



## Oracle fusion AI agents: Uses, impacts, trends and future plans

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### Abstract

Oracle Fusion AI Agents represent a significant evolution in enterprise application technology, moving beyond traditional automation to offer intelligent collaboration within business workflows. These agents, powered by large language models and advanced technologies, are designed to interact with their environment, automate complex tasks, and work alongside employees in real-time.<sup>1</sup> Their reasoning capabilities enable them to make judgment calls, create action plans, and manage workflows with varying degrees of autonomy. Oracle's strategic commitment to embedding AI across its Fusion suite is evident in the breadth of applications and the introduction of the Oracle AI Agent Studio, a platform aimed at empowering organizations to customize and extend these intelligent assistants.<sup>2</sup> The rapid advancement and adoption of AI agents signal a transformative shift in how enterprises can optimize operations, enhance productivity, and ultimately shape the future of work.

**Keywords:** Oracle Fusion AI; AI Agents; Enterprise Automation; AI-Driven Workflows; Oracle AI Agent Studio

### 1. Introduction to Oracle Fusion AI Agents

Oracle Fusion AI Agents are autonomous assistants that leverage a combination of large language models (LLMs) and other sophisticated technologies to enhance business operations.<sup>1</sup> These intelligent agents are designed to interact with their digital surroundings, automate intricate processes that previously required human intervention, and collaborate with employees seamlessly in real-time.<sup>1</sup> A key differentiator of these agents lies in their reasoning capabilities, which surpass the limitations of traditional, rules-based automation systems.<sup>1</sup> By employing LLMs, these agents can make informed decisions, formulate action plans, and manage entire workflows independently or with human oversight.<sup>1</sup> At their core, Oracle Fusion AI Agents can learn from past interactions, utilize data from internal systems, and collaborate effectively with people and other agents.<sup>1</sup> This continuous adaptability renders them particularly valuable in complex business environments where flexibility and scalability are paramount. Introducing these AI agents within the Oracle Fusion Cloud Applications Suite underscores Oracle's commitment to providing cutting-edge solutions for modern enterprise needs.<sup>2</sup> The primary objective of these agents is to help organizations streamline their operations, improve the quality and speed of decision-making, and significantly reduce the burden of manual workloads.<sup>1</sup> The deployment of AI agents as autonomous assistants, capable of leveraging LLMs and accessing internal data, positions them to offer highly context-aware and relevant support across various business functions. This move towards a digital workforce capable of handling increasingly complex responsibilities marks a significant step in the evolution of enterprise applications.

#### 1.1. Current Uses and Applications Across Oracle Fusion Modules

Oracle Fusion AI Agents are currently being rolled out across a wide spectrum of functional areas within the Oracle Fusion Cloud Applications Suite, including Enterprise Resource Planning (ERP), Human Capital Management (HCM), Supply Chain Management (SCM), Customer Experience (CX), Enterprise Performance Management (EPM), Fusion

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Analytics, and the broader Fusion Apps Suite.<sup>1</sup> These agents are designed to serve as digital assistants for various roles within an enterprise, performing tasks specific to their domain.<sup>1</sup> Supervisory agents are crucial in managing other agents, overseeing complex workflows, and determining when human intervention is necessary.<sup>1</sup> Utility agents handle routine, low-risk tasks such as retrieving data, sending notifications, or generating reports.<sup>1</sup>

Within Human Capital Management (HCM), AI agents are utilized to assist employees with benefit inquiries and clarify company policies.<sup>1</sup> The Career Planning Guide agent helps employees set career goals and develop roadmaps for professional growth, offering advice on skill development and career progression.<sup>4</sup> The Internal Mobility Assistant aids employees in navigating career advancement opportunities within the organization by providing summaries of open positions and required skills.<sup>4</sup> The New Hire Onboarding Assistant supports new employees during their initial days by offering information on company policies, culture, and essential resources.<sup>4</sup> For routine administrative tasks, the Timecard Assistant facilitates the accurate and timely submission of time cards.<sup>4</sup>

