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REAL USER EXPERIENCE INSIGHT

ORACLE® 11g
ENTERPRISE MANAGER

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.
THIS IS ACCOMPLISHED BY EARLY WARNING ON KEY ISSUES, FULL SESSION REPLAY AND INTEGRATED PROBLEM DIAGNOSTICS.

REAL USER MONITORING
- Customizable dashboards
- User session diagnostics
- Full session replay
- Business transaction tracking
- Impact analysis
- Geographic visualization
- Identify large resource users

SYNTHETIC USER MONITORING
- Automatic recognition of Enterprise Manger synthetic user scripts
- Historic metric collection and KPI reporting
- Compare synthetic user performance with perceived real user performance

APPLICATION PERFORMANCE MONITORING
- Integrated problem diagnostics
- Accelerators for Siebel, Oracle E-Business Suite (including Oracle Forms), PeopleSoft and JD Edwards EnterpriseOne

Oracle Real User Experience Insight enables enterprises to maximize the value of their business-critical applications by delivering insight into real end-user experiences. It integrates performance and usage analysis into a single offering, enabling business and IT stakeholders to develop a shared understanding of their application users' experience.

Oracle Real User Experience Insight (RUEI) uses state-of-the-art technology for data collection, which does not require any modification, changes, or instrumentation of the applications monitored. Its passive monitoring approach allows enterprises to deploy in production, without requiring costly test/QA environment validations.

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 from lost revenue from frustrated users, lower employee productivity and possibly even higher call center volumes 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 Top-Down Application Management, can help meet these challenges.

Monitoring Real End User Experience

Oracle Real User Experience Insight collects, processes, and presents every detail of your end user experience. By capturing the initial user request and tracking it through all responses, you are able to take a new approach to application performance management. It combines monitoring of actual user request with the monitoring of synthetic user requests. Reports and KPI calculation can be split out to validate how the performance experience of real users holds up compared to the scripted users (synthetic users) in your environment.

Accelerators for Oracle Applications

Oracle Real User Experience Insight has Accelerators for Oracle E-Business Suite (including Oracle Forms), Siebel, PeopleSoft, FLEXCUBE and JD Edwards EnterpriseOne. An Accelerator 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 a result, Siebel modules are reported in terms of views, screens and methods, and Oracle E-Business Suite is reported in terms of Formnames, Formblocks, framework, and module name, for example.

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- Support for user tracking in Single Sign-On environments
- Support for custom/generic Web applications and Web services based on XML-SOAP.
- Default recognition and support for Weblogic Portal and ADF built applications

SERVICE LEVEL MANAGEMENT

- Thresholds
- Alert notification
- Metric history
- Service level objectives per user group and/or business process
- Service level reports

USAGE ANALYTICS

- Customizable dashboards per application, user group segmented
- KPI to data store correlation analyses
- OLAP-based reporting
- Full detail drill-down analysis
- Transaction abandonment analysis
- User group segmentation
- Custom segmentation
- Data warehouse integration

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 are contributing to the overall response time.

Oracle Real User Experience Insight provides an extensive set of dashboard creation features. Dashboards can be pre-built by administrators and presented to specific user groups. Any dashboard can be completely customized to show data from a single application. Access to information stored in the integrated BI data store can be assigned per user /application combination. This ensures a central monitoring solution for the entire organization.
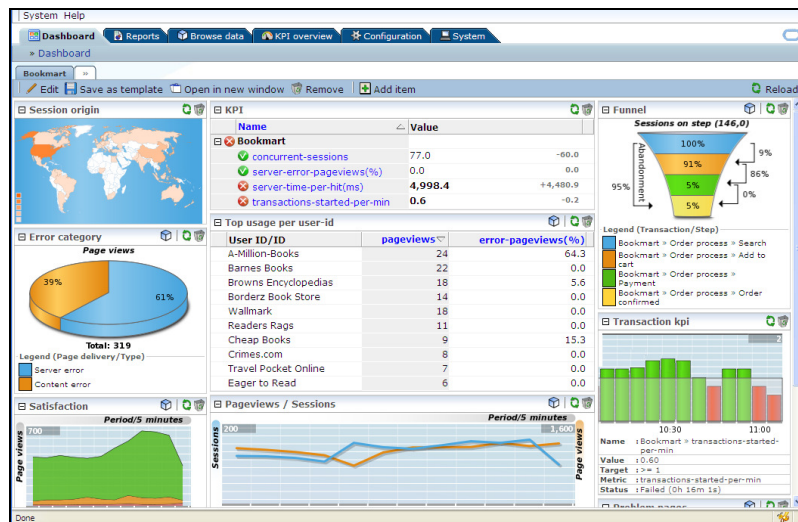

