



ORACLE
Fusion Development
Center of Excellence

ORACLE
AI World

Building a Custom Agent with External REST APIs

AI Agent Studio Advanced Lab

Oracle Cloud Center of Excellence

Oct 2025

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Speakers

Aarti Satyamurthy

AI Solutions Director, Center of Excellence

Tetiana Ierokhina

Senior Product Manager, Fusion AI

Divya Chaudhary

Senior Director, Product Management

Agenda

- 1 Introduction to AI Agent Studio
- 2 Overview of Tools in AI Agent Studio
- 3 Hands-on Lab – Build an Agent with External REST Tool
- 4 Best Practices
- 5 Q&A/Resources

600

AI assistants and agents

Job Posting

Time Assistant

Career Planning Agent

Internal Mobility Assistant

Personal and Employment Details Assistant

Employee recognition message

Benefits Certification

Goal description

Court Orders Assistant

Incentive Compensation Plan Advisor

Performance feedback

Purchase Order to Sales Order Convertor

Compensation Advisor

New Hire Onboarding Assistant

Benefits Analyst

Service Request Triage Agent

Quote to Purchase Requisition Assistant

Knowledgebase articles

Job Seeker Analyst

Email, landing page authoring

Leave and Absence Analyst

Account Engagement Guide

Growth opportunities

Collective Agreements Analyst

Shift Scheduling Assistant

Self-service Chat

Negotiation synopsis

Case Management Assistant

Work Order Assistant

Agent Chat Assistant

Opportunity-to-quote Guide

Repair suggestions

Equipment Replacement Assistant

Order Assistant

Shift summaries

FDA Recall Assistant

Supply Chain Collaboration Advisor

Item Shortages Assistant

Inspection instructions

Call Assistant

Order Acknowledgment Assistant

Outbound Sales Assistant

Maintenance Advisor

Employee Hiring Advisor

Claims Policy Advisor

Goods Delivery Assistant

Narrative Assistant

Liability Agent

Payments Agent

Compensation Guidelines Analyst

Claims Policy Assistant

Benefits Planning Assistant

Finance Review Summary Assistant

Contract Analysis Assistant

Costing Setup Assistant

Job Offer Analyst

Workflow Policy Advisor

Supply Chain Planning Process Assistant

Perks and Awards Assistant

Onboarding Assistant

Agent Advisor

Performance Assistant

Learning and Training Advisor

Tax Withholding Guide

Customer Service Representative

Request Creation Agent

Policy and Compliance Assistant

Procedure Advisor

Outbound Compliance Advisor

Expense Policy Agent

Costing Period Close Assistant

Pricing promotions

Pay Policy Advisor

Talent Review Assistant

B2B Message Processor

Talent Advisor

Sustainability Policy Advisor

Campaign Optimization Agent

Service Request Resolution Agent Team

Retirement and Pensions Analyst

Goods Delivery Advisor

Campaign Planning Agent

Org Chart Analyst

Pay Analyst

Purchase Requisition Status Advisor

Sales Intelligence and Account Advisor

Insight Narratives and Summary

New Hire Onboarding Assistant

Self-service Chat Agent

Quality Inspection Standards Advisor

Packaging and Sustainability Assistant

Probability and Cost Management Assistant

Compensation Statement Analyst

Contracts Researcher Agent

Knowledge Insights Agent

Employment Lifecycle Policy Advisor

Procurement Policy Advisor

Leave and Absence Policy Advisor

Oracle AI Agent Studio

Create AI Agents with the same tools that Oracle uses.



Tools, Topics, and Prompts



Pre-Built Templates



OCI Advantage



Agent Patterns



Knowledge Store



Interoperability (MCP, A2A)



Native Business Objects



Human-in-the-Loop



Monitoring, Observability,
Tracing



Credentials Store



Testing and Validation



Security and Trust

Oracle AI Agent Studio for Fusion Applications



Design workflows and agents to fit your needs



Deploy and extend with prebuilt templates

The screenshot displays the Oracle AI Agent Studio interface. At the top, the 'INSPIRE' logo is visible. Below it, the 'AI Agent Studio' title is shown. A search bar labeled 'Ask Oracle' is present, along with filters for 'Type', 'Family', and 'Product'. The main area features a grid of prebuilt templates, each with a title, description, and 'Use Template'/'Learn More' buttons. The templates include:

