

Oracle - Oracle Knowledge Overview Rel 8.5

Code: D79974GC10
Length: 1 days
URL: [View Online](#)

Formally known as Knowledge Overview.

This Oracle Knowledge Management Overview Rel 8.5 training will deep dive into Knowledge Management practices. Expert Oracle University instructors will illustrate how this solution can improve the efficiency of your contact center and more.

Learn To:

- Recount how Oracle Knowledge use can improve customer satisfaction.
- Understand how Oracle Knowledge use can reduce support costs through deflection.
- Identify how Oracle Knowledge use can improve customer contact metrics.
- Summarize the technical architecture of Oracle Knowledge at a high-level.
- Define Knowledge Management business goals.
- Describe the functions of key technologies in Oracle Knowledge, including InfoCenter, iConnect, Search, Information Manager, Answerflow and Analytics.

Benefits to You

Through viewing demonstrations of Oracle Knowledge technologies, including InfoCenter, iConnect, Search, AnswerFlow and Analytics, you'll develop a deeper understanding of this solution's product capacity and flexibility. This knowledge will help you better meet organizational Knowledge Management needs.

Skills Gained

- Understand how Oracle Knowledge use can reduce support costs through deflection.
- Summarize the technical architecture of Oracle Knowledge at a high-level
- Describe the business challenge and desired benefits of Knowledge Management practices

Course Details

Introduction to Oracle Knowledge Management

Overview of Oracle Knowledge

InfoCenter iConnect

Technical Architecture Overview

Introduction to Search

Information Manager Content Tools

IM Repository Configuration Options

User Access and Tasks

Oracle Knowledge Analytics

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