In the realm of Finance, AI agents are automating invoice approvals and helping to optimize financial workflows.<sup>1</sup> The Receipt Capture and Matching agent streamlines expense management by automating matching credit card charges during expense creation.<sup>4</sup>

Across Supply Chain Management (SCM), a field service agent can guide technicians through repairs by providing real-time diagnostic data and troubleshooting steps and automating orders for necessary parts.<sup>1</sup> The Procurement Policy Advisor assists procurement professionals in creating and processing purchase requisitions more efficiently.<sup>4</sup> The Manufacturer Onboarding Advisor helps streamline the process of onboarding new suppliers.<sup>4</sup>

The Account Engagement Guide automates account research for sales teams, surfacing key insights to help identify opportunities and engage stakeholders.<sup>4</sup> The Opportunity-to-Quote Guide speeds up the quoting process with AI-driven insights and automated document generation.<sup>4</sup>

In Service operations, the Knowledge Authoring Assistant automates the creation of knowledge articles from service data.<sup>4</sup> The Knowledge Search Assistant helps service teams respond accurately and efficiently by generating contextually relevant answers from the knowledge base.<sup>4</sup> A Self-Service Chat Agent can resolve common customer inquiries without human intervention.<sup>4</sup>

Marketing teams benefit from AI agents like the Campaign Optimization Agent, which uses AI to determine the next best action and optimize campaign timing and messaging.<sup>4</sup> The Campaign Content Creation Assistant leverages generative AI to craft engaging, on-brand content across various channels.<sup>4</sup>

The extensive array of these applications highlights the versatility of Oracle Fusion AI Agents in addressing diverse business needs across different functional areas. The structured approach to deploying AI, categorizing agents by their function and level of autonomy, allows organizations to implement these technologies for maximum impact strategically.

**Table 1** Examples of Oracle Fusion AI Agents by Module

Module	Functional Area	Use Case	Description
HCM	Benefits	Benefits Analyst	Helps employees understand and maximize their benefits packages.
HCM	Career Development	Career Planning Guide	Assists employees in setting career goals and developing a roadmap.
Finance	Payables	Invoice Approval Agent	Automates the process of approving invoices.
Finance	Expenses	Receipt Capture and Matching	Automates the matching of credit card charges to expenses.
SCM	Field Service	Field Service Agent	Guides technicians through repairs with real-time data and troubleshooting.
SCM	Procurement	Procurement Policy Advisor	Assists in creating and ensuring compliance of purchase requisitions.

Sales	Account Management	Account Engagement Guide	Automates research to identify sales opportunities.
Sales	Quoting	Opportunity-to-Quote Guide	Speeds up the creation of sales quotes.
Service	Knowledge Management	Knowledge Authoring Assistant	Automates the creation of knowledge base articles.
Service	Customer Support	Self-Service Chat Agent	Resolves common customer inquiries without human intervention.
Marketing	Campaign Management	Campaign Optimization Agent	Optimizes campaign timing and messaging.
Marketing	Content Creation	Campaign Content Creation Assistant	Generates engaging content for marketing campaigns.

### 1.2. Impact on Business Efficiency and Productivity

Integrating Oracle Fusion AI Agents significantly impacts business efficiency and productivity across various operational domains. By automating repetitive and time-consuming tasks, these agents free up human employees to concentrate on more strategic and complex activities.<sup>3</sup> This shift in focus can lead to substantial cost savings for organizations by reducing manual workloads and optimizing existing processes.<sup>4</sup> The ability of AI agents to provide real-time insights and recommendations empowers businesses to make more informed decisions, leading to improved outcomes and enhanced operational agility.<sup>6</sup> Furthermore, the 24/7 availability of AI agents ensures continuous operation without downtime, and their consistent performance guarantees a uniform quality of service across all interactions and tasks.<sup>5</sup>

