

Sinobe

Introduction to Oracle AI Agent Studio

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Introduction



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Agenda

1. What is Oracle AI Agent Studio?
2. Fusion AI Use Cases
3. Oracle AI Agent Studio in Practice
4. Privacy & Security Aspects
5. Q&A

Introduction to Oracle AI Agent Studio

History of AI

We have been working on AI for a long time



2012-2014

Marketing AI Technology



2018-2020

Oracle goes Autonomous and
Digital Assistant Released



2024-2025

Next Generation GenAI
Features - RAG Agents

2001

Oracle Database
introduces Machine
Learning Features



2017

First AI Apps Released



2023

GenAI embedded in Fusion
Apps



Overview AI

Flavors of AI

A wide-ranging branch of computer science where machines are trained to think and act like humans

Introduction of
LLMs

Predictive AI

Performs **specific tasks** by recognizing patterns in data



Predicting outcomes, detecting anomalies, and providing recommendations.

Generative AI

Creates **new content** based on based on given prompts



Summarizing content, assisted authoring, and answering questions based on its training data set.

AI Agents

Delivers AI powered **support and services**



Answering complex questions, delivering guidance, and completing tasks in context of a process.

Technology Stack

Innovation that matters

Best Technology

Our AI-powered apps and analytics run on our complete, fast, and secure technology stack – wherever you need it

Applications

AI Services

Data

Infrastructure

Privacy and Security

End-to-end Chain

Trusted AI Partner

Oracle does the hard work of making AI enterprise-ready, so that you can get started today



**Driven by
end-to-end
enterprise data**

HR, finance,
supply chain,
manufacturing, sales,
service,
and marketing



**Built into Fusion
at no extra cost**

Accurate, repeatable,
and predictable
results with the same
security and privacy



**Powered by
Oracle Cloud
Infrastructure**

Comprehensive
AI services, world-class
LLMs, and the fastest AI
supercomputer in the
cloud

Introduction to Oracle AI Agent Studio

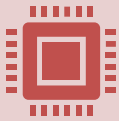


Ability to create, configure, validate, and deploy GenAI features and AI agents to meet your organization's needs.

Pre-configured agent templates

New agents

Multi-agent workflows from scratch.



AI Agent Studio is fully integrated into Fusion Applications, providing secure and seamless access to the knowledge stores, tools, and APIs of Fusion Applications.

Introduction to Oracle AI Agent Studio - Overview

The screenshot shows the Oracle AI Agent Studio interface. At the top left is the 'VISION' logo. The main content area displays several AI Agent cards, each with a title, a description, and a decorative icon. The cards are: 'Narrative Insights' (The Supervisor Agent orchestrates...), 'Omnichannel Utterance Detection...' (An agent that helps to determine...), and 'Person Legislative Information' (This agent team will be used to get o...). A bottom navigation bar contains icons for 'AI Agent Studio', 'Agent Teams', 'Agents', 'Tools', 'Topics', 'Deep Link', 'Business Object', 'Credentials', and a menu icon. Blue callout boxes with arrows point to various parts of the interface, providing definitions and examples for key concepts.

AI Agent Studio Overview

Agent Teams are teams of multiple agent(s)

AI Agents are your independent Agents doing the actual work

Tools are used to fetch information or adapt data,...

Business Objects gets, updates or create information

Topics define the personality of your AI Agent

Deep Links link to transaction with Oracle Fusion

You can use Credentials to link to external data sources such as Dropbox, Google OneDrive,...

Navigation bar: AI Agent Studio, Agent Teams, Agents, Tools, Topics, Deep Link, Business Object, Credentials, ...

