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# AI agents and AI automation in Oracle Fusion Applications

—  
A practical guide to Oracle AI Agent Studio:  
Built-in intelligence that works like a team





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# Introduction

Oracle AI Agent Studio for Fusion Applications introduces two foundational approaches to enterprise intelligence: AI agents and AI automation workflows. While both use AI to help improve productivity, they solve very different problems—and it's important to understand when to use each. One is dynamic, autonomous, and adaptive. The other is structured, repeatable, and logic driven. With Oracle Fusion Cloud Applications, you now get both—built-in, not bolted on.



## Understanding roles: When to use AI agents versus workflow

|                                   | AI agents                                                            | AI automation (workflows)                                              |
|-----------------------------------|----------------------------------------------------------------------|------------------------------------------------------------------------|
| <b>Design approach</b>            | Outcome driven                                                       | Flow driven                                                            |
| <b>Who decides the next step?</b> | The agent, using reasoning and tool access                           | You, by defining each step in the workflow                             |
| <b>Tool use</b>                   | Dynamic agent chooses tools, subagents, or data needed to reach goal | Static, workflow defines tool usage up front                           |
| <b>Use case complexity</b>        | Best for tasks with ambiguity or personalization                     | Best for repeatable tasks with clear rules                             |
| <b>Enterprise example</b>         | Agent explains leave policies personalized to the user               | Workflow extracts data from a quote and creates a purchase requisition |
| <b>Best for</b>                   | Autonomy, adaptation, and personalization                            | Automation, speed, and consistency                                     |

**AI agents** behave like digital employees. You assign a goal and provide access to tools—they figure out how to get it done. They reason, plan, and make decisions.

**AI automation** uses workflows: modular, rule-based, repeatable processes where each step is defined up front. These workflows may still use AI—for extraction, classification, summarization, or decision support—but the sequence is fixed. Agents can also be embedded in the workflow when needed. Both AI technologies are available in Oracle AI Agent Studio. You choose the right one based on the task.

# Delivered agents that work where you work

Oracle has shipped dozens of AI agents across Fusion Cloud ERP, HCM, CX, and SCM, and all of them are preconfigured to understand enterprise data, policies, and workflows. These agents are:

- Embedded inside Fusion Applications, not layered on top
- Ready to use or adapt through Oracle AI Agent Studio
- Grounded in business objects, roles, and document models

Here are a few examples in production today.

| Agent                          | Domain           | Description                                                                                                    |
|--------------------------------|------------------|----------------------------------------------------------------------------------------------------------------|
| Payment Optimization Assistant | ERP—Finance      | Helps analysts optimize working capital by evaluating payment terms and discount opportunities.                |
| Maintenance Repair Assessor    | SCM—Maintenance  | Supports repair assessments by analyzing asset logs, manuals, and historical work orders.                      |
| Sales Quote Generation Advisor | CX—Sales         | Recommends multiple quote options based on customer history, pricing models, and approval rules.               |
| Talent Data Collector          | HCM—Talent       | Compiles and summarizes performance, learning, and goal data for human use in talent review.                   |
| Proposal Manager Advisor       | Cross-functional | Helps managers assess, develop, and compensate employees using insights from talent, compensation, and policy. |

Each one can be cloned, extended, and personalized using Oracle AI Agent Studio—no coding required.

# Agent teams: Coordinated, intelligent execution

Agent teams in Oracle AI Agent Studio let multiple agents work together to accomplish a shared goal. A lead agent orchestrates the process and delegates tasks to others based on the scenario, user input, or available context.

For example, the **Sales Quote Generation Advisor** team consists of:

- **Lead Agent:** Orchestrates the quote generation process
- **Data Collector Agent:** Gathers product, customer, and pricing context
- **Options Agent:** Builds multiple tailored quote configurations
- **Pricing Agent:** Retrieves pricing guidance and discount thresholds
- **Presenter Agent:** Formats and packages the quote for delivery

Each agent has its own tools and system responsibilities. The lead agent decides what needs to be done and by whom—just like a human team leader.

This isn't a fixed script—it's collaborative intelligence that adjusts in real time to the customer, data, and task.



# Introducing AI automation with workflows

While agents are best suited for dynamic tasks that require reasoning, workflows are ideal for structured, repeatable business processes.