In the supply chain, Oracle AI Agents are demonstrating tangible improvements. Agentic AI's capability to autonomously analyze historical and real-time data optimizes stock levels, thereby reducing overstock and stockout situations, which translates to decreased warehousing costs and improved cash flow.<sup>7</sup> In predictive maintenance, these agents monitor equipment health in real-time, predicting potential failures before they occur, minimizing unplanned downtime by as much as 50%.<sup>7</sup> Demand forecasting accuracy is also enhanced by analyzing vast datasets, potentially reducing forecast errors by 20%.<sup>7</sup> Route optimization capabilities autonomously determine the most efficient delivery routes, considering factors like traffic and weather, which can lead to a 15% reduction in fuel consumption and faster delivery times.<sup>7</sup> Supplier relationship management benefits from AI agents that evaluate supplier performance and compliance, resulting in a 25% increase in supplier collaboration efficiency in early trials.<sup>7</sup>

Within Human Capital Management (HCM), Oracle AI Agents contribute to increased productivity by streamlining various processes. The Career Planning Guide and Internal Mobility Assistant empower employees in their professional development, potentially leading to a more engaged and productive workforce.<sup>8</sup> The New Hire Onboarding Assistant ensures a smoother transition for new employees, making them productive sooner.<sup>8</sup> Automating administrative tasks such as timecard submissions and leave requests through agents like the Timecard Assistant and Leave and Absence Analyst further enhances productivity.<sup>8</sup>

Sales teams experience efficiency gains through AI agents that streamline customer communication, automate the maintenance of account activity records, and provide quick, comprehensive account overviews.<sup>9</sup> The Customer Engagement Agent can generate customer-ready emails, while the Customer Records Agent automatically summarizes meeting notes and updates systems. The Customer Intelligence Assistant provides generative AI-powered summaries of accounts, leveraging data from sales, finance, and supply chain to deliver holistic insights.<sup>9</sup>

Industry analysts also corroborate the positive impact of AI agents on business operations. Reports indicate significant operational improvements such as reduced process cycle times, decreased operational costs, and enhanced compliance accuracy in enterprises implementing AI agents.<sup>10</sup> The dual benefit of Oracle Fusion AI Agents lies in their ability to optimize operational processes for greater efficiency and to empower the workforce, allowing employees to focus on higher-value activities. The specific, quantifiable metrics associated with their deployment lend substantial credibility to the claims of significant business impact across various functional areas.

**Table 2** Reported Efficiency and Productivity Gains with Oracle Fusion AI Agents

Functional Area	Specific Agent/Use Case	Metric	Percentage/Value of Gain	References
Supply Chain Management	Predictive Maintenance	Downtime Reduction	Up to 50%	<sup>7</sup>
Supply Chain Management	Demand Forecasting	Forecast Error Reduction	20% potential	<sup>7</sup>
Supply Chain Management	Route Optimization	Fuel Consumption Reduction	15% potential	<sup>7</sup>
Supply Chain Management	Supplier Relationship Management	Supplier Collaboration Efficiency Increase	25% (early trials)	<sup>7</sup>
HCM	New Hire Onboarding	Time to Productivity	Improved (qualitative)	<sup>8</sup>
Sales	Customer Meeting Prep	Time Reduction	Over 50% predicted by 2026 (Gartner)	<sup>9</sup>
General	Business Intelligence	Worker Productivity Increase	25% (Spirent Communications example)	<sup>34</sup>
General	Sales	Productivity Increase	5% (Spirent Communications example)	<sup>34</sup>

### 1.3. Trends in Oracle Fusion AI Agents Development and Adoption

The trajectory of Oracle Fusion AI Agents development and adoption reveals a significant shift from traditional, rules-based automation towards more sophisticated, AI-powered reasoning capabilities.<sup>1</sup> A prominent trend is the increasing adoption of agentic AI architectures, where AI systems exhibit autonomy in pursuing goals and executing tasks.<sup>2</sup> Industry analysts predict that agentic architectures featuring AI agents will enter the mainstream in 2025, with a substantial increase in organizations planning investments in these capabilities compared to previous years.<sup>2</sup>