- Procurement Policy Advisor** (Agent - SCM - Procurement): Provides seamless access to procurement policies.
- Sales Quote Generation** (Team - CX - Sales): Orchestrates recommendations for sales options.
- Career Planning Guide** (Team - HCM - Career Development): Helps employees create career progression plans.
- Insights Advisor** (Agent - ERP - Accounts Payable): Monitors business criteria and generates payment insights.
- Payment Opportunity Execution** (Agent - ERP - Accounts Payable): Assists with adjusting payment runs.
- Benefits Advisor** (Agent - HCM - Benefits): Helps employees understand and maximize their benefits.
- HR Agent** (Team - HCM - Global HR): Manages HR-related inquiries.
- Personal and Employment Details Assistant** (Agent - HCM - Global HR): Helps employees keep their profiles up-to-date.
- Compensation Advisor** (Team - HCM - Compensation): Advises managers on how to assess, develop, and compensate team members.

On the right side, there are sections for 'Recommendations' (including 'Create AI Agents') and 'Recently created' (listing agents like 'HR Agent Team', 'Absence Advisor Agent', and 'Suggest SR Resolution Agent'). The bottom navigation bar includes links to 'AI Agent Studio', 'Teams', 'Agents', 'Tools', 'Topics', 'Prompts', 'Credentials', and 'Monitoring'.



Create custom agents and multi-agent teams



AI Agent Studio Tools

Providing Agents with a wide range of capabilities for Fusion and beyond

Document Tool

Upload or reference unstructured documents for semantic search and retrieval upon which to ground an answer or response

Business Object Tool

Retrieve data from the Fusion database and perform transactions on Fusion business objects as defined in the Fusion OpenAPI spec

Email Tool

Enable an Agent to write and send an email to a human recipient

Deep Link Tool

Send an end user to Fusion form interface to perform specific actions along with the required context

External REST Tool

Connect to any service to integrate any data and functionality with a public REST interface

User Session Tool

Makes context of the end user within Fusion to the Agents

Calculator Tool

Perform calculations for the most accurate answers involving math

Tool Type
External REST
Business Object
Deep Link
Document
Email
External REST

Create connections to Fusion data with a Business Object Tool

Retrieve Fusion data with ease

Access Fusion business object

Reference any Fusion Business Object via its OpenAPI spec by providing the BO endpoint and configuring the request/response

Setup parameters and headers using the Business Object documentation

Use the Business Object documentation to add required header and query parameters for the LLM to slot the contextual values

