time Online Collaboration for the Enterprise

Oracle Web Conferencing is designed and developed to meet the demanding requirements of real-time collaboration across the enterprise, including the blending of real-time online meeting services into enterprise applications, corporate Web sites, portals, and exchanges. These demanding requirements include:

- **Global enterprise capable** – enterprise class platform that allows a single instance to easily be configured to meet the varying requirements of all lines of business
- **Performance** – real-time performance with highly efficient network bandwidth utilization
- **Support for all types of online meetings** – meet the online collaboration requirements across all lines of business for all meeting types.
- **Enterprise context** – integration within the context of the content, commerce, and comprehensive business flows of an enterprise.
- **Flexible deployment options** – hosted or on-premise

Global Enterprise Capable

As an enterprise class platform for real-time collaboration, Oracle Web Conferencing allows an enterprise to deploy a single instance and easily configure that instance to support the varying requirements of all lines of business, including sales, marketing, support, corporate communications, and training. This provides all of the benefits of a single, shared deployment such as consolidated, easily accessible information versus data scattered across numerous point solution products; and lower implementation and operational costs. It also provides individual lines of business the flexibility to configure features, business flows, and preferences to meet their specific requirements. Administration and business-level reporting are available at global and individual line-of-business level.

Performance

The most common user complaint about Web conferencing is the lack of real-time




performance. One of the most common concerns of enterprise IT departments is the network bandwidth requirements of real-time collaboration. Rather than building out dedicated network infrastructure, the Oracle design focuses on delivering exceptional real-time performance through highly efficient utilization of network bandwidth through a patent-pending approach for capturing, adaptively compressing, and efficiently transmitting real-time collaboration data to attendees in an online meeting. Techniques such as packet collapsing allow Oracle Web Conferencing to automatically adapt to attendees connected from 33 KBS to 100s of KBS without adversely impacting performance for other attendees.

The option of on-premise deployment increases network efficiency even more as intranet communications default to TCP with no need to do round trips through the enterprise firewall and proxy servers to an external server using less efficient HTTP.

As a result, Oracle Web Conferencing delivers exceptional real-time performance without requiring dedicated network infrastructure or consuming a lot of enterprise network bandwidth.

Support for All Types of Online Meetings

Oracle Web Conferencing meets the online collaboration requirements across all lines of business for all meeting types.

Meeting Type	Description
	<ul style="list-style-type: none"> Initiated by customer requesting live help on Web store, support, or other site Request can be routed to any expert or interaction center agent based on existing enterprise infrastructure using Oracle Web Conferencing integration services APIs Agent and customer are able to cobrowse based on context of customer’s Web site session, or transition to full desktop sharing Highly collaborative with ability to jointly fill out Web forms
	<ul style="list-style-type: none"> Team, partner, or group meetings that are participative with shared control, joint document creation, review, and editing Real-time performance, ability to support any number of users with presenter role and shared control is critical Any attendee may be involved in dynamically presenting and editing content across all collaboration modes
	<ul style="list-style-type: none"> Online seminars in which one or more presenters makes presentations, usually to a large number of attendees Marketing, education, or other types of online seminars Large corporate communication or other meetings Attendees primarily listen only with interaction through polls, text chat, or selective voice questions

Enterprise Context

The benefits of real-time online collaboration are tightly linked to how well it is integrated within the context of how a company does business. Oracle Web Conferencing Integration Services enables the integration of real-time collaboration into the content, commerce, and comprehensive business flows of any enterprise.

This assures:

- Access to real-time contextual collaboration capabilities as a seamless extension to existing Web sites, enterprise applications, and portals
- Access to, ability to capture, and ability to act on information before, during, and after all types of online meetings
- Automation and efficiency

Oracle Web Conferencing provides a set of Real-Time Collaboration Integration Services APIs that enable enterprise sites or lines of business to blend and tailor real-time collaboration capabilities into the context of existing Web site, application, and portal pages as best meets the needs of each respective site or line of business.