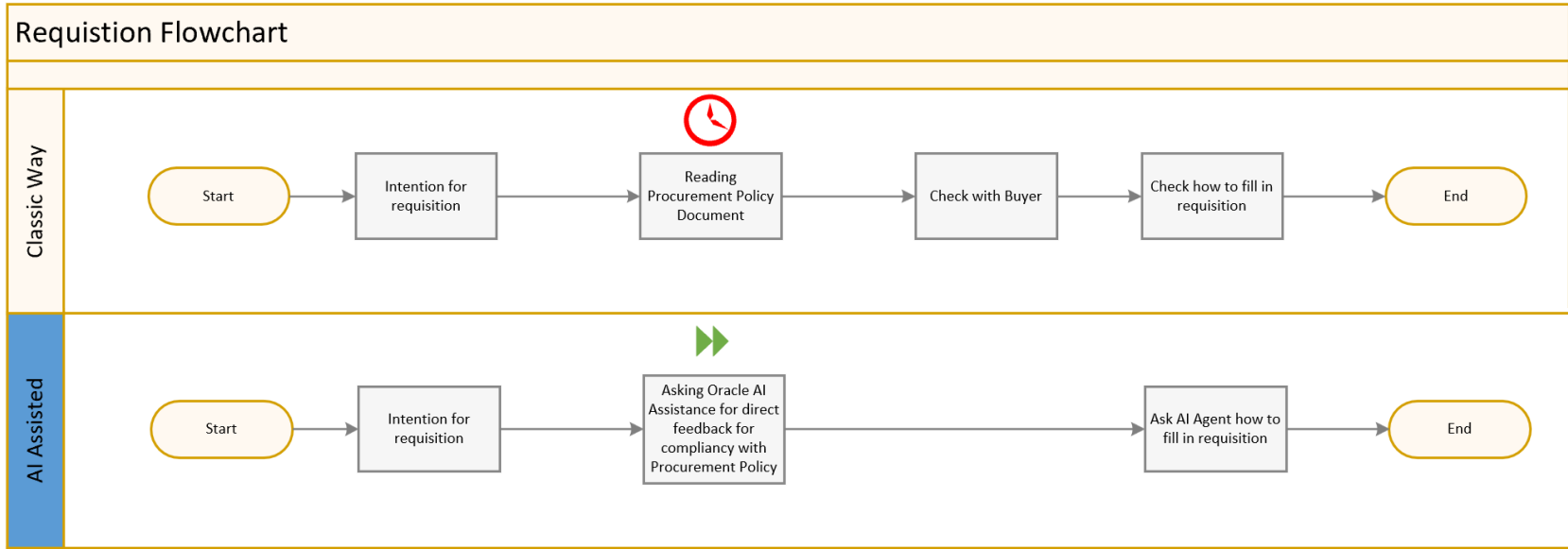
Fusion AI Use Case

Fusion AI Use Case

- Purchasing Requisition Advisor
 - Scenario: a new employee wants to requisition a laptop and check if he is compliant with the policy.
 - How can AI be of assistance?
 - Oracle AI Document Analyzer Tool
 - Use LLM to analyze documents intelligently
 - Added value AI:
 - Ability to analyzes complex documentation in under a minute
 - Checks purchase requisitions with compliancy of purchasing policy

Fusion AI Use Case

- Purchasing Requisition Advisor



- AI can **help** you to fill in requisitions, be **knowledgeable** of the **policy**, check **information independently**

Fusion AI Use Case - Purchasing Requisition Advisor

The screenshot shows the 'vision' Self Service Procurement interface. At the top, there is a navigation bar with the 'vision' logo, a home icon, a notification bell with a '4' badge, and a user profile picture. Below the navigation bar, the page title is 'Self Service Procurement' with a 'Preferences' button. The user's location is 'US1 Business Unit | Seattle'. A search bar contains the text 'Search for items or services'. A prominent banner for the 'Procurement Policy Advisor' is displayed, featuring the text 'Procurement Policy Advisor For You. Procurement Policy Advisor. Ask me Anything.' and a red-bordered button labeled 'Ask SiNube'. Below the banner, there are two circular indicators. The 'My recent requisitions' section shows two items: a 'Draft' requisition (204160) and a 'Delivered' requisition (204159) for a 'Wireless All-in-One Printer (Printer/Fax/Scan) - Velocity'. The delivered requisition details include '1 Line' and 'Transfer Order 143046'. An 'amazonbusiness' logo is also visible.