Prune the response fields list

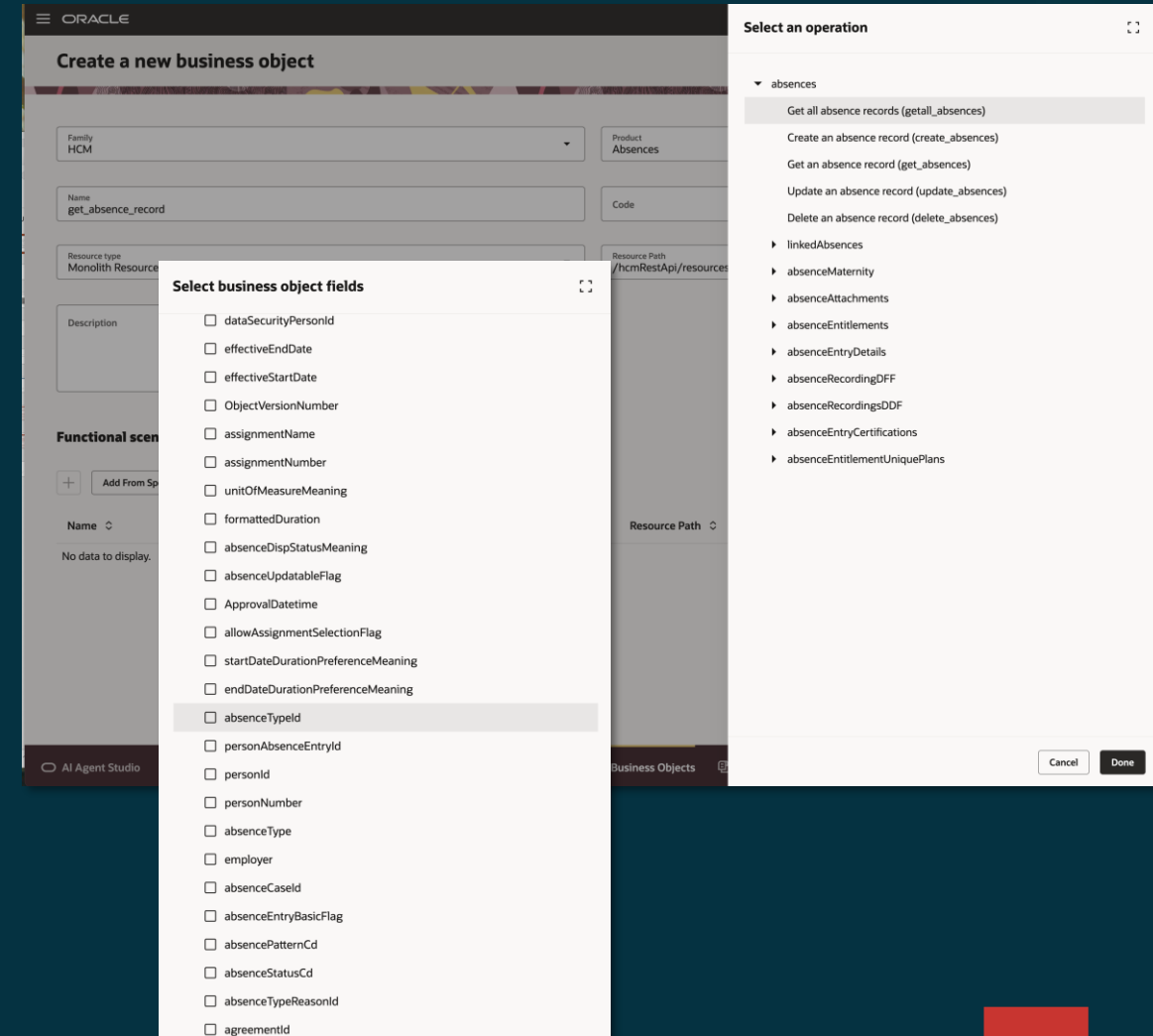
Select which fields will be returned from the GET request to focus the response for the use case

Supports Custom Objects and Custom Fields

Publish a new custom object and/or custom fields and the OpenAPI spec is updated so you can create a Business Object tool with those custom attributes

Data security stays intact

All Business Object tool requests use the Fusion user token of the logged in user, ensuring data integrity



External REST Tool

Define a REST Connection using an endpoint

Provide a specific REST endpoint to create a connection

Setup the Resource Path, HTTP/S operation, and parameters for each Function exposed within the tool

Setup parameters

Define slottable parameters for headers, query parameters and body for each Function