Oracle Web Conferencing Features

Major functional components of Oracle Web Conferencing include:

- Application module – meeting creation, materials management, and archives
- Web Conferencing Console – flexible, real-time online meeting environment
- Administration – system monitoring, reporting, and management

Application Module

The Oracle Web Conferencing application module allows secure access over the public Internet for guests and registered users. Guest attendees can join public meetings and other conferences they have been invited to attend. Registered users can log in to the application from anywhere on the public Internet or corporate intranet.

The screenshot shows the Oracle iMeeting Welcome Page. At the top, there is a navigation bar with 'Public Meetings' and 'New User' buttons. Below this, there is a 'Join Meeting' form with fields for ID, Password, and Name, and a 'Join Meeting' button. To the left, there is a 'Public Meetings' section with a table listing various meetings. The table has columns for Meeting Title, Host Name, Date and Time, Time Zone, Meeting Status, and Join Meeting. The table contains four rows of meeting information.

Meeting Title	Host Name	Date and Time	Time Zone	Meeting Status	Join Meeting
Marketswitch	Sego,Robert	27-Jun-2003 1:00 PM	(-08:00) US Pacific Time	Waiting for host	Join Meeting
Brassring	Leland Diane	27-Jun-2003 2:00 PM	(-08:00) US Pacific Time	Not Started	Join Meeting
APAC.Think.com.Demo	slugocki,lonnie	27-Jun-2003 2:00 PM	(-08:00) US Pacific Time	Not Started	Join Meeting
APAC.Think.com.Demo	slugocki,lonnie	27-Jun-2003 2:30 PM	(-08:00) US Pacific Time	Not Started	Join Meeting
Technology.Wheel	MARTINEZ, RICARDO	30-Jun-2003 2:00 AM	(-08:00) US Pacific Time	Not Started	Join Meeting

Figure 1: Oracle Web Conferencing Welcome Page

Non-registered users can join meetings by clicking an automatically generated link in the e-mail invite, by navigating to the site and joining through the Public Conferences table, or by typing in the conference ID and password in the Join Conference bin.

Registered users can log in to the application from anywhere with access to the public Internet and access all product capabilities including hosting online meetings. Login authentication and single sign-on are provided by Oracle Internet Directory (OiD). For example, a sales person giving a presentation at a customer's office can log in to Web Conferencing through the customer's network connection to the public Internet. Once logged in, the sales person has access to all Web Conferencing features, including stored meeting materials, exactly as if she were connected to Web Conferencing from within her own company's intranet.

Convenient Meeting Creation & Scheduling

Registered users can create instant meetings with a single mouse click. Online meetings can also be scheduled and automatic e-mail invites sent to invited attendees, including non-registered users.

When deployed together with Oracle Calendar, Web Conferencing leverages the advanced scheduling, reminder, attendee availability, and other capabilities of Calendar seamlessly from within the Oracle Calendar Web application client, or from any other client supported by Oracle Calendar such as Microsoft Outlook.

Comprehensive Security

Flexible meeting security is provided to meet the requirements of all types of online meetings.

- SSL encryption of all real-time communication can be enabled at a global, site, individual user or even individual meeting level.
- Flexible conference types are supported and can be configured at the global, site, user or even individual meeting level.

Conference types supported include:

- Regular conferences— guest and registered users may be invited. Any user who is given the meeting ID and password for the meeting is able to join. Optionally, the person scheduling the meeting can choose to publish the meeting to a public Web page.
- Restricted conferences – highly secure meetings that restrict attendance to registered Web Conferencing users on the invited attendee list. Even with the correct meeting ID and password, a user cannot join a restricted meeting until added by the host to the meeting invite list.

Flexible security is also supported for live help requests initiated from a Web storefront, support site, or any other Web site by users requesting live help.

Business rules can be defined that determine what interaction center agents can and cannot do during a Cobrowse session with a customer. For example, agents can be prevented from seeing any sensitive customer information such as credit card

numbers or passwords. Specific actions such as adding items to a Web shopping cart or submitting an order can also be prevented.

Enhanced Efficiency through Meeting Material Management

Registered users can upload and manage meeting materials such as documents, bookmarks, polls, and predefined chat messages. Any type of document from a user's PC can be directly shared and even jointly created or edited with other attendees in the Desktop Sharing mode.