A pivotal development in this landscape is Oracle's introduction of the AI Agent Studio.<sup>2</sup> This platform empowers customers and partners to create, extend, deploy, and manage AI agents tailored to their unique business needs.<sup>2</sup> It builds upon the foundation of over 50 pre-packaged AI agents already available within Oracle Fusion Applications, offering tools for customization and the creation of new agents without incurring additional licensing costs.<sup>12</sup> This trend signifies a move towards enterprise-wide AI agent deployments that break down departmental silos, enabling more integrated and comprehensive automation of end-to-end workflows.<sup>15</sup> The development of these agents emphasizes seamless integration with existing Oracle Fusion applications, extensibility to meet specific requirements, and a strong focus on trust and security within the enterprise environment.<sup>2</sup> The introduction of Oracle AI Agent Studio marks a strategic move to empower users, enabling a broader adoption and fostering innovation by allowing them to become active participants in shaping their AI-driven workflows. The feature of agent team orchestration, which allows setting up multiple agents to work together on complex tasks, indicates a trend towards more intricate and collaborative AI systems capable of managing multifaceted business processes. Furthermore, the option to choose from various large language models, including those optimized for Oracle Fusion and external, industry-specific LLMs, reflects a growing emphasis on flexibility and the ability to tailor AI agents to precise business needs and specialized use cases.

### 1.4. Oracle's Future Plans and Vision for AI Agents in Fusion Applications

Oracle's future plans for AI Agents in Fusion Applications are centered around the newly introduced Oracle AI Agent Studio, a comprehensive platform designed to empower customers and partners in creating, extending, deploying, and managing AI agents and agent teams across their enterprise.<sup>2</sup> The AI Agent Studio boasts several key features aimed at simplifying the development and management of these intelligent assistants. It includes agent template libraries, enabling users to create their own AI agents using pre-built templates paired with natural language prompts, supporting various business scenarios such as opportunity to quote, return order processing, or shift scheduling.<sup>2</sup> Agent team orchestration allows users to set up multiple agents to work collaboratively with people on complex tasks through pre-configured templates, with the option to add checkpoints and approvals for enhanced control.<sup>2</sup> The platform also offers agent extensibility, allowing users to modify and extend the over 50 pre-packaged Oracle Fusion Applications AI agents by adding documents, tools, prompts, or APIs to address specific industry and business needs.<sup>2</sup> Users will have the

choice of accessing a variety of large language models (LLMs) to meet specific business requirements, including LLMs optimized for Oracle Fusion Applications like Llama and Cohere, as well as the ability to integrate other external, industry-specific LLMs for specialized use cases.<sup>2</sup> Native Fusion integration ensures that users can quickly build enterprise-ready agents by providing direct access to Oracle Fusion Applications APIs, knowledge stores, and predefined tools without complex customizations, preserving enterprise-specific business logic within AI-powered workflows.<sup>2</sup> Furthermore, the platform facilitates third-party system integration, enabling Oracle Fusion Applications AI agents to connect with third-party agents through secure APIs that support both immediate next steps and long-running processes.<sup>2</sup> A trust and security framework allows users to build and deploy agents that operate within a secure environment, always applying the latest Oracle Fusion Applications security configurations, policies, and access controls.<sup>2</sup> Finally, validation and testing tools are included to help users maintain trust and accuracy by verifying and monitoring results within AI-driven workflows.<sup>2</sup> Oracle envisions an "AI agent workforce" that spans the entire enterprise, streamlining end-to-end workflows across finance, HR, supply chain, and customer experience.<sup>15</sup> A key aspect of their future plans is to democratize AI, placing the power of agent creation and management directly into the hands of business leaders, team managers, and department heads.<sup>15</sup> Oracle is committed to the continuous delivery of new AI agent capabilities, ensuring that customers can always leverage the latest advancements in this rapidly evolving field.<sup>17</sup> Their long-term strategy involves deeply embedding AI within existing workflows at no additional cost to customers, making these powerful tools readily accessible and integrated into their daily business operations.<sup>18</sup> Oracle's future plans emphasize a comprehensive platform designed to simplify the creation and management of AI agents, aiming to accelerate their adoption across the enterprise. The strong focus on native Fusion integration highlights their commitment to leveraging their established ecosystem for AI-driven automation. Moreover, the inclusion of third-party system integration indicates a recognition of the need for Oracle AI Agents to operate within a broader enterprise IT landscape, fostering an open and interoperable AI agent environment.