Show sample queries to the LLM

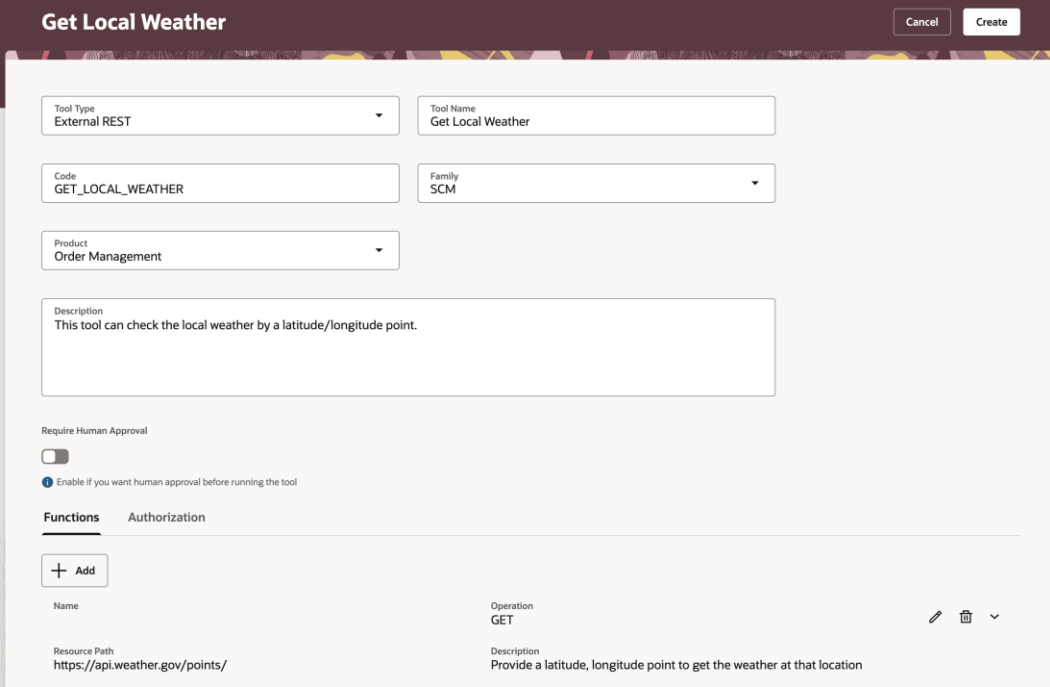
Give examples of the query so the LLM can properly slot parameters for that call

Test the Functions from within AI Agent Studio

Test each Function, by creating example parameters at design time, to ensure it is properly defined and works from within the Oracle environment

Create the External REST Tool and provide to an Agent to execute the REST call

Describe the capabilities of the tool along with the Functions definitions to enable the Agents to execute those calls as needed



Get Local Weather Cancel Create

Tool Type: External REST ▼ Tool Name: Get Local Weather

Code: GET_LOCAL_WEATHER Family: SCM ▼

Product: Order Management ▼

Description: This tool can check the local weather by a latitude/longitude point.

Require Human Approval ☐
 Enable if you want human approval before running the tool

Functions **Authorization**

+ Add

Name	Operation	Description
Resource Path: https://api.weather.gov/points/	GET	Provide a latitude, longitude point to get the weather at that location

Parameters **Sample Queries**

+ Add

Query	Description
https://api.weather.gov/points/39.7456,-97.0892	Sample query that needs a latitude, longitude pair to provide weather for that locations

External REST Tool Authentication

Connect to a wide variety of External REST Services

Access several authentication methods

From Basic Auth to OAuth2.0 and Fusion User Assertion, all your connectivity needs are available

Utilizes the same technology used by Visual Builder for Redwood customer extensions

Oracle's TRAP (Token Relay And Proxy) technology that powers this capability is the same used when extending Redwood Apps

Basic

Fixed username and password

OAuth2.0 User Assertion

Logged in user identity represented by OAuth token for custom scope

OAuth2.0 Resource Owner Password Credentials

OAuth token obtained with fixed client id, secret, username and password

OAuth2.0 Client Credentials

OAuth token obtained with fixed client id and secret

Oracle Cloud Infrastructure API Signature 1.0

Authentication

None

Hands-on Lab

Building a Custom Agent with External REST APIs

- 1 Create a Salary Benchmark Advisor Agent using External Rest API
- 2 Review Business Object and External REST API Tools, System Prompt and Usage of Summarization Prompt

