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Oracle Knowledge Implementation Guide for Knowledge Centered Support

Oracle Knowledge v8.6 guide for KCS v5

ORACLE WHITE PAPER | NOVEMBER 2015

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Introduction

Alexander the Great set foot on dry land in Persia with an aim to conquer the kingdom. No sooner he landed than he commanded to his sailors, “Burn the boats”. A pretty bold decision and historians have squabbled over the wisdom of this decision, but few will squabble over the message; key ingredient for success is “commitment”. Key to the success of KCS in any organization is commitment to the procedures and philosophy of KCS.

The Consortium for Service Innovation (CSI) has developed a KCS verification program, which is a formal process for assessing vendor tools and verifying their ability to support KCS practices. Oracle Knowledge v8.4 has been KCS verified for KCS v4 for many years and recently its latest version 8.6 has become verified for KCS v5. This guide describes how to implement KCS v5 using Oracle Knowledge.

Each section of this implementation guide corresponds to a KCS principal that requires extra configuration in the Oracle Knowledge product. For more information on the KCS practice itself, please refer to the KCS Practices Guide (http://library.serviceinnovation.org/KCS_Practices_Guide). For easy reference, most sections of this guide also describe the specific practice and technique in the KCS practices guide.

The following sections in this document will guide a KM leader in an organization to help implement Knowledge Centered Support services using Oracle Knowledge Management. For a general installation of Oracle Knowledge, please refer to the Oracle Knowledge Installation and Configuration Guide (http://docs.oracle.com/cd/E38113_03/ok_8.6_install_gd.pdf).

Welcome to Oracle Knowledge - Overview

Oracle Knowledge is a full featured, industrial strength Knowledge Management platform which when integrated with an incident management system, such as Oracle Service Cloud provides an end to end solution for customer service. This platform is an integrated set of knowledge management capabilities including advanced natural language processing search, flexible authoring/publishing, rich analytics, guided knowledge and customizable self-service and agent facing knowledge applications. Oracle Knowledge is built on a highly scalable J2EE architecture, and is compatible with Oracle technologies including the Oracle Database, WebLogic, Oracle Data Integrator and Oracle Business Intelligence.

Oracle knowledge is comprised of four main logical components

- Authoring
- Search
- Applications and Integration
- Analytics

Knowledge Authoring

Agents, subject matter experts (SMEs), customers, and partners are all valuable sources of knowledge. Oracle KM provides a variety of ways for the stakeholders to add to the knowledge base. They can create and manage content by:

- Creating knowledge articles using our web based rich text editor
- Collaborate on the content with others by providing feedback and engaging in discussions
- Manage lifecycle of the articles including workflows and versioning
- Create a secure way to share the knowledge with others

These capabilities improve self-service rates, while expanding the knowledge base and the user community

Intelligent Search

The Oracle Knowledge search engine is truly unique in its ability to provide meaningful answers to questions and enhance the customer experience, relative to other KM search options. Oracle KM search is more than a very capable search engine; it is a mature semantic search platform, built on a fundamental understanding of language, leveraging automatic language detection with Natural Language Search in 36 languages.

- Multi lingual Semantic search and language dictionaries for wide usage and geographic coverage
- Fine grained control over search results with, Intents and Search Tuning
- Federated Search
- Out of the box Industry ontologies for high tech, telecommunications, insurance, finance and automotive

Its vast capabilities are designed to operate with high efficiency, performance, and scale and thus provide high value.

Applications and Integration

Web self service is a key component of most successful companies. The Oracle Knowledge Self Service (InfoCenter) application provides an effective portal for customers and employees, offering integrated browse and search functionality. InfoCenter is bundled with ready to deploy knowledge widgets. Oracle Knowledge also provides a rich set of APIs in multiple languages for custom codes and integration. A key aspect of service is an ability to integrate knowledge and incident systems. Oracle Knowledge provides a tool, iConnect to facilitate this integration. Oracle knowledge also includes a very powerful guidance system (AnswerFlow) which uses decision trees for enhancing a customer's ability to get a clear and prescriptive answer to their question. This set of robust tools, allow organizations to:

- Provide superior web self service
- Integrate critical systems such as incident management systems, CRMs to provide superior service
- Provide custom built widgets to suit customers' special needs
- Provide service across multiple channels for a seamless experience
- Make service global, personal, engaging and 24x7

Knowledge Analytics

Finally, an enterprise cannot manage its assets very well if it does not have complete understanding of how they are being used. Oracle Knowledge Analytics offers a highly scalable analytics architecture, which provides critical insight into knowledge performance and operational efficiency. With this, questions like the ones below are answered accurately and in a timely manner:

- Are the customers finding answers to their questions across all channels
- What knowledge content pieces are being used and what are not
- Is the knowledge base adequately stocked to answer all types of questions and is it up to date
- How has it impacted the service
- What questions are customers commonly asking

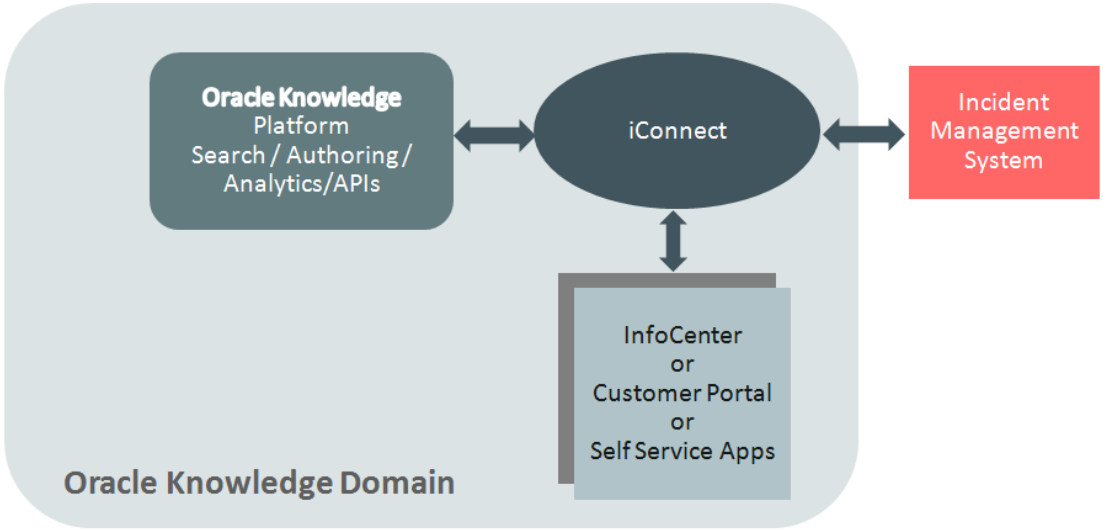
Oracle Knowledge Analytics provides relevant insights into knowledge effectiveness at-a-glance, helping organizations to reduce operational costs, increase employee productivity, and strengthen customer relationships. With the configurable custom KPI wizard, for creating KPI with thresholds and triggers, organizations can increase the efficiency of authoring content, increase answer relevancy and improve the overall insight of knowledge activity.

Oracle Knowledge Component Architecture

Oracle Knowledge is an incident agnostic platform that integrates with other incident management systems or Customer Relationship managements systems such as Oracle Service Cloud, and Siebel. It provides three architectural blocks of service components:

- Knowledge Management platform including APIs
- Reference self service implementation apps and widgets
- Integration component, iConnect.

For our own verification with Consortium of Service Innovation, we used the architecture below to validate our software. The CRM shown in this guide is Oracle Service Cloud.



All of the KCS practice elements and scenarios can be created by the components in the architecture. The following sections discuss solutions to several of the key KCS practices.

Planning the Implementation

In planning the KCS implementation of Oracle Knowledge, several very important considerations are needed. “Plan the work and work the plan” strategy helps a lot in an effective implementation. KCS adoption guide describes very detailed steps that are very helpful. The considerations listed below are some of the most important ones to consider.

What are the channels through which the customers will access the knowledge base?

Knowing the channels such as web self service, call center agents, partner channels, emails, chats and others will help plan the view end points, access types, limitations in channel for delivery, security and therefore, effectiveness of the service.

What knowledge article types are needed for effective service?

An organizations knowledge articles depend on its industry. For instance an automotive industry articles may revolve around manuals and wiring diagrams where as an insurance company’s articles may be plan specifications

or tables of cash value per plan. The main idea in this to know the templates for knowledge articles in advance. These templates will make implementation easier and more successful.

How to measure quality of a knowledge article?

Making a quality article takes domain knowledge; identify value statements, understanding customer pain points and clarity of statements among others. It is very important that an enterprise creates a checklist of the aspects that make up a high quality article. KCS practices guide and adoption guide provides such templates.