The screenshot shows a chat window titled 'Procurement Policy Advisor PRCPOL1'. The chat interface includes a header with a diamond icon, a maximize icon, and a close icon. The chat content starts with a question: 'How can I help you?'. Below this, there are two suggested responses in rounded rectangular boxes: 'Show me how to create a purchase order.' and 'Show me the approval process of the Procurement Flow.'. At the bottom of the chat window, there is an input field with the text 'Ask Oracle' and a paperclip icon for attachments.

Fusion AI Use Case - Purchasing Requisition Advisor



Here's a concise, step-by-step guide to create a Purchase Order for Requisitioning BU = US1 Business Unit (ID 300000046987012) and Destination Org = 001 (ID 300000047274444)

1. Start an order request (mandatory — don't purchase before submitting the request)
2. Complete required fields on the requisition:
 - Description: clear, detailed description of goods/services
 - Reason / business purpose
 - Delivery location (Destination Org 001)
 - Requested delivery date
 - Quantity
 - Unit price or estimated total
3. Select supplier:
 - ≤ €5,000: use an existing supplier if available; new supplier is possible and payment/ reimbursement may be handled via cash/expense per policy
 - €5,000: prefer existing supplier; if using a new supplier obtain competitive quote(s); payment must be by supplier invoice

6 Required data

1. Enter a Description.
2. Fill in the reason for your order request
3. Enter the delivery location.
4. Enter the requested delivery date.
5. Fill in the quantity of your order request.
6. Enter the price per quantity.

5 General Rules

1. For amounts up to and including 5,000 euros, you can choose from the list of existing suppliers or you can choose the supplier yourself. For these orders, payment may be made in cash. Reimbursement is arranged via an expense report.
2. For amounts above 5,000 euros, you can choose from the list of existing suppliers or, if you want a new supplier, a competitive quote must be requested. For this, it is mandatory to have payment made by supplier invoice.

- Purchasing Advisor fetches information through RAG in the document

Fusion AI Use Case - Purchasing Requisition Advisor

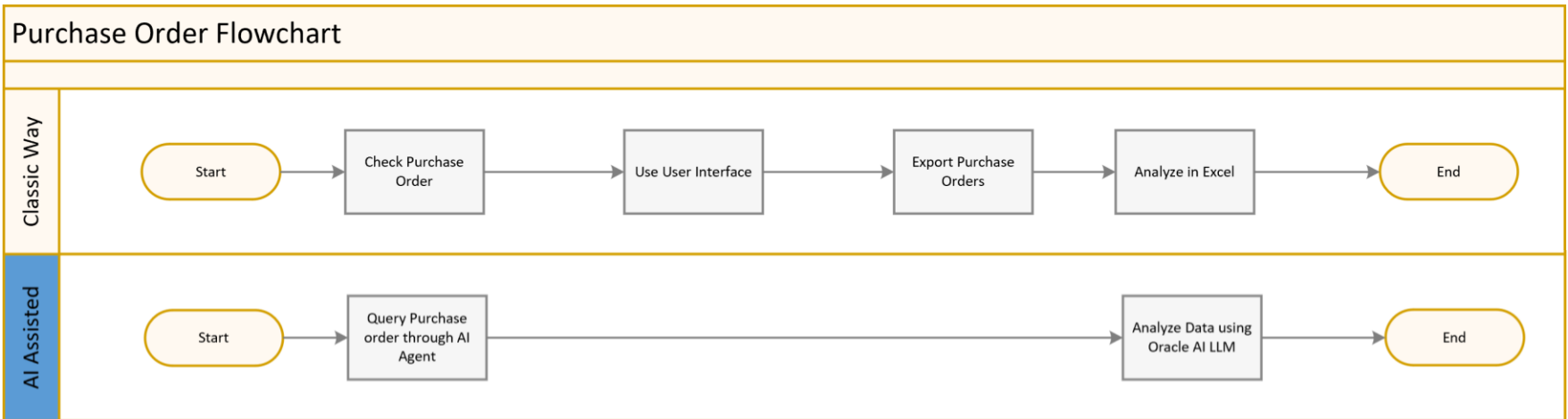
- Purchasing Advisor can also be critical to ensure that the procurement policy is enforced.