When scheduling online meetings, users can also easily share documents of any type with invited attendees through e-mail invites and pre-conference Web pages. Documents made available before the meeting and shared during the meeting can be published by the host to the Oracle Web Conferencing Archive, where attendees can access them at their convenience. Conferencing hosts can also publish additional documents after the meeting is over through the same meeting archive.

Access to Reporting and Meeting Archives

Meeting Title	Host Name	Date and Time	Meeting ID	Number of Attendees	Play Meeting	Update Publishing Options	Attendee View	Delete
Apps Sales Call	Marylou Ryder	May 17, 2001 09:00am	123892	107				
CRM Sales Call	Marylou Ryder	May 21, 2001 10:00am	123892	115				
Meet w/Recky	James Cahn	May 18, 2001 02:00pm	123892	2				
Meet w/Joe	Marylou Ryder	May 19, 2001 09:00am	123892	1				
Research Findings	Valeria Rios	Jun 03, 2001 01:00pm	123892	29				
Staff Meeting	Johnny Biner	May 18, 2001 04:00pm	123892	9				
Meet w/Recky	James Cahn	May 18, 2001 02:00pm	123892	2				
Meet w/Joe	Marylou Ryder	May 19, 2001 09:00am	123892	1				
Research Findings	Valeria Rios	Jun 03, 2001 01:00pm	123892	29				
Staff Meeting	Johnny Biner	May 18, 2001 04:00pm	123892	9				

Figure 2: Oracle Web Conferencing Archive

Meeting hosts can view summary and detailed reports immediately after a meeting. Reports include information such as:

- Attendees—when they joined the meeting, how long they stayed, and individual responses to meeting polls.
- Conferencing documents—a comprehensive list of all meeting documents, including those made available before the meeting, during the meeting using the Document Presentation mode, and any additional documents published after the meeting.
- Conferencing URLs—a list of all of the Web pages cobrowsed during the meeting.
- Chat transcript—a complete transcript of the chat messages during the meeting.
- Poll results—summary information on responses to polls and details on

individual user responses.

- Conferencing recording with voice and on-screen recordings synchronized and available for on-demand playback from a link or downloadable for disconnected playback.

Conferencing hosts can optionally publish any of the above information to attendees through the archive. Access to conferencing archives is based on the same level of security, including meeting ID and password, as the meeting itself. As a result, the same level of flexibility in terms of securing conferences is applied to post-conference information published through conferencing archives.

Oracle Web Conferencing Console

The console provides a flexible environment for real-time online collaboration.

Feature	Description
Cobrowse	<ul style="list-style-type: none"> • Synchronous browsing of Web pages with a small or a large number of users based on HTML browser sharing • Not a simple Web tour based on desktop sharing
Document Presentation	<ul style="list-style-type: none"> • Select and display documents from Oracle Web Conferencing personal materials repository
Whiteboard	<ul style="list-style-type: none"> • Conference presenters and optionally attendees have access to a rich set of mark up and drawing tools
Desktop Sharing	<ul style="list-style-type: none"> • Presenters can share anything from their Microsoft Windows-based computer with other attendees in real-time • Options include sharing any region, multiple regions, any application, or the entire desktop • Presenters can optionally share control of their PC with any attendee
Voice Streaming	<ul style="list-style-type: none"> • Live listen-only streaming of voice from any telephone or teleconference system through the Web Conferencing Console. • Only software requirement for attendees is the Web Conferencing Console.
Polling	<ul style="list-style-type: none"> • Create instant polls or select user predefined polls • Responses are displayed in real-time • Poll results can be published to all users
Chat	<ul style="list-style-type: none"> • Full group chat, private group chat, or just with the meeting host • Chat options available are completely configurable based on host preferences
Recording & Playback	<ul style="list-style-type: none"> • Recording of voice synchronized with the on-screen data for on-demand playback of the meeting. Recorded conferences are stored securely in the Oracle9i Database for secure and quick archiving and retention
Preferences	<ul style="list-style-type: none"> • Meeting host can set console feature preferences to control individual features, layout and attendee privileges in advance, and easily change them during any conference
Multiple Presenters	<ul style="list-style-type: none"> • Conference host can grant Presenter rights to any number of users in the meeting • Presenter privileges, such as switching between modes and other features, can all be set in advance or during a conference by the host