What are the different types of roles of users?

Users are typically varied by job function or usage patterns. Roles such as self service users, partners, agents, supervisors are common. Identify the different roles and create functional engagement points to facilitate access, review and approval processes.

Who can access what?

Access is quite often determined by the roles of the users, but can also be more fine-grained. You may have resource level access such as one's ability to make recommendations, post to the forums, make changes to a document, access the document for reading and so on. It may depend upon the status of the user such as Silver, Gold or Platinum users. Getting a list of such access privileges will assist in mapping a role to a privilege.

What is the life cycle of a knowledge article?

Keeping knowledge freshness and current is critical for a service organization to be successful. To do this, an organization must understand the life cycle of knowledge articles. Typical life cycle of an article will involve states such as draft, review, published, expired, and effective date. Each organization has to craft these based on their internal processes.

What are the different categories and products?

Most often a search query is tied to a particular product that a customer has either purchased or is interested in knowing more about. Knowing the different categories and products and associating an article with those is an extremely useful practice which will result in better user experience. In Oracle Knowledge, this association is deep including segmented reporting.

What geographies and languages does the service domain span?

We all have heard of stories about words that are used in one's homeland that have very different meanings in other parts of the world. Advertising campaigns have even failed because they did not take cultures and languages into account. Understanding languages, cultures and geographies is critical to success. The Oracle Knowledge platform understands 36 different languages semantically, which means that search queries in those languages are treated in its natural meanings and results returned based on that. From a planning standpoint, an organization must be aware of its geographic reach and must create a list of items of which it has to be aware.

Is there community involvement in improving the knowledge base?

Understanding the reach and influence of a customer community can help lower the cost of service and enhance the customer experience. However, it is not without its risk, therefore an organization must have a clear policy on how it involves the customer community in the service conversation. Since the advent of social media, most companies have taken an increasingly active role in engaging with their community. Know the outreach channels, and communicate with channel owners.

Are there multiple knowledge sources in the enterprise?

Federated search is a powerful concept which can display knowledge in one single interface regardless of where it is located. Such efforts enhance the agent's ability to resolve an issue and increase cross promotion and up-sell. It

has a direct advantage to the top line and an impact on the bottom line due to good service rendered. So, identifying the sources of information and its structure is important in planning and subsequently in decided what content should be crawled.

Are there unique terms, synonyms and other nomenclature that are specific to the industry?

Lastly, in the specialized world in which customers and organizations live, words have special and different meanings much like languages. Create a glossary of such terms and ensure that they are part of the search intents and tuning.

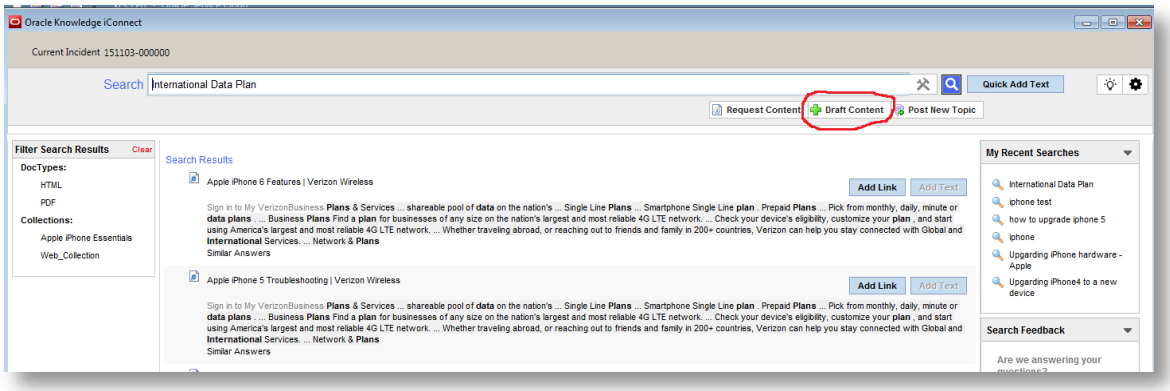
Capture in the moment: Creating Articles

"Rather than being documented after the fact, KCS articles are created as part of the problem-solving process…"

Practice 1: Capture – Technique 1: Capture Knowledge in the Moment it Becomes Explicit

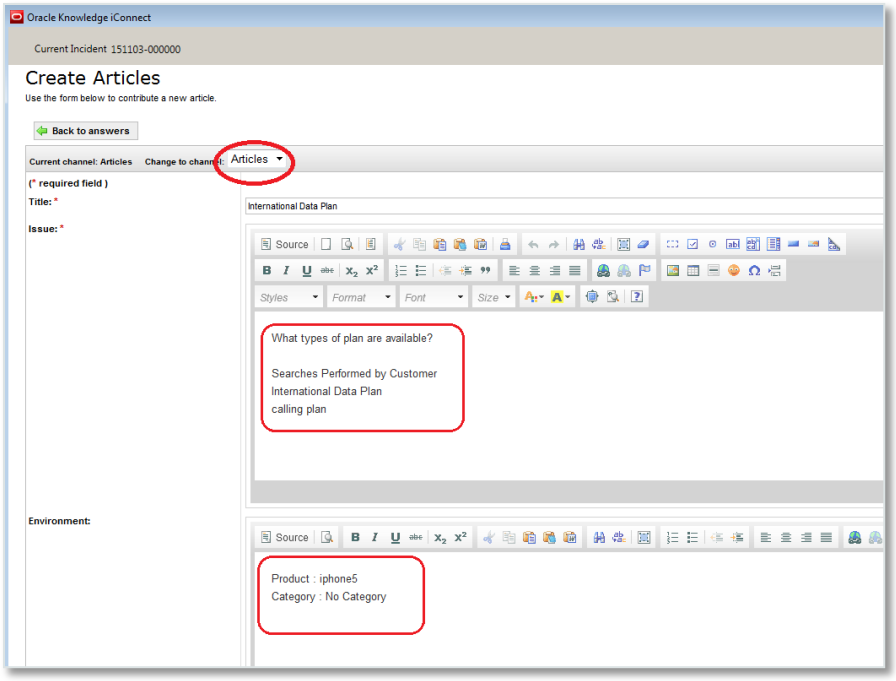
As part of the solve loop process in the KCS methodology, facilitates an efficient method for capturing the customer issues. The idea behind this methodology is that it is best to create a knowledge article in the context of the customer, while the conversation between customer and agent is in progress. This practice brings more clarity to the question the customer is asking and its subsequent resolution. Additionally, creating a knowledge article at the same time as investigating a support incident allows the support agent to document their progress so other agents can bootstrap troubleshooting similar incidents even if the first incident hasn't been resolved.

In the Oracle Knowledge iConnect integration product, a feature called "Draft Content" enables the agent to create the article during the conversation with the customer. In image 1 immediately below, the feature is highlighted.



1: Creating content in the context of a case or incident

Once the agent clicks the "Draft Content" button, a tool to create the article will appear. In this tool, in a seamless manner, the search query terms the customer performed along with the articles previously viewed are shown to the agent and embedded in the article for creating a better responsive article. The agent can also choose the template of the article based on the conversation with the customer. Image 2 below, shows the creation of an article.



2: Creating an article with a template from agent context

In order to ensure that the right article template appears, careful configuration of the iConnect is needed. An article type of that nature should exist prior to such configuration. Information Manger documentation will provide the needed resource help to create a template and the iConnect documentation will provide the steps necessary to configure the template(s) for draft content creation. If there are multiple templates, a drop down list will appear for convenience.

Capture Customer's Context: Integration with Web Portals and Online Processes

"Context is as important as content!"

Practice 1: Capture – Technique 2: Capture the Customer's Context

One of the most fundamental KCS practices is capturing knowledge in the context of the problem. Capturing the context of the problem improves findability and helps the customer related to the knowledge article.

The first step is to ensure that when a customer searches the knowledgebase, the tool captures the right information and presents an opportunity to answer the question and note whether the customer proceeded to create an incident or left the site happy that their question is answered. The second scenario presents an opportunity for "deflection" and has to be recorded for reporting purposes. In the case the customer has reviewed several articles but apparently their concern was still not resolved, so they submit an incident. To ensure that the customer does not have to repeat the information, the tool collects the customers search data so that support agents can use that information to better understand the context of the customer's inquiry. In the world of iConnect, an integration of this nature is feasible using our APIs. Below is a screen shot of the process / tool called "Smart Assistant" used in a portal that captures this use case described below.