Conclusion

- AI Agent analyzes through RAG (Retrieval-Augmented Generation) the unstructured document.
- After analyzing the “LLM” (Large Language Model) has the knowledge and can output the correct response.

Fusion AI Use Case

- Purchase Order Advisor
 - Scenario: Junior Buyer
 - Wants to look up Purchasing Information
 - Wants to check and analyze data



Practical Information

AI Agents available

50+ AI Agents

Document IO Agent

Ledger Agent

Payments Agent

Expense Policy Agent

Project Management Agent

Account Reconciliation Agent

Profitability and Cost Management Agent

Advanced Prediction Agent

Procurement Policy Advisor

Contextual Data Exploration Agent

Data Visualization Agent

Master Data Matching Agent

Supplier Portal Support Advisor

Manufacturer Onboarding and Risk Assessment Advisor

Supplier Code of Conduct Assistant

Product Regulations and Compliance Standards Advisor

Discretionary Discounting Advisor

Price Change Assistant

Master Data Governance and Standards Advisor

Customer Sales Representative Guide

Order Import Assistant

Claim Policy Advisor

Packaging and Sustainability Assistant

Sustainability Policy Guide

Maintenance Troubleshooting Advisor

Manufacturing Operational Procedure Guide

Quality Inspection Advisor

Material Handling Assistant

Outbound Placarding Advisor

Supply Chain Planning Process Guide

Delivery Instructions and Restrictions Assistant

Benefits Analyst

Payslip Analyst

Perks and Awards Analyst

Retirement and Pensions Analyst

Internal Mobility Assistant

New Hire Onboarding Assistant

Job Seeker Analyst

Career Planning Guide

Performance and Goals Assistant

Learning and Training Advisor

Personal and Employment Details Assistant

Employee Hiring Advisor

Employee Contracts Analyst

Collective Agreements Analyst

Org Chart Analyst

Timecard Assistant

Shift Scheduling Assistant

Compensation Guidelines Analyst

Tax Withholding Guide

Talent Review Assistant

Leave and Absence Analyst

Service Request Solution Advisor

Service Request Triage Assistant

Service Request Category Advisor

Service Request Similar SR Explorer

Service Request Clarification Agent

Work Order Assistant

Work Order Parts Assistant

Knowledge Management Explorer

Knowledge Management Generator

Knowledge Management Authoring Assistant

Customer Service Summarization Agent

Customer Service Response Recommendation Assistant

Field Service Route Optimization Agent

Field Service Continuous Operations Agent

Field Service Nearby Activity Advisor

Field Service Knowledge Inquiry Assistant

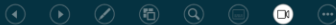
Field Service Issue Resolution Assistant

Field Service Asset History Assistant

Customer Account Researcher Agent

Contracts Research Agent

Incentive Compensation Plan Guide



Roadmap

- Roadmap:
- Ledger Agent
 - AI Agent used to
 - » Analyze GL Accounts
 - » Analyze Variances
 - »

The screenshot displays the Ledger Agent interface. At the top, a header bar shows 'Ledger' and 'Q2-FY25 | Day -3'. Below this, a search bar contains the text 'US West Radiology Equipment Variance (16,679,869) show sales opportunity not yet booked as revenue'. A navigation bar includes 'Inbox', 'Comments', and 'Chat'. A notification card on the right states: 'Priority Monitored revenue for US West Healthcare off QTD forecast by \$13M (-4%) Created by Oracle AI - Today, 8:12 am EST'. The main content area features a search bar and a table with columns for 'Company' and 'Line of Business'. The table lists various regions and business units, including '100-North America', '01-US West', '1000-Healthcare', '1001-Radiology Equipment', '1002-Surgical Instruments', '1003-Implant Devices', '2000-Industrial', '02-US East', '11-Canada West', and '12-Canada East'. A modal window titled 'Sales Opportunities Not Yet Booked' is overlaid on the table, showing a table with columns for 'Opportunity', 'Customer', 'Forecast', and 'Status'. Below this, another modal window titled 'Accrual Journal generated' is displayed, showing the journal details and a table with columns for 'Account', 'Debit', and 'Credit'. The journal entry is for 'Revenue accrual for pending orders 11010 and 11050' on 'June 27, 2025'. The table lists several accounts with their respective debit and credit amounts.