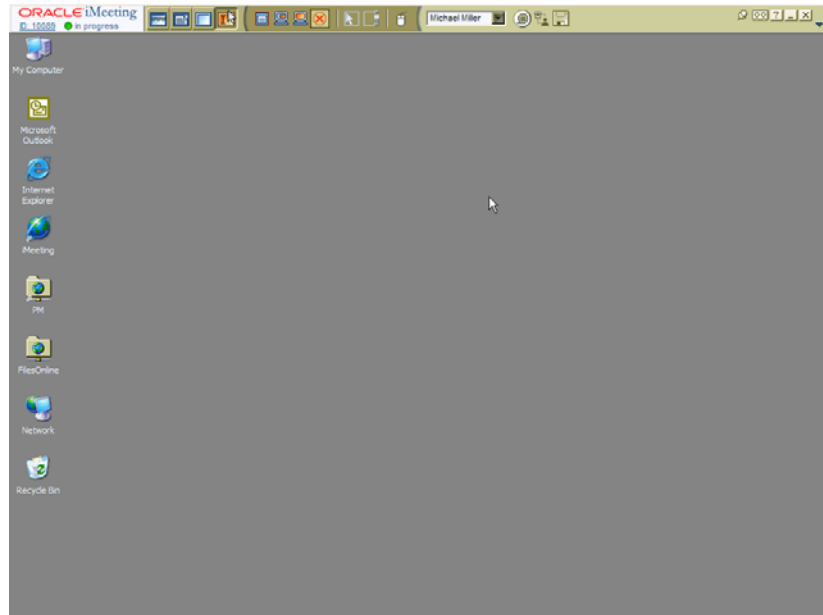


Figure 3: Oracle Web Conferencing Console in Desktop Sharing Mode

Administration

Administrators can optimize system and resource administration through real-time monitoring and administration at a global, site, and individual meeting level. Reporting provides analysis of usage, system performance, utilization, peak loads, and constraints, which allows administrators to cut time spent managing the system.

Differentiators

Oracle Web Conferencing is designed and architected to meet the demanding requirements of the blending of real-time online meeting services into enterprise applications, Web sites, portals, and exchanges.

- **Integrated instead of isolated**
 - ✓ Integration services allow the integration of Web Conferencing within the context of the content, commerce, and comprehensive business flows of an enterprise.
 - ✓ Ability to access, capture, and act on information before, during, and after online meetings
 - ✓ Automation enables efficiency within any organization
- **One product instead of many**
 - ✓ Support for all types of online meetings, including live help, interactive meetings, and Web seminars
 - ✓ Lower cost, easier to manage, and easier to use
- **Comprehensive Security**
 - ✓ Full SSL encryption supported for all real-time communications
- **Performance**
 - ✓ Real-time performance
 - ✓ Efficient network bandwidth utilization
- **Flexible deployment options**
 - ✓ On-premise in your data center
 - ✓ Hosted in a trusted data center

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COLLABORATION FOR
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Oracle Web Conferencing is designed and architected to meet the demanding requirements of the blending of real-time online collaboration services into enterprise applications, Web sites, portals, and exchanges.

- Global enterprise capable
- Real-time performance
- Support for all types of online meetings
- Enterprise context
- Flexible deployment options including hosted and on-premise

**RELATED PRODUCTS
AND SERVICES:**

Oracle Web Conferencing is part of the Oracle Collaboration Suite, an integrated set of applications that are engineered to work together. Other Collaboration Suite components are:

- Oracle Mail
- Oracle Calendar
- Oracle Files
- Oracle Mobile
- Oracle Ultra Search

Oracle Collaboration Suite

Oracle Collaboration Suite is the industry's first integrated collaboration offering for simplifying communications and consolidating content on a secure, reliable, and scalable platform, allowing customers to substantially reduce their total cost of ownership. The client-independent approach offered by Oracle Collaboration Suite offer significant individual productivity enhancements. Based on open standards, Oracle Collaboration Suite allows customers the opportunity to leverage their investment in Oracle infrastructure to deliver an enterprise-class solution for real-time collaboration, messaging, and file server consolidation.