**Workflows in AI Agent Studio are visual, modular flows built from reusable nodes.**

**They combine logic with AI and are designed for:**

- High-volume, document-based tasks
- Business processes that require validations or approvals
- Data extraction, transformation, and transaction creation

**Workflows can:**

- Start from events such as email intake, user actions, agent calls, or scheduled triggers
- Parse and extract data using document processors and large language models (LLMs)
- Use conditional logic to make decisions
- Call Fusion APIs or invoke business object functions
- Pause for human input or validation
- Notify stakeholders and commit results into business systems



## Streamlining procurement: Quote-to-Purchase Requisition Assistant



### Problem:

Supplier quotes often arrive in inconsistent formats, such as PDFs, scanned documents, or spreadsheets. Requesters manually retype the information into purchase requisitions, often introducing delays or errors.



### Solution:

A workflow agent automatically parses the quote, extracts structured data, and creates a draft requisition.

### Highlights:

- **Trigger:** User uploads a quote or sends it via email
- **Set variables:** Capture requestor and context
- **Business object function:** Retrieve defaults for user and deliver-to location
- **If condition:** Check if requester is eligible
- **Document processor:** Parse uploaded quote
- **LLM node:** Extract supplier name, line items, unit of measure (UOM), and pricing
- **Business object function:** Create the draft requisition
- **Email notification:** Send deep link for requester to review and submit

This intelligent flow handles varied formats using AI while enforcing business logic to maintain accuracy and policy compliance.

## Accelerating fulfillment: Order Import Assistant



### **Problem:**

Customers send purchase orders via email or portals in different formats. Sales teams manually reenter them as sales orders, leading to inefficiencies and mistakes.



### **Solution:**

A workflow automates the full process—from document ingestion to sales order creation.

### **Highlights:**

- **Document processor:** Parses incoming purchase order formats
- **LLM node:** Uses fuzzy matching to align header and line-level data
- **Vector database writer:** Saves corrected field mappings for future reuse
- **Business object function:** Creates a sales order in Oracle Fusion
- **If condition:** Handles missing or conflicting data points

This is automation that improves over time, learning patterns and increasing accuracy with each new document processed.

# What powers it all: Workflow node framework

Workflows in Oracle AI Agent Studio are built using a flexible set of nodes.

## Execution nodes

- **LLM:** Extracts and interprets unstructured data
- **Document processor:** Parses PDF, Excel, or email content
- **Business object function:** Interacts with Fusion transactions
- **External REST/tool as node:** Calls outside systems or agents

## Logic and control nodes

- **Start node:** Initiates workflow
- **Set variables:** Stores and passes data
- **If condition/switch:** Applies business logic
- **For loop/run in parallel:** Handles lists or concurrent execution
- **Human in the loop:** Pauses for approvals
- **Code node:** Adds inline transformation logic
- **Send email:** Sends notifications or escalations

## Learning and memory nodes

- **Vector database reader/writer:** Supports pattern reuse and fuzzy matching

With these components, workflows deliver automation that is not only efficient but also intelligent and contextual.

# Agents and workflows: Better together

AI agents and AI automation workflows are not competing models; they are complementary.



The result is **hybrid intelligence**: combining decision-making, personalization, and execution into a unified, enterprise-grade experience.

This is what agentic systems are built for—not just automation, but orchestration at scale.

## The future of enterprise intelligence is already here

Oracle AI Agent Studio enables a new generation of enterprise capability.

- **AI agents** for autonomy, contextual decisions, and personalization
- **Workflows** for structured, automated, and efficient processes
- **Agent teams** for coordinated execution across domains
- **Fusion native integration** for continuation of the Fusion security framework and access controls

This isn't AI layered on top. This is a new model of enterprise work—intelligent, collaborative, and adaptive by design.  
Built-in, not bolted on.

# How Oracle can help

AI agents are redefining the way business is conducted, and Oracle is leading the way with embedded AI and native AI agents that enable new levels of productivity and business process automation. With Oracle AI Agent Studio for Fusion Applications, you can modify the prebuilt AI agents within Fusion Applications or quickly create new ones to bring your AI ideas to life where the daily work gets done. Discover the Oracle AI advantage.

**Learn more**

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