1. Customer clicks “Ask a Question” tab on the portal and takes time to enter search and product information along with the subject of the search as seen in image 1
2. The customer then proceeds to view the articles returned as can be seen in image 2
3. The customer after viewing a few articles proceeds to create an incident by clicking “Finish submitting a question” button, which prompts a smooth integration to the incident management system. The customer will get a notification of the incident number.
4. The service agent will see an incident and will also see that the customer has already viewed some articles and will know the searches performed by the customer. (Image 3)

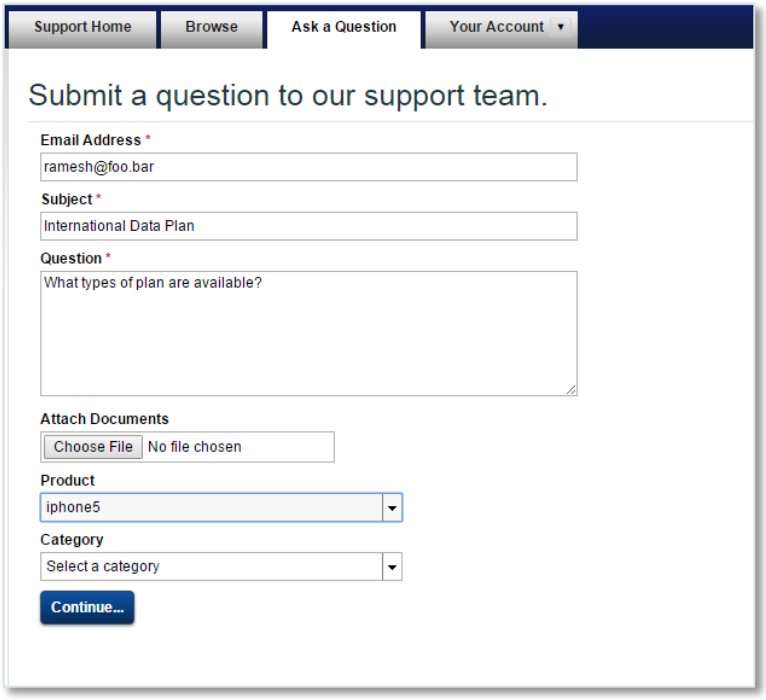


Image 1: Customer entry

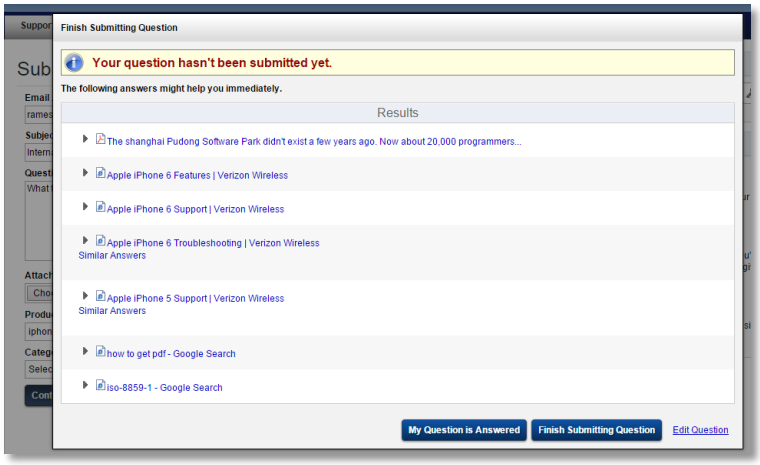


Image 2: Articles shown for review

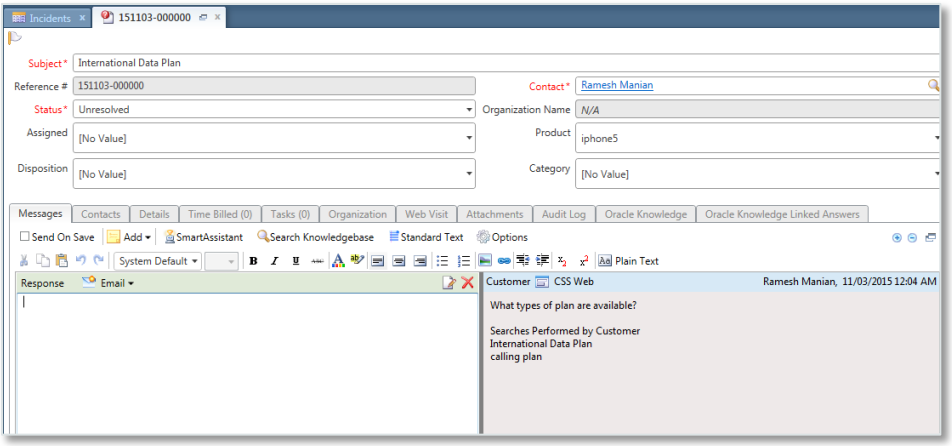


Image 3: Case View

This simple integration with the incident management system will greatly enhance customer experience and simplify errors in the process.

KCS Article Structure: Utilize Simple Templates

"A little bit of structure helps readability."

Practice 2: Structure – Technique 1: Utilize Simple Templates

KCS stresses the use of templates as opposed to free style capture of context and issues; this is designed primarily to reduce errors and improve readability. Many organizations create common templates such as Article, FAQ, Manual, Spec or similar ones. Templates should be simple and contain only essential elements. For instance, a typical knowledge "Article" may contain Issue, Environment, Resolution, Cause and Feedback. In fact, KCS verification mandates that these fields are present in at-least one of the templates.

In Oracle knowledge, it is very easy to create a template such as the one described. The image below show one of the articles in that template and the schema of the template.

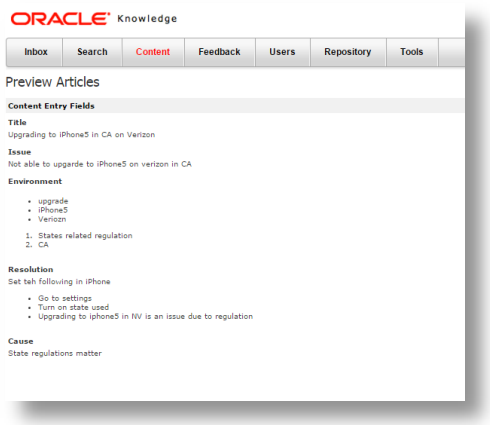


Image: A simple Article template

Templates in Oracle Knowledge are called “Channels”. A channel can be created in InfoManager (IM), the authoring environment. To create a template like the one above,

1. Go the IM console and click on the Repository tab and you will see channels on the left nav panel
2. Click “Add” under the channel heading and you will be prompted with a detailed menu of items with which you can create a channel with workflow, privileges and much more. Please refer to the IM guide for more details on this. You can name this channel “Article”
3. Once a channel is created and when you click on the channel, you will see a screen in which you can click on “Schema” which will let you define the fields and its type.
4. Proceed to add the five fields (Title, Issue, Environment, Resolution and Comments) with appropriate types such as Text Field, Rich Text Area etc. It is that simple. Click done and you have a template.
5. The templates or channels will now be found in the “Content” tab. You can add a new “Article” by clicking “Add” under the Article channel.

Image of a channel definition is below.

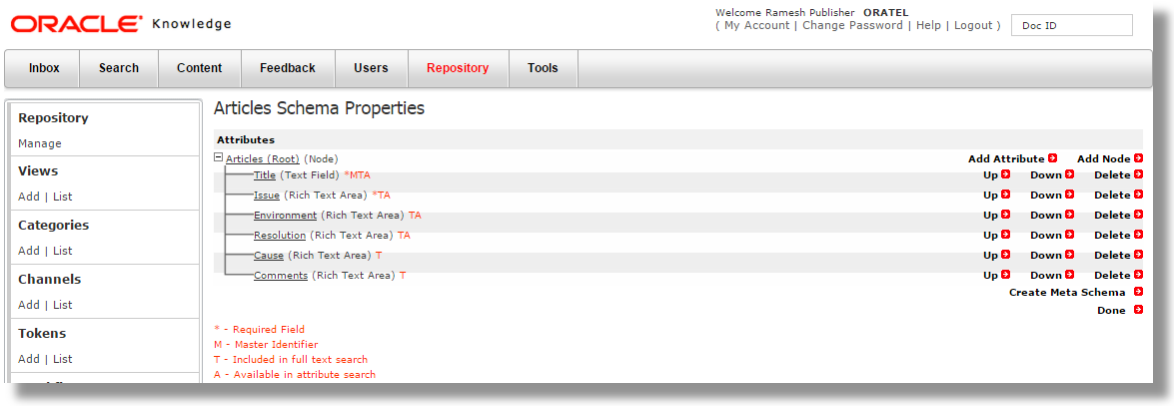


Image: Channel schema definition

KCS Article Structure: Complete thoughts, not complete sentences

KCS encourages its users to comprehend the user situations and relate in a concise manner in the article. This practice is called “Complete thoughts, not complete sentences”. To facilitate this, the text editor must allow bulleted lists. While most editors including ours might allow this, as an implementation principle, it is worth noting the value this technique brings to the quality of an article. It makes for a very easy read.