## 2. Case Studies and Success Stories

Several organizations are already leveraging Oracle Fusion AI Agents to achieve significant business outcomes. In Human Capital Management (HCM), AI agents are assisting employees with benefit inquiries and providing policy clarifications, as well as supporting career planning and internal mobility.<sup>1</sup> Within Finance, companies are using these agents to automate invoice approvals and optimize financial workflows.<sup>1</sup> Supply Chain Management (SCM) has seen the deployment of AI agents to guide field service technicians through complex repairs and automate the ordering of parts.<sup>1</sup>

Industrial Scientific, for example, has successfully implemented Oracle AI Agents to automate their customer support operations. Their SensAI solution, powered by OCI Generative AI Agents, has responded to over 2,230 emails, resulting in a time saving of over 185 hours. This automation has led to a 30% efficiency gain in support operations and has dramatically reduced customer response times from days to minutes.<sup>19</sup>

Hearst Corporation utilizes AI within Oracle Fusion Applications to optimize working capital through dynamic discounting, saving hundreds of thousands of dollars and improving relationships with suppliers. They have also implemented intelligent document recognition to modernize invoice matching processes and reduce manual errors.<sup>18</sup> Sinclair Broadcast Group is leveraging AI features in Oracle Cloud HCM, resulting in managers saving 10–30 minutes per requisition and a 20% reduction in recruitment time.<sup>18</sup>

In the supply chain domain, early trials indicate that Agentic AI can lead to a 50% reduction in unplanned maintenance downtime, a 20% decrease in demand forecasting errors, a 15% reduction in fuel consumption through route optimization, and a 25% increase in supplier collaboration efficiency.<sup>7</sup> Furthermore, an unnamed customer reportedly halved their hiring times by utilizing Oracle AI agents.<sup>22</sup> These real-world examples demonstrate the tangible benefits and broad applicability of Oracle Fusion AI Agents across various industries and business functions.

### 2.1. Analyst Perspectives on the Potential of AI Agents within Oracle Fusion

Industry analysts widely acknowledge the transformative potential of AI agents in enterprise applications, including those within the Oracle Fusion ecosystem. Gartner predicts that agentic AI will become commonplace by the end of the decade, with a significant percentage of enterprise software applications incorporating this technology by 2028.<sup>23</sup> Research from Accenture suggests that agentic architectures featuring AI agents will enter the mainstream in 2025, with a substantial increase in organizational investment.<sup>2</sup>

IDC has recognized Oracle as a leader in the AI-driven retail assortment planning solutions market, highlighting the company's embedded AI services and strong technical partnership.<sup>26</sup> Analysts like Holger Mueller from Constellation Research view Oracle's AI Agent Studio as an impressive next step in their AI strategy, emphasizing the importance of

customization for optimizing the impact of AI agents.<sup>2</sup> Mickey North Rizza of IDC notes that the availability of this functionality at no extra cost is a significant win for Oracle customers.<sup>22</sup>

PwC's analysis underscores the expectation that AI agents will revolutionize business operations within the next 12 to 24 months, enabling companies to make strategic moves at an unprecedented pace.<sup>11</sup> Gartner also predicts that B2B sales organizations using generative-AI-embedded sales technologies will reduce the amount of time spent on prospecting and customer meeting preparation by over 50% by 2026.<sup>9</sup> These perspectives from leading analysts across the industry reinforce the significant and rapidly growing impact of AI agents on enterprise software, validating Oracle's strategic direction in this critical technological domain.