Environment and Login Credentials

Application URL

<https://tinyurl.com/demo-dev49>

Or

<https://etar-dev49.ds-fa.oraclepdemos.com/fscmUI/faces/FuseWelcome>

User Credentials

Password - HOL@AIWorld2025

Username –

JESSICA.MULLEN

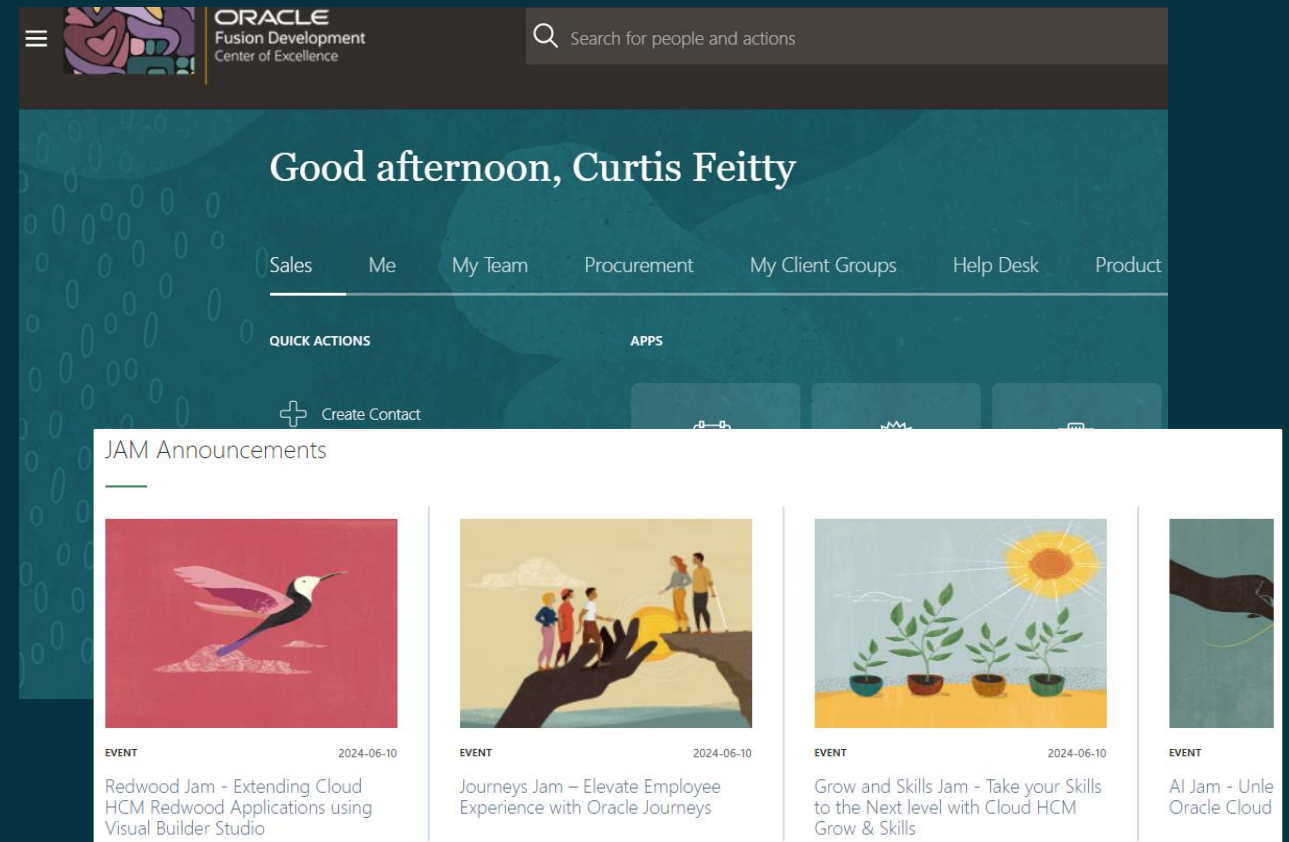
FRANK.PUKTA

JACK.FISHER

ADAMO.CARDELLINI

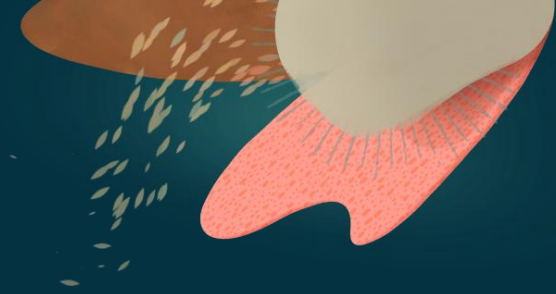
KEVIN.KINNEY

Scroll down on Home Page to the News and Announcement section to download the Labs



Tool Configuration & Usage

Best Practices



Write Clear, Precise Tool Descriptions

Descriptions are injected into prompts—ensure they explain the tool’s purpose, required inputs, expected output, and any dependencies or limitations.

Use Human-in-the-Loop (HITL) Thoughtfully

For tasks involving judgment, compliance, or ambiguity, integrate HITL steps with clear labels and fallback behavior if the user does not respond.