Account	Debit	Credit
01-US West-1001 Radiology Equipment-5001 Accrual Receivable	8,103,410	
01 US West- 1001 Radiology Equipment-4001 Accrued Revenue		8,103,410
01-US West-1001 Radiology Equipment-5001 Accrual Receivable	4,221,328	
01 US West- 1001 Radiology Equipment-4001 Accrued Revenue		4,221,328

Subscription

- **Included Tier:** included in your current SaaS subscription without additional cost
- **Premier Tier:** pay an extra **premium** for access to extra AI Capabilities



Area ↕	Feature/Capability ↕	Included Tier ↕	Premium Tier ↕
▼ Studio			
	AI Agent Studio Access	✓	✓

Subscription

Area	Feature/Capability	Included Tier	Premium Tier
▼ OOTB Agents			
	Oracle Built Templates, Gen AI features	✓	✓
	Create Agents from OOTB templates	<ul style="list-style-type: none">Allowed from OOTB TemplatesNo edits to topics or instructions	✓
	Modifications Permitted	<ul style="list-style-type: none">PromptGuardrailLLM changes	<ul style="list-style-type: none">Any Change Allowed
	LLMs Used	<ul style="list-style-type: none">OpenAI default with hard limitsCan switch to Llama with soft limits	<ul style="list-style-type: none">OpenAI or Llama with higher limCan buy more tokens





Subscription





Area ↕	Feature/Capability ↕	Included Tier ↕	Premium Tier ↕
▼ Custom Agents			
	Create Custom Agents from Scratch Or Add New Agents	<ul style="list-style-type: none">• Allowed in Sandbox mode• Not allowed to deploy in Production	<ul style="list-style-type: none">• Allowed• Buy minimum packs of 5
	LLM Used	<ul style="list-style-type: none">• N/A	<ul style="list-style-type: none">• OpenAI or Llama with higher lim• Can buy more tokens

Subscription - Technical Limitations

Area ↕	Feature/Capability ↕	Included Tier ↕	Premium Tier ↕
▼ LLMs & Tokens			
	OpenAI	<ul style="list-style-type: none">• Default for OOTB with Hard Limits	<ul style="list-style-type: none">• OOTB with Much Higher Limits
	OCI Hosted (Llama, Cohere)	<ul style="list-style-type: none">• OOTB Agents can switch to Llama with Soft Limits	<ul style="list-style-type: none">• OOTB with Much Higher Limits
	Token Metering	<ul style="list-style-type: none">• OOTB Agents: Sandbox Custom Agent Testing• Evals Usage	<ul style="list-style-type: none">• OOTB Custom Agents: Sandbox• Evals Usage
	Extra Tokens	<ul style="list-style-type: none">• Buy Packs of Millions of Tokens	<ul style="list-style-type: none">• Buy Packs of Millions of Tokens
	BYO LLM	✗	✓

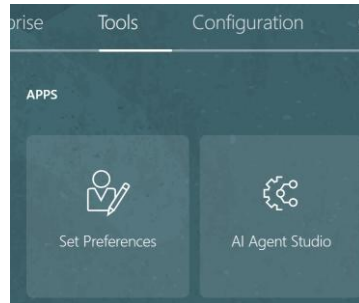
Subscription – Technical Limitations

Area 	Feature/Capability 	Included Tier 	Premium Tier 
▼ Prompts / Guardrails			
	Prompt editing / modification	<ul style="list-style-type: none">• Only Allowed for OOTB Agents	✓
	Guardrails editing / modification	<ul style="list-style-type: none">• Only Allowed for OOTB Agents	✓