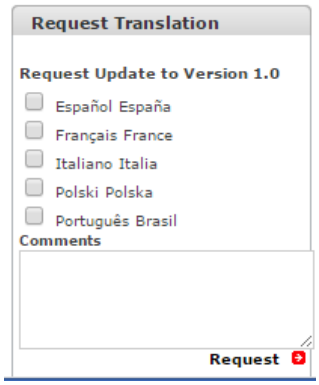
Content Health: Global Support Considerations

This is a key aspect of Oracle Knowledge. Our support for global reach is pervasive. In all the modules of the software, you will find functions and features that support global reach. Some of them are

- Languages; 36 languages are supported and you will find the list in our documentation.
- Locales; in addition to languages, the software supports locales such as en_us, en_uk, fr_ca, fr_fr etc.
- Translation tasks; translation requests can be routed to the native speakers as tasks in IM

- The article can be created in any of the supported languages as a master content
- Users can be configured with any of the supported languages
- Language dictionaries are available out of the box

Chapter 10 of the authoring admin guide will take you through how to set up for multi-lingual support. The images below will show some key screen that will be useful in understanding multi-lingual support. The image here shows the panel where translation requests can be made as a simple example of support for global considerations. This is part of the article view screen in Information Manager.

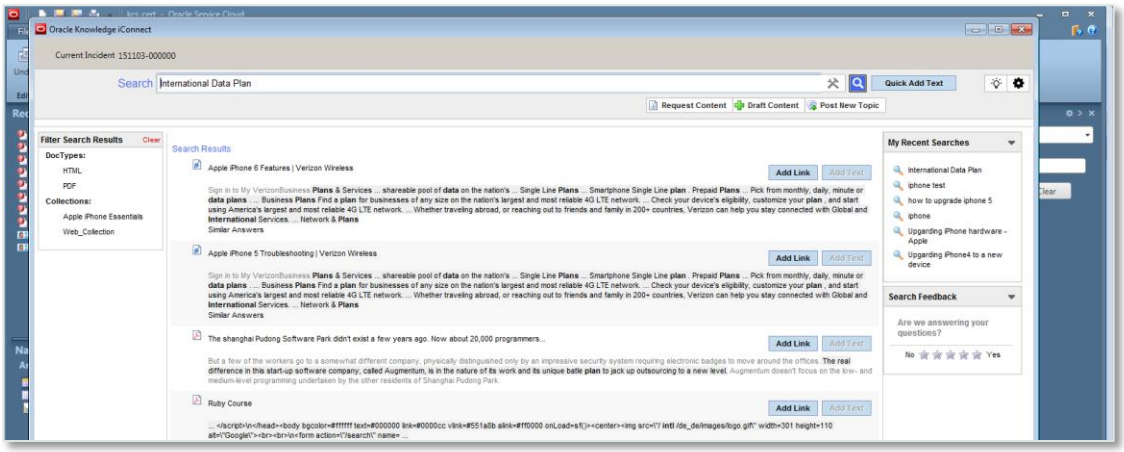


Reuse: Linking

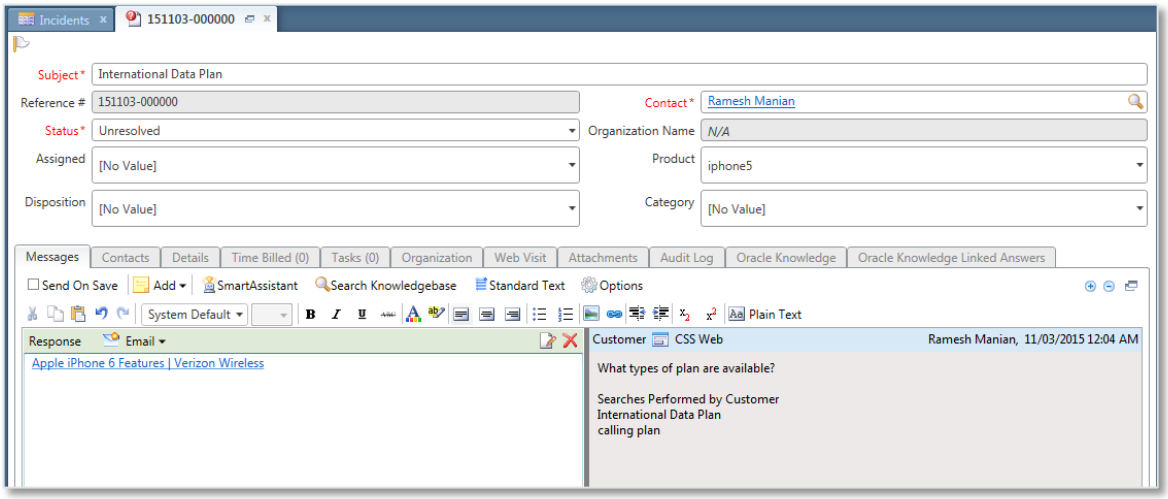
An article is considered useful or good only when it is used or in the KCS parlance, “Reused”. Articles are considered “reused” when they are linked to cases or when they are cited by other articles as a reference. In Oracle Knowledge, articles can be linked to support cases either at the CRM level when it is integrated with Knowledge or it can be linked in the knowledge management authoring module.

To link an article to a case at the CRM level, or in our implementation discussed here, to Oracle Service Cloud, you will need to ensure that you have iConnect software. This software will integrate the CRM and Oracle Knowledge. Once integrated, an agent will be able to link an article with the following steps.

1. Open the incident and review the knowledge base by clicking on “Invoke Knowledge” button in the ribbon bar of Agent Desktop (Oracle Service Cloud.) This will bring up a list of answers as shown below.

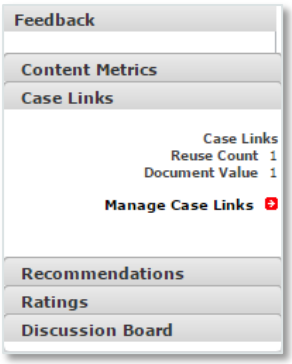


2. Click on “Add link” button to the right of each article to link that article to the case at hand. This will create a relationship between the article and the case. This relationship will be visible in Information Manager when the article is viewed. This can also be made visible in InfoCenter when the article is viewed. The figure below show the article linked in the case notes.



The underlined text in the Response column of the screen shows the article linked. If the link is clicked, the agent will be taken to the article view screen.

3. Linking is also represented in the article view in Information Manager in the accordion panel to the right of the article under the feedback tab. Inside the feedback tab is another tab labeled “Case Links”. From inside the tab, you can view cases linked or create new links by clicking on “Manage Case Links”.

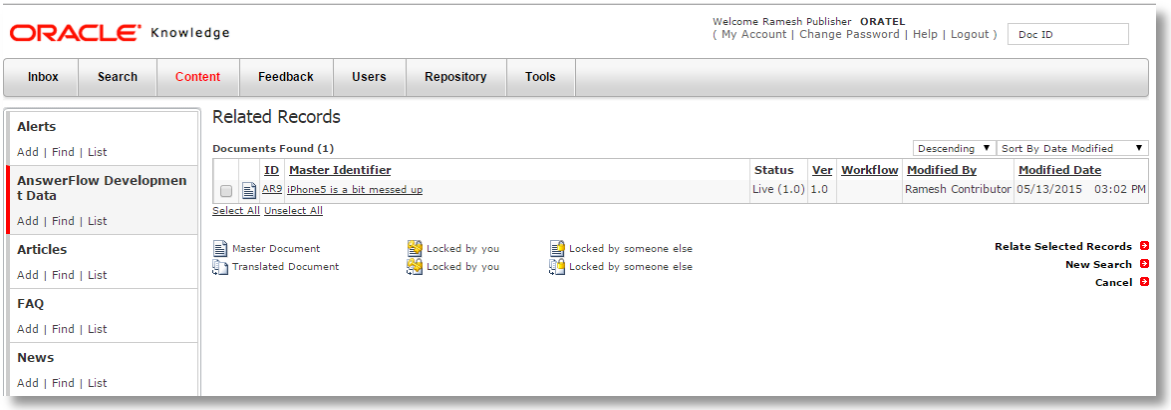


Reuse: Citations - Referencing and Linking to Other Information Sources

Another very common KCS practice is to refer one article from another. This often is an indicator of the quality of the article as well. From within IM to relating one article to another, it is done by:

1. Clicking on the article by going to the appropriate channel and looking for the article and opening the article
2. On the right side accordion panel, click on the tab titled “Info”
3. Inside “Info” tab, click on the “Add Related Content” and search for the content by article ID if it is known or by other keywords.