Figure 1: Example application oriented dashboard.

Full Session 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 reproduction.

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Real User Experience Insight can be deployed as a "stand-alone" solution within the infrastructure. The following Oracle Enterprise Manager products can be used with Real User Experience Insight to achieve integrated, end-to-end management for the complete application environment:

- Oracle Enterprise Manager 11g Grid Control
- Oracle Application Management Suite for Siebel, PeopleSoft, Oracle E-Business Suite and JD Edwards EnterpriseOne
- Oracle Management Pack SOA Enterprise Edition
- Oracle Management Pack for WebLogic Server Enterprise edition
- Oracle Application Testing Suite
- Oracle Business Intelligence Publisher

RELATED SERVICES

The following services are available from Oracle Expert Services:

- Real User Experience Insight Quick start
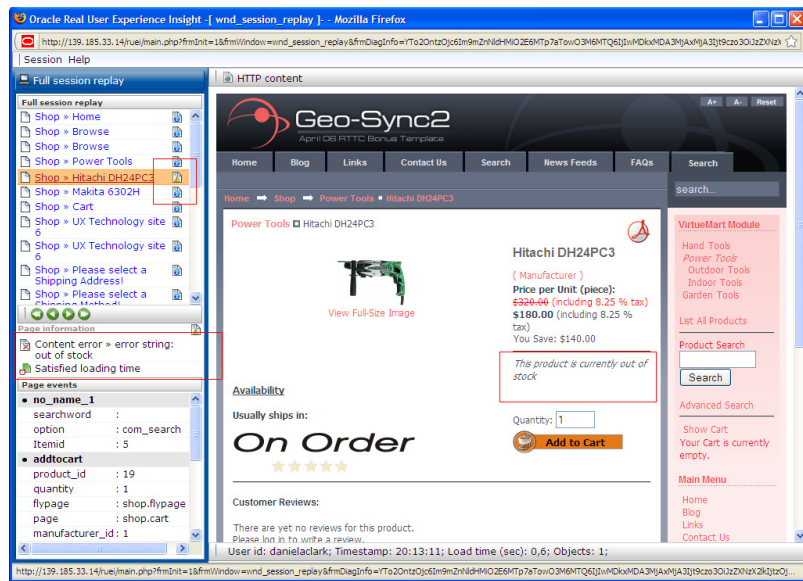
Figure 2: Replay on an entire user's session

Integrated Problem Diagnostics

Oracle Real User Experience Insight shortens the time needed to identify and fix problems, as you are able to quickly exclude insignificant problem areas, and zoom in on the critical ones. Once such a problem area is identified, Oracle Real User Experience Insight provides integrated diagnostic flows directly into the Enterprise Managers interface, while keeping the context of the identified problem and timeframe. This helps the administrators retrace specific user sessions and verify any user problem, simplifying problem reproduction.

Contact Us

For more information about Oracle Real User Experience Insight, please visit

http://www.oracle.com/technology/products/oem/prod_focus/realuserexperienceinsight.html
or call +1.800.ORACLE1 to speak to an Oracle representative.

Oracle is committed to developing practices and products that help protect the environment

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