Area 	Feature/Capability 	Included Tier 	Premium Tier 
▼ Tools			
	Delete / Add Tools to Agents	<ul style="list-style-type: none">• Deletion of OOTB Tools Allowed• Addition of Tools Not Allowed	✓
	Access External Tools with Agents	<ul style="list-style-type: none">• OOTB Configured Allowed• Addition NOT Allowed	✓
▼ Multimodal			
	Image Upload, Creation	✗	✓

Requirements

- Prerequisite:
 - Redwood Pages required
 - In Fusion: HCM/SCM are the most advanced in Redwood.
 - Other modules (Finance) are planned
- Accessible
 - through Menu:
- Plug- and play



Requirements

- Optimize Prompting
 - the process of providing specific text and instructions (inputs) to a generative AI model to guide it to produce a desired output
- Persona
 - The role that the AI Agents needs to take on
 - E.g.: Purchasing Advisor, AP Invoice Analyst,...

Monitoring and Evaluation

< AP Invoice Agent

Agent

Error Rate
0%

Error Count
0

Session Count
1

P99 Latency
53246

Total Tokens
6963

Sessions

Search by session

Last 1 Day

Last 7 Days

Last 1 Month

Last 3 Month



Session

Turns

Errors

Input Tokens

Output Tokens

Total Tokens

47EFC617C71EC74AE0631262DB0A607D_300000316518857_AP_INVOICE_AGENT_DRAFT_20

3

Completed

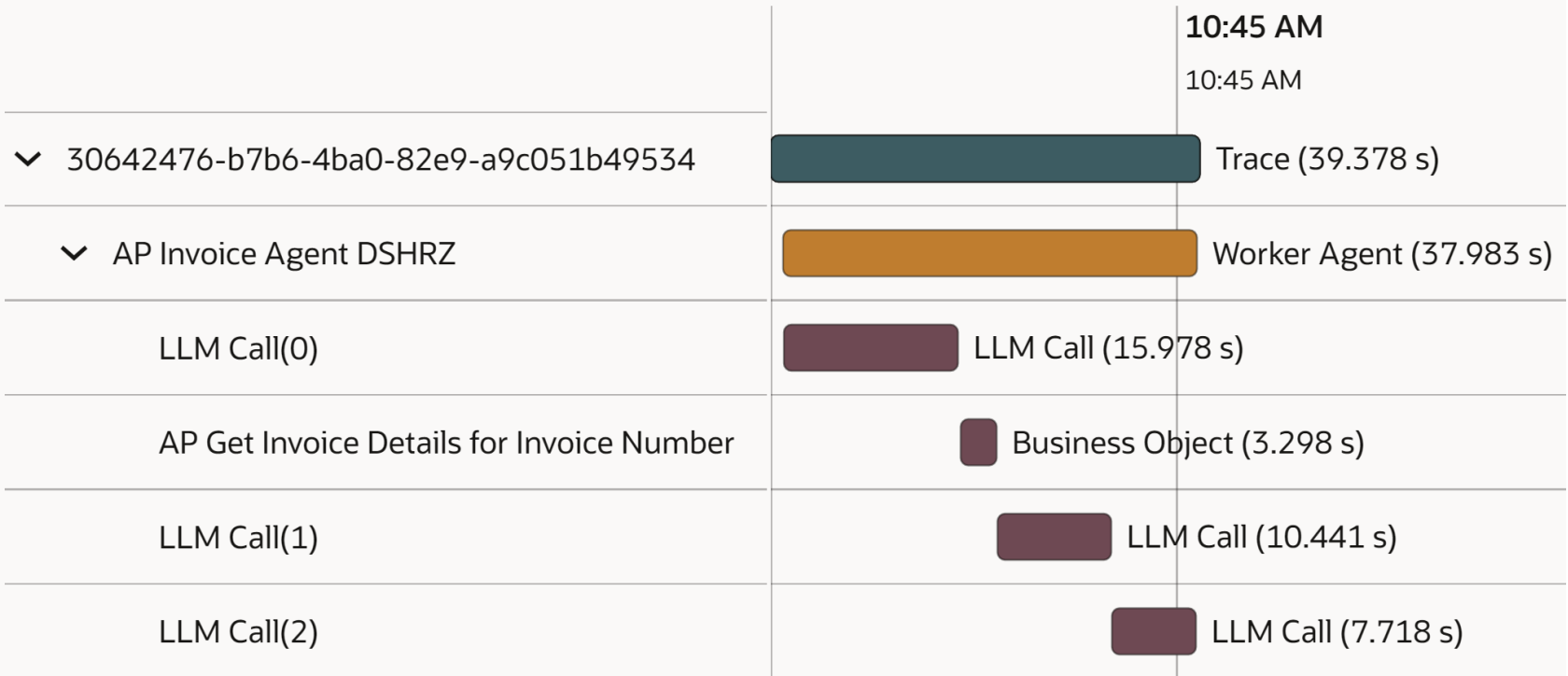
21935

918

22853

Monitoring and Evaluation

Trace Agent Tool LLM Error



Debugging

Sources:

- Procurement Policy Requisition v1.1 PDF Version
- Procurement Policy Requisition v1.1 PDF Version
- Procurement Policy Requisition v1.1 PDF Version

Context:

- Context

Tools:

- LLM Call(0) <>
- Procurement Policy Document <>
- LLM Call(1) <>
- LLM Call(2) <>

Procurement Policy Document

Latency
11.27 seconds

Input

```
{  
  "use_case": "NA",  
  "documentIds": [  
    300000319404337,  
    300000319404330  
  ],  
  "question": "Show me the approval process of the Procurement Flow."  
}
```

Output

```
{  