4. Select the article(s) from the list and click on “Relate Selected Records” see image below for reference.



Flag It or Fix It: Article Feedback

“Flag It – if we are not licensed or confident, we should add comments to the article…
Fix it – modify an existing KCS article if we are licensed and confident.”

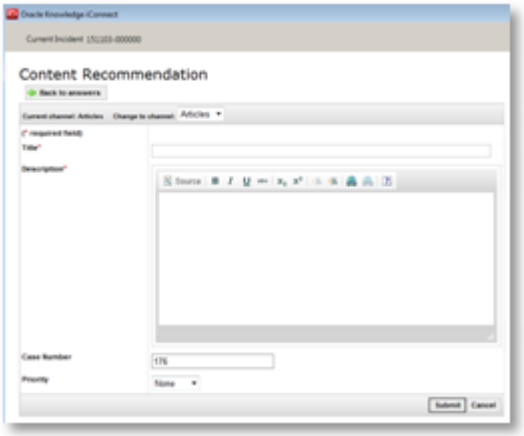
Practice 4: Improve – Technique 2: Flag It or Fix It

Once a knowledge base answer has been created, it’s important to continue to review and update answers. Feedback for answers can come from internal sources like support agents or external sources, namely customers.

Internal Feedback and Recommendation

Let us view how internal feedback is provided in Oracle Knowledge. Internal content recommendation can be initiated from with in IM, or from iConnect.

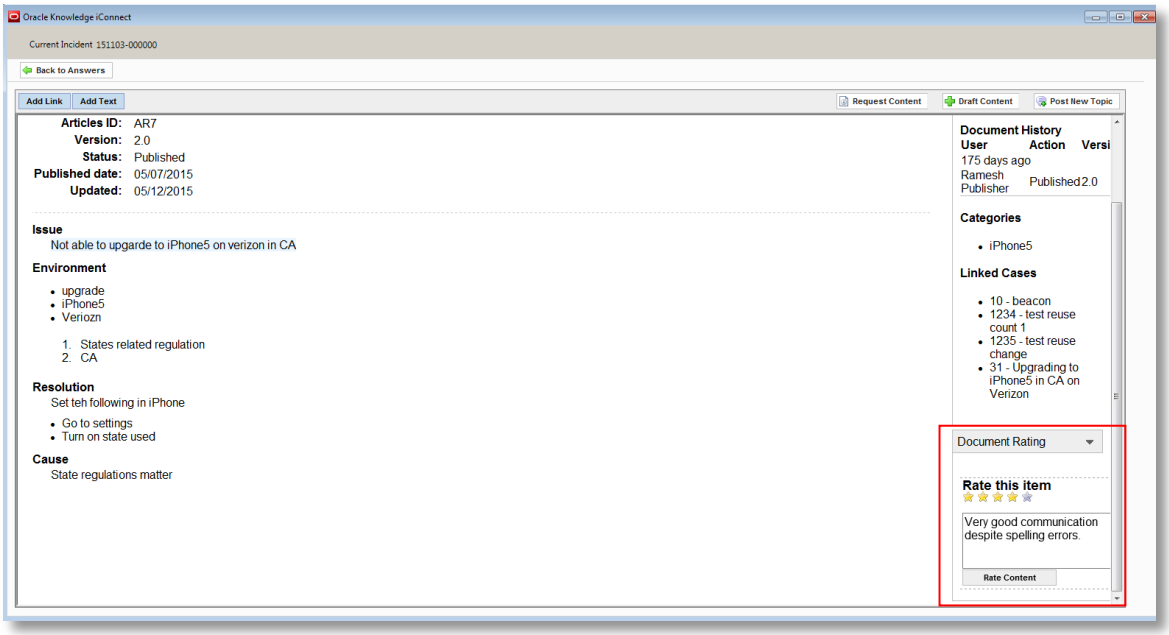
1. When an agent is working on an incident, he can “invoke Knowledge” and click on the “Request Content” link at the top right of the iConnect screen.
2. This will bring up an editor screen where the agent can create a recommendation. Note that the case number field will be prefilled. The agent then submits the recommendation, which will flow to the inbox of authoring team members.



Another way to set up recommendations is from within IM.

1. An agent or a contributor could be viewing an article and wants to recommend content related to the article by clicking on the feedback tab in the accordion grouped tabs
2. Clicking on the “Recommendations” tab will enable the agent to click on “Add Recommendation” which will get the agent to an editor screen for submitting the recommendation. Existing recommendations if any will be visible in the panel.

Another very useful form of feedback is article rating and comments. From within iConnect, in a manner similar to the one described above, an agent can view an article, rate it, and provide text feedback. See the image below.



Document rating can be done from within IM by clicking on the “Ratings” tab inside the accordion tabs on the right.

Customer Feedback and Recommendation

Customers can provide content recommendation and document rating and feedback as well. KCS emphasizes this aspect in its verification process. In Oracle Knowledge, customers (web users) can provide content recommendation from the Info Center web self service portal. To enable content recommendation, the user must be logged in. When the user logs in and views an article, more options will emerge just below the title of the article. One such option will be “Recommend Change”.

A new page with an editor for creating and submitting the recommendation will follow when the “Recommend Change” button is clicked.

Note: In Oracle Knowledge document rating can be a star based rating in addition to the feedback comment. They are configured in the channel and they can range from one star to five star rating.

Content Health: KCS Article Life Cycle - Workflow

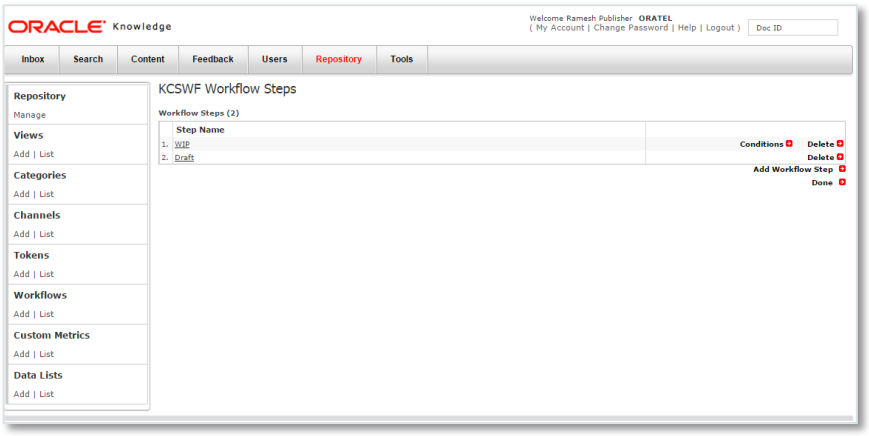
“Article states…help us manage visibility of articles so the right people are seeing the right things.”

Practice 5: Content Health – Technique 2: KCS Article Life Cycle

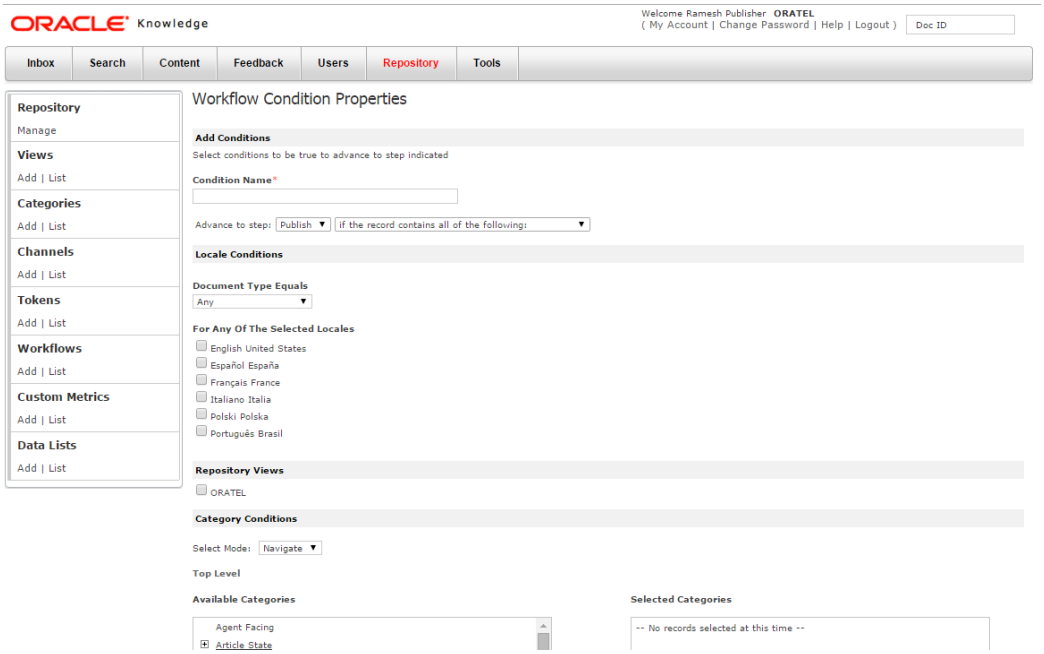
Workflows provide a process for maintaining content quality in a knowledge organization. Workflows are configured in the Repository section of IM. Workflow consists of steps that can be configured within IM. A typical KCS workflow will have steps like Draft, WIP, Approved and Published. They represent the state of an article in its life cycle.