## **2.2. Integration Capabilities of Oracle Fusion AI Agents**

Oracle Fusion AI Agents are designed with robust integration capabilities to seamlessly embed within enterprise workflows and extend their functionality. A key aspect is their native integration with Oracle Fusion Applications modules.<sup>2</sup> This allows AI agents to directly access business objects, application programming interfaces (APIs), and knowledge stores within the Fusion environment, ensuring they operate within the existing business context and adhere to established rules.<sup>2</sup> This deep integration preserves enterprise-specific business logic within AI-powered workflows, enhancing the relevance and accuracy of the agents' actions and recommendations.<sup>2</sup>

Beyond the Oracle ecosystem, Fusion AI Agents can connect with third-party systems through secure APIs.<sup>2</sup> This capability supports both immediate, real-time interactions and long-running, asynchronous processes, enabling the automation of complex end-to-end business processes that span across different platforms.<sup>2</sup> Oracle Integration Cloud (OIC) plays a significant role in enhancing these integration scenarios, offering pre-built adapters, integrations, and templates that simplify the connection between Fusion Applications and a wide variety of other applications, data sources, and cloud services.<sup>29</sup> Furthermore, the Oracle AI Agent Studio enables the orchestration of multiple agents to work collaboratively on intricate tasks.<sup>2</sup> This allows for the creation of sophisticated AI systems that can manage complex workflows involving various steps and decision points. The ability of Oracle Fusion AI Agents to integrate both natively within the Fusion suite and with external systems through APIs underscores their potential to become deeply embedded within the broader enterprise IT landscape, facilitating a more interconnected and automated operational environment.

## **2.3. Limitations and Challenges Associated with Oracle Fusion AI Agents**

Despite the considerable potential of Oracle Fusion AI Agents, there are limitations and challenges associated with their implementation and future development. Scaling AI agent deployments across large organizations can be a complex undertaking, requiring careful planning and robust infrastructure.<sup>12</sup> The accuracy and effectiveness of AI agents are heavily dependent on the availability of high-quality, up-to-date data from across the enterprise.<sup>5</sup> Organizations need to ensure that the data sources utilized by these agents are accurate, timely, and readily accessible to enable personalized and relevant results.<sup>31</sup>

Security and privacy concerns are paramount when dealing with AI agents that access and process sensitive company-proprietary information.<sup>5</sup> Establishing and maintaining stringent controls to prevent undesired access or leakage of sensitive data is crucial for building trust and ensuring compliance with data privacy regulations.<sup>31</sup> While AI agents are designed to operate autonomously, human oversight remains essential. There is a need for mechanisms that allow employees to assess the agent's suggestions, provide guidance, redirect actions, or even overrule recommendations when necessary.<sup>3</sup> Designing, implementing, and maintaining sophisticated AI agents capable of handling a wide range of functions can also be challenging, requiring specialized expertise and a phased approach to adoption.<sup>5</sup> Furthermore, there are technical limitations on the current implementation, such as the number of tools and knowledge bases that can be associated with a single agent.<sup>33</sup> Addressing these limitations and challenges, including scaling, data management, security, and the need for human oversight, is vital for the successful and responsible adoption of Oracle Fusion AI Agents within enterprise environments.

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## **3. Conclusion and Future Outlook**

Oracle Fusion AI Agents represent a significant leap forward in the evolution of enterprise applications, offering a pathway towards greater automation, enhanced efficiency, and more intelligent operations. The introduction of the Oracle AI Agent Studio signifies a strategic commitment to democratizing AI within the enterprise, empowering businesses to tailor these intelligent assistants to their specific needs and workflows. The potential for these agents to transform various business functions, from streamlining supply chains and optimizing financial processes to enhancing

employee experiences and improving customer engagement, is substantial and is already being realized by early adopters.

However, the journey towards a fully integrated AI agent workforce is not without its challenges. Successful implementation requires careful consideration of data quality, security protocols, and the need for ongoing human oversight. Organizations must adopt a strategic approach to leverage the power of AI agents effectively, recognizing both the immense opportunities they present and the inherent complexities that need to be managed. Looking ahead, the increasing sophistication and deeper integration of AI agents within enterprise operations are inevitable. As Oracle continues to innovate and expand the capabilities of its Fusion AI Agents, they are poised to play an increasingly pivotal role in shaping the future of work, enabling organizations to achieve unprecedented levels of productivity and innovation.

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