  "answer": "The approval process of the Procurement Flow is a multi-step procedure that varies depending on the amount of the purchase requisition. According to the Procurement Policy Order Requisitions, the approval process is as follows:\n\nFor amounts up to 5,000 euros, the line manager, Jim Vantongerloo, must approve the order request. Once approved, the order is processed.\n\nFor amounts between 5,000 euros and 25,000 euros, the approval process requires the consent of both the line manager, Jim Vantongerloo, and the managing partner, Kurt Vanclooster. After obtaining their approval, the buyer will then approve the order.\n\nFor amounts of 25,000 euros or more, a more rigorous approval process is in place. In this case, approval is required from the line manager, Jim Vantongerloo, the managing partner, Kurt Vanclooster, and the CEO, Patrick Slachmuylders. Only after obtaining approval from all three parties will the buyer then approve the order.\n\nIt is essential to note that the approval process is a critical component of the Procurement Flow, ensuring that all purchase requisitions are thoroughly reviewed and authorized before proceeding with the order. This multi-layered approval process helps to maintain transparency, accountability, and fiscal responsibility within the organization."  
}
```

Privacy & Security

Access

- Uses Oracle Native Security profiles
 - Roles
 - Data Access
 - Procurement Agent Access

Guardrails

- Guardrails: safety mechanism to ensure correct responses while protecting against vulnerabilities such as harmful content or sensitive data exposure.
 - E.g.: instruction given to AI Agents that they cannot hallucinate or make up responses.

Hardware

- AI Agents are stored within own dedicated AI Cluster and tenant.
- Only GPU Computing power is used from dedicated AI Cluster without exchange of sensitive data
 - Inference is used to accomplish this

What next?

- Oracle Hackaton together with SiNube
- Information & Training by SiNube
- Project Methodology
 - Co-creation use cases
 - Business Analysis
 - Design
 - Testing
 - Go-Live

The background is a blurred, light-colored image. On the left, there is a faint silhouette of a person standing. On the right, a hand is raised with the index finger pointing upwards. The overall tone is bright and airy.

Any
QUESTIONS?