In Oracle Knowledge, these workflows are created for each channel. One channel can have only workflow. A workflow step may have detailed conditions, such as locale conditions, category conditions, etc. To create a workflow:

1. Click on the repository and click on “Add” under the Workflow section on the left navigation panel
2. Name a workflow and click on the “Steps” button corresponding to the workflow just created
3. This will let you add “Steps” to the workflow and further, conditions for the steps. The images below show the workflow steps and conditions screen.



The conditions screen below is a detailed screen.



4. The workflow also details approvers and their required privileges
5. The workflow can be configured to automatically publish the article when the flow ends

When a document enters a workflow, the system can be configured to send an email to the approver.

KCS Roles: Roles and User groups

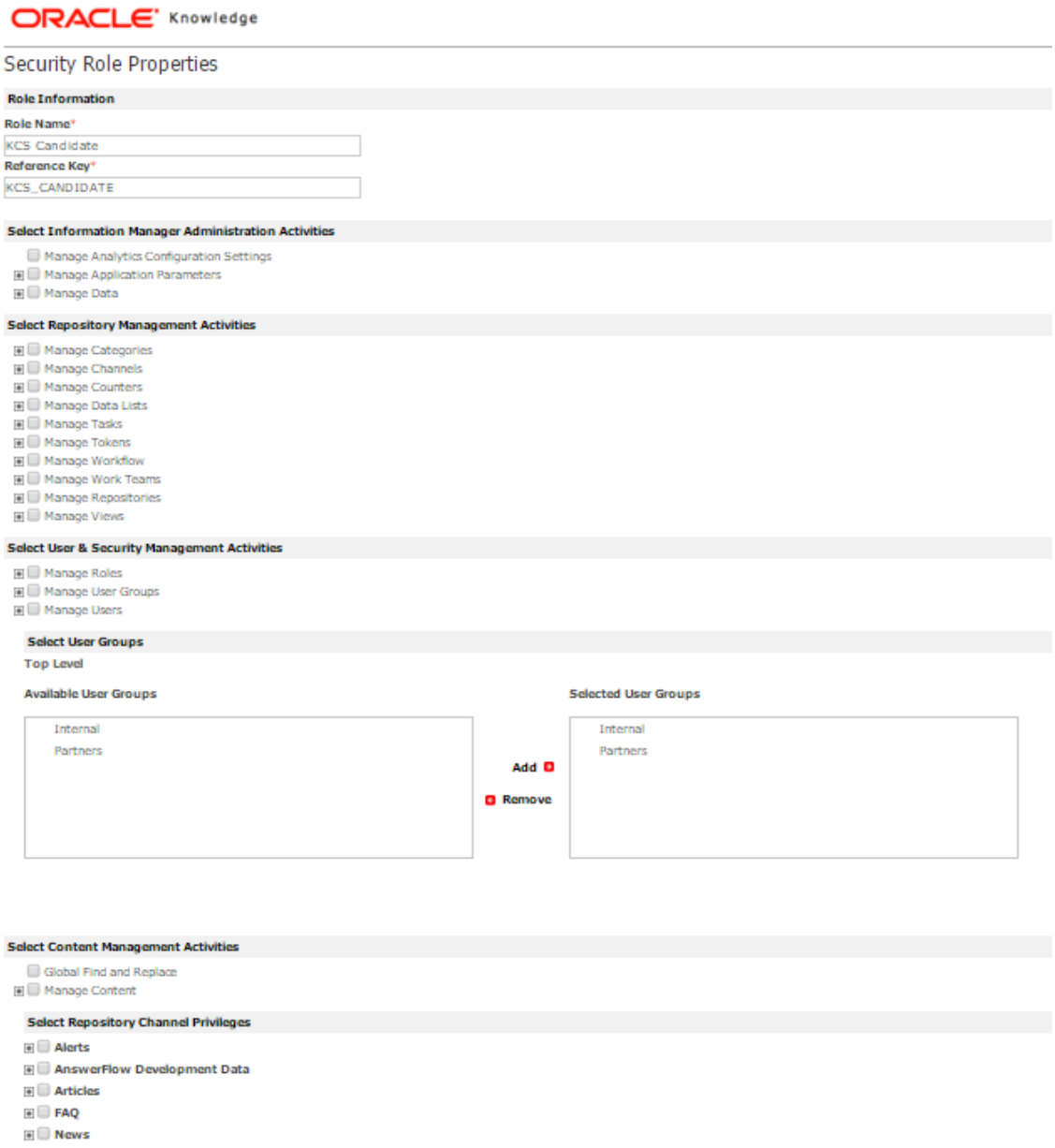
"The roles help redefine the way knowledge is created, valued, and shared."

Practice 7: Performance Assessment – Technique 1: KCS Roles and the Licensing Model

Oracle Knowledge is a secure system with elaborate provisions for role-based management. Users can be grouped by the concept of user groups. User groups can be created from within the users tab in IM.

Oracle knowledge has the concept of console roles and web roles and relatedly, console users and web users. Each of these roles has detailed definitions on what access they can have and for what resources or assets like channels.

Shown in the image below is a console role definition screen. Web roles are more simplistic.



Very detailed management of assets is done by roles and they can belong to user groups. Typically, in a KCS implementation, KCS Candidate, KCS Contributor and KCS Publisher are three important roles with differing privileges.

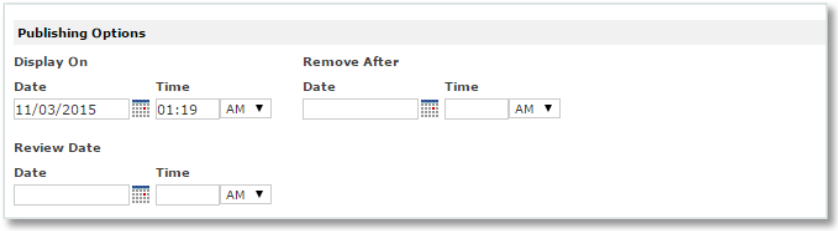
Access to assets and functions are controlled by a combination of roles and user groups. Oracle Knowledge user guide has detailed steps on creating the roles and controlling access.

Automatically Publish: Publish on date

Organizations rely on automated processes for many content related functions such as publishing Holiday Schedules on the same day every year or setting dates for policy changes and the likes. In Information Manager

Module of Oracle Knowledge, an article can be configured to be published on a particular date by a simple setting. The diagram below shows the setting in an IM article.

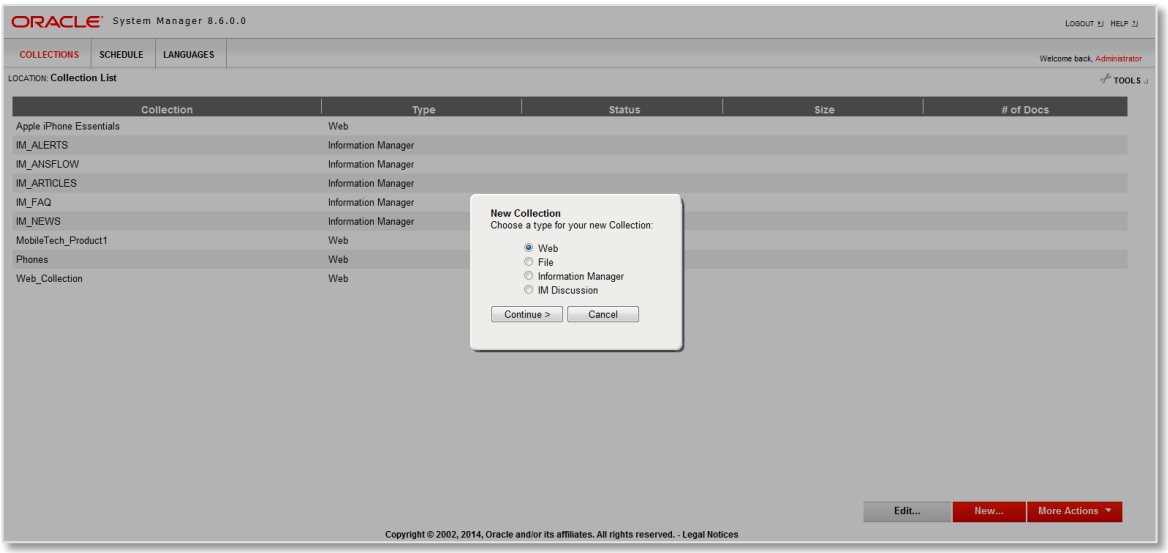
A sunset date and time can also be configured in the same screen. We already saw how automatically publishing after a workflow can be enabled.