Limit Exposed Fields in Business Object Tools

Only select the fields needed for the agent to complete its task. This reduces response size, improves performance, and avoids unnecessary token usage.

Validate Inputs and Handle Errors Gracefully

Ensure the agent knows which inputs are required and how to proceed when they’re missing or incorrect. Tools should return helpful error messages or null-safe outputs.

Use Contextual Awareness

Don’t repeat `getSession` more than once per session unless necessary

Design for Performance and Responsiveness

Keep payloads light and avoid redundant API calls. Efficient tools lead to faster, more reliable agent responses.



Resources

Documentation

- [AI Resource page](#) in Cloud Customer Connect
- [What's New for 25D \(filter by AI column\)](#)
- [Oracle AI for Fusion Applications - Get Started](#)
- [How do I use AI Agent Studio?](#)
- Building an AI Innovation + Governance office [MOS KM](#) and Fusion AI Security principles [white paper](#)
- [AI Agent Collaboration Center](#)

Training

- [CCC: Introducing AI Agent Studio](#)
- CCC: [Let's Talk Tech: Getting Started with AI Agent Studio](#)
- OU : [Oracle Fusion AI Agent Studio Foundations Associate](#)
- OU: [Oracle AI Agent Studio for Fusion Applications Developers: Training and Certification](#)
- [AI Agent Studio 25D preview](#)
- Customer Connect Oracle AI for Fusion Apps [forum](#)
- CCC events: special topics on AI Agent Studio (coming soon!)
- CCC events: AI Agent Studio Office Hours (coming soon!)

Your feedback is important.

**Scan this QR Code or use the
Mobile App to share your
thoughts on this session.**





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Thank you

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Choice of LLMs

Fusion AI models

OpenAI	Meta	Anthropic	Google		cohere
GPT-oss 120b *	Llama 3.3 70b	Claude-sonnet-4	Gemini 2.5 Flash	Grok 3	Command R
GPT-5 mini	Llama 3.1 8b <i>Fine Tuned</i>	Claude-haiku-3.5	Gemini 2.5 Pro		Embed 4 <i>Multimodal</i>
GPT-5					
GPT-4.1					
GPT-4o					

* Evaluating OpenAI Open Weights for completion, RAG, and reasoning

Comes with Fusion

Bring your own



Oracle AI Agent Studio



A PLATFORM TO BUILD, TEST, AND DEPLOY AI AGENTS

Integration & Extensibility	Observability and Evaluation	LLMs	AI Agents	Multimodal, RAG	Workflow Nodes
MCP support A2A agent cards Credential store MS Teams Slack Dynamic custom headers Common integrations and connectors	Monitoring Evaluation Test dataset mgmt. Agent tracing A/B comparisons Performance metrics Token usage RAG metrics (answer & context relevance, groundedness) Improved debug Enhanced guardrails Auditing	OpenAI, Meta, Cohere, Google, xAI, Anthropic Agent Marketplace Partner-built agent templates Prompt Management Prompt libraries and lifecycle management Topics management	New agent templates Seeded runnable agent team Custom agents Agent builder assistant AI Agent Studio FAQ agent Get/put/post/patch/delete Fusion business objects Environment promotion	Image/document upload in chat Multimodal RAG SharePoint integration – RAG on external docs Workflow Agents Deterministic execution Chaining workflows Workflow as a chat agent	Agent node Doc processor, LLM, vector read/write For loop iteration Run in parallel Switch – branching logic Human-in-the-loop Code, tool nodes Email trigger, time trigger, event trigger



AI Agent Studio: Prebuilt Templates 25C

Solve problems with AI agents that can plan and orchestrate tool usage

Human Resources

Benefit Analyst (Employee)
Leave and Absence Analyst
Leave and Absence Analyst (My Team)
Compensation Advisor (Employee)
Compensation Advisor (My Team)
Employment Details Assistant (My Team)
Employment Life Cycle Policy Advisor
Talent Advisor (My Team)
Pay Analyst
Leave and Absence Policy Advisor
Benefits Policy Advisor
Perks and Awards Analyst
Employment Contract Analyst
Employment Lifecycle Policy Advisor
Pay Policy Advisor

Service, Sales, and Marketing

