On the Oracle side, you need to:

1. **Install Oracle REST Data Services (ORD)** if not already installed.
2. **Expose data** from Oracle by either directly exposing tables/views or writing PL/SQL procedures/functions and mapping them to RESTful APIs.
3. **Secure the API** with basic authentication or OAuth.
4. **Test the REST API** using a REST client.
5. **Provide access to Salesforce** through a remote site and consume the API in Salesforce via Apex.

By following these steps, you can expose your Oracle database data as RESTful APIs, and Salesforce can retrieve and display this data without middleware.

Salesforce connect

Setting up a **Knowledge Base** in Salesforce involves creating a repository of articles that customers and support agents can use to find solutions to common issues, product information, and other helpful content. Salesforce Knowledge is part of the **Service Cloud**, and it allows you to manage and share knowledge articles with both internal users (like support agents) and external users (like customers on a self-service portal).

Here’s a step-by-step guide to set up a **Knowledge Base** in Salesforce:

**1. Enable Salesforce Knowledge**

To use Knowledge in Salesforce, you need to enable the **Salesforce Knowledge** feature. Here’s how to do it:

1. **Go to Setup:**
   * In the Salesforce Lightning Experience, click the gear icon in the upper-right corner and select **Setup**.
2. **Search for "Knowledge Settings":**
   * In the Quick Find box, type **Knowledge Settings**.
3. **Enable Knowledge:**
   * Under **Knowledge Settings**, click on **Knowledge Settings**.
   * Enable the **Salesforce Knowledge** feature by selecting the checkbox labeled **Enable Knowledge**.
   * Click **Save**.

**2. Set Up Data Categories**

Salesforce Knowledge articles can be organized by categories, making it easier to manage and search for relevant content.

1. **Navigate to Data Categories:**
   * In the **Quick Find box**, type **Data Categories** and click on it.
2. **Create Data Categories:**
   * Click **New** to create a new root category.
   * Define parent and child categories (if needed) to organize articles by topics, products, regions, etc.
   * Click **Save** once your categories are set up.

**3. Create Knowledge Article Types**

You will need to create different types of articles (e.g., FAQs, troubleshooting guides, how-tos) to categorize and structure your knowledge content.

1. **Go to Article Types:**
   * In the **Quick Find box**, search for **Article Types** and click on it.
2. **Create an Article Type:**
   * Click **New Article Type**.
   * Give the article type a name (e.g., FAQ, Knowledge Base Article, Troubleshooting Guide).
   * Choose whether you want to use a predefined template or create a custom layout.
   * Click **Save**.

**4. Create Knowledge Articles**

Now that your categories and article types are set up, you can begin creating the actual articles in your Knowledge Base.

1. **Navigate to Knowledge:**
   * From the Salesforce homepage, click on the **App Launcher** (grid icon) and search for **Knowledge**.
   * Select **Knowledge** from the list.
2. **Create a New Article:**
   * Click on **New Article**.
   * Choose the **Article Type** and **Category** for the article.
   * Add a **Title**, **Content**, and any relevant **Keywords**.
   * Fill in any required fields, and format the content as needed.
3. **Publish the Article:**
   * After creating the article, click **Save** and then **Publish** it to make it visible in your Knowledge Base.

**5. Set Up Article Visibility and Permissions**

You may want to control who can access, view, and edit your knowledge articles.

1. **Set Visibility Settings:**
   * Under **Knowledge Settings**, you can manage who has access to knowledge articles.
   * You can restrict access based on user profiles or permissions (e.g., restrict article creation to admins, while allowing agents to view articles).
2. **Configure Data Category Visibility:**
   * You can specify which **Data Categories** are visible to different users based on their profile or role.
   * This allows for a customized knowledge experience based on the type of user.

**6. Configure Knowledge Search and Article Recommendations**

Salesforce offers powerful search capabilities for the Knowledge Base, and you can also enable recommendations to help users find related articles.

1. **Set Up Knowledge Search:**
   * Salesforce’s **Global Search** can be configured to search knowledge articles.
   * Make sure the **Knowledge** object is included in the search layout for your users.
2. **Enable Article Recommendations (Optional):**
   * You can enable article recommendations for both internal and external users.
   * This will show related articles based on the content being viewed by the user, increasing the chances that users will find relevant answers.

**7. Publish Knowledge Articles to Communities or Portals**

If you want to make your Knowledge Base available to customers on a self-service portal or community:

1. **Create a Salesforce Community:**
   * Go to **Setup**, search for **All Communities**, and create a new Community.
   * Choose a template, such as the **Customer Service** template, which includes a knowledge base.
2. **Configure Knowledge in the Community:**
   * In the Community Builder, add a **Knowledge** component to display articles.
   * Ensure that customers can access articles through the portal.

**8. Monitor and Improve the Knowledge Base**

Once your Knowledge Base is live, it's important to monitor its performance and improve it over time:

1. **Track Article Performance:**
   * Salesforce provides built-in reports and dashboards for tracking the performance of knowledge articles (e.g., how often articles are viewed, whether they are being rated, etc.).
   * Use this data to identify which articles are helpful and which might need improvements or updates.
2. **Encourage Feedback:**
   * Allow users (internal and external) to rate articles and provide feedback. This can help you continuously improve the content in your Knowledge Base.

**Additional Considerations:**

* **Mobile Access:** If your team needs to access the Knowledge Base on mobile devices, ensure that Knowledge is enabled for Salesforce Mobile.
* **Knowledge Article Approval Process:** You may want to implement an approval process for publishing articles to ensure quality and consistency.
* **Article Updates and Management:** Regularly update articles to ensure they remain accurate, especially in fast-changing industries.

By following these steps, you can create a fully functional Knowledge Base in Salesforce, helping to empower your users and streamline your support processes. Let me know if you need any further clarification on any of the steps!