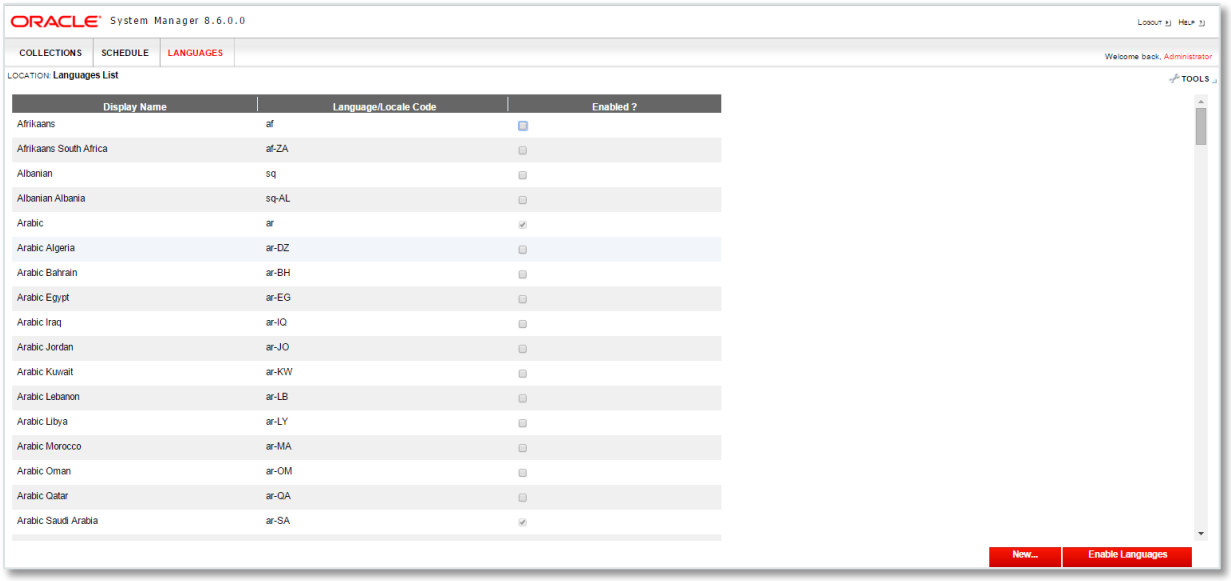
Process Integration: Search Technology for KCS

Federated search is a powerful idea. Service organizations that allow its agents and its customers to pull knowledge from multiple sources can potentially reap rich rewards in customer satisfaction scores. In Oracle Knowledge, customers can use the search engine to crawl not just the knowledge base, but also external web content, file systems, and databases.

Search crawls are set as collection buckets. Collections are essentially just that; a collection of content. The search platform can be configured to look for new content in Collections on a periodic basis. Collections can be created by clicking on “New” at the bottom of the Systems Manager home page.



Further, languages can be turned in the search System Manager by selecting the Languages tab. This will let the search subsystem to auto detect languages and prepare indexes during its crawl.



Performance Assessment: Analytics

"An integrated view of measures includes:
- Trends in activities and attainment of goals in outcomes
- Qualitative and quantitative
- Team and individual"

Practice 7: Performance Assessment – Technique 3: The Balanced Scorecard

Lastly, front and center of a successful knowledge solution is the capability to capture varied metrics such as documents viewed, content recommendations, position of the article in the search result, at what point it was clicked for viewing, which portion of the document was viewed, and the list goes on.

Oracle Knowledge comes with an incredibly powerful analytics technology which includes data warehousing, ETL processing, industrial strength capture and routing mechanism and well formed events from its subsystems.

Oracle Knowledge Analytics Installation guide and User guide can guide in an effective implementation. This is not for the faint-of-heart. It is a complex and a robust system. It slices and dices a wide variety of data types. Reports in Oracle Knowledge are in our Oracle Business Intelligence Enterprise Edition (OBIEE) reporting and warehousing software. It has a detailed architecture that must be adhered to. An architectural overview of our analytics system is as follows and this must be set up for data collection, analysis and reporting.

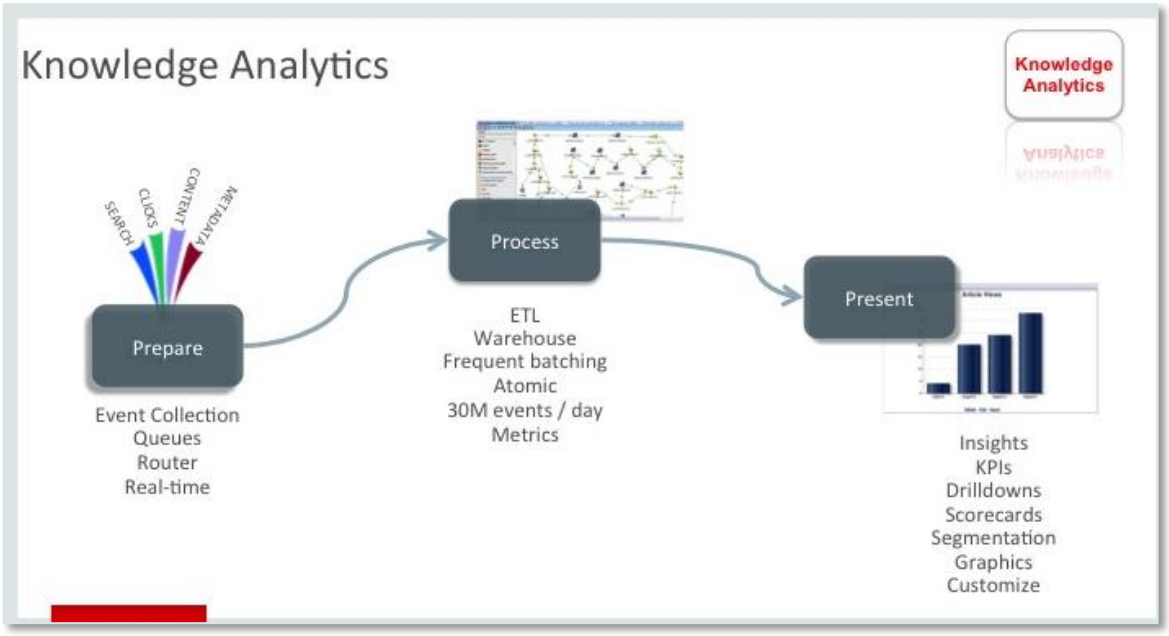
Reports are stored in a folder structure in OBIEE. Custom reports can be created very easily in the system by selecting appropriate business object areas, content sources and filters. KCS places a lot of value in analytics and specifically in the kind of data it collects, and reports.

The kinds of reports that can be created in OBIEE are:

- Dashboards
- Charts of varied types

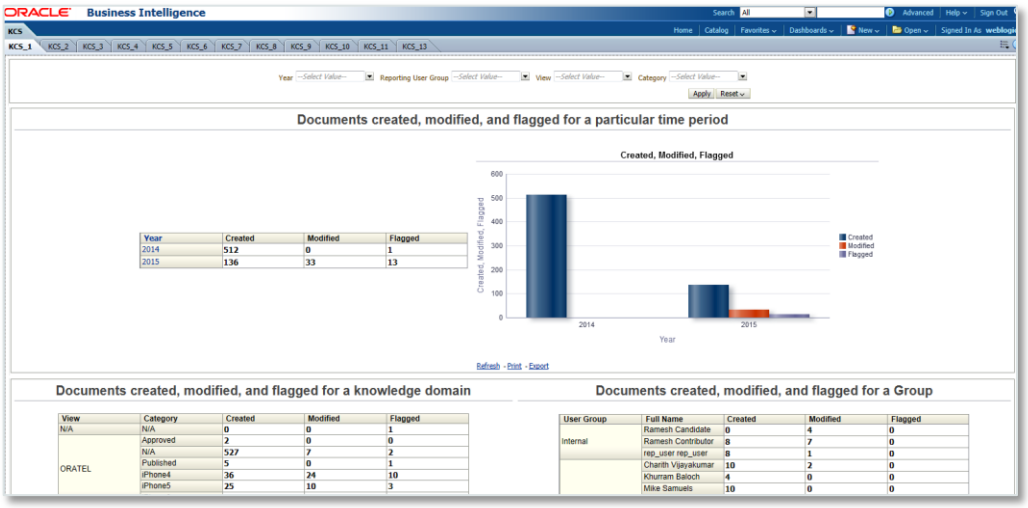
- Graphs of multiple types
- Radar charts
- KPIs and more

Oracle Knowledge Architecture

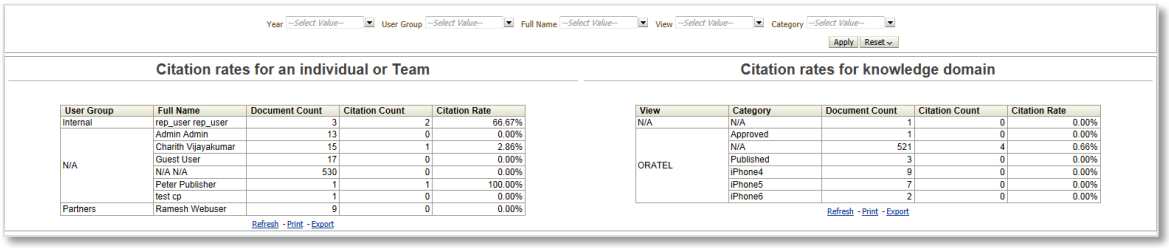


There are a few dashboards and reports shown below. Oracle has dozens of reports out of the box available. However, a highly flexible reporting infrastructure exists to create custom reports and integrated reports.

Content Dashboard



Citation Rates



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	Published	3	0	0.00%
	iPhone4	9	0	0.00%
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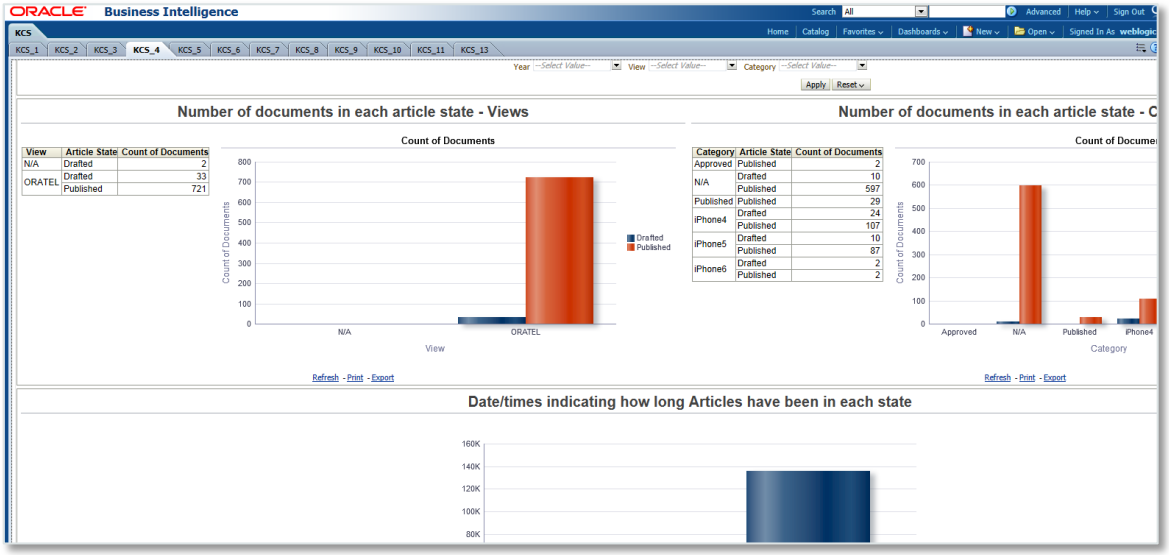
	iPhone6	2	0	0.00%

Workflow report



View	Article State	Count of Documents
N/A	Drafted	2
ORATEL	Drafted	33
	Published	721

Category	Article State	Count of Documents
Approved	Published	2
N/A	Drafted	10
	Published	597
Published	Published	29
iPhone4	Drafted	24
	Published	107
iPhone5	Drafted	10
	Published	87
iPhone6	Drafted	2
	Published	2

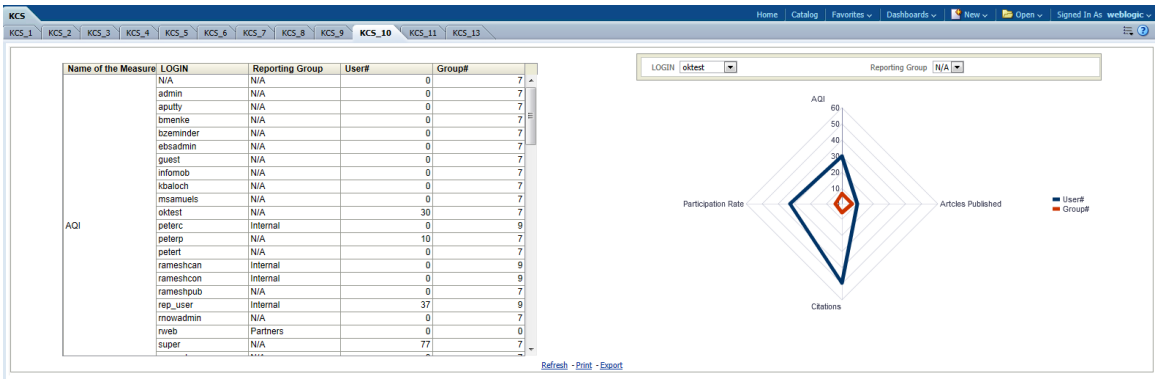
User Reputation Report

User Reputation

First Name	Last Name	Email Id	Locale	Login	Reputation Points	Reputation Level
Ramesh	Publisher	ramesh@eself.com	en_US	rameshpub	115	Learner
Peter	Publisher	peterp@slc01nes.us.oracle.com	en_US	peterp	103	Learner
Peter	Candidate	peterc@foo.bar	en_US	peterc	100	Learner
Avi	Putty	avi.putty@oracle.com	en_US	aputty	61	Learner
Super	Admin	super@Inquira.com	en_US	super	35	Learner
Admin	Admin	admin@admin.com	en_US	admin	33	Learner
Mike	Samuels	mike.samuels@oracle.com	en_US	msamuels	23	Newbie
Charith	Vijayakumar	charith.vijayakumar@oracle.com	en_US	oktest	17	Newbie
rep_user	rep_user	rep_user@oracle.com	en_US	rep_user	16	Newbie
Khurram	Baloch	khurram.baloch@oracle.com	en_US	kbaloch	15	Newbie
Ramesh	Candidate	ramesh_manian@yahoo.com	en_US	rameshcan	10	Newbie
	Contributor	rameshrmanian@gmail.com	en_US	rameshcon	10	Newbie
infoMob	infoMob	infoMob@infoMob.com	en_US	infomob	2	Newbie
Bhaskar	Zeminder	bhaskar.zeminder@oracle.com	en_US	admin	0	Newbie
				bzeminder	0	Newbie
Brian	Menke	brian.menke@oracle.com	en_US	bmenke	0	Newbie
Guest	User	guest@company.com	en_US	guest	0	Newbie
Peter	Tebbenhoff	peter.tebbenhoff@oracle.com	en_US	petert	0	Newbie
Ramesh	Webuser	ramesh.x.ramasubramanian@oracle.com	en_US	rweb	0	Newbie
ebs	admin	ebsadmin@oracle.com	en_US	ebsadmin	0	Newbie
rnow	admin	rnowadmin@oracle.com	en_US	rnowadmin	0	Newbie
test	cp	charithtv@gmail.com	en_US	test	0	Newbie

Refresh - Print - Export

Radar Charts



Actionable Analytics

Oracle Knowledge provides a wide variety of reports to satisfy KCS implementation. These analyses provide actionable value to the enterprise.

Exit Statement

We hope this document has been useful to give you a reference point on your path to implementing Oracle Knowledge in a KCS framework. The documentation resources are available at

http://www.oracle.com/technetwork/indexes/documentation/knowledge-documentation-1506742.html

KCS resources

KCS Practices and Adoption guide are available at

http://www.serviceinnovation.org/kcs/

Oracle Corporation, World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065, USA

Worldwide Inquiries
Phone: +1.650.506.7000
Fax: +1.650.506.7200

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Oracle Knowledge KCS Implementation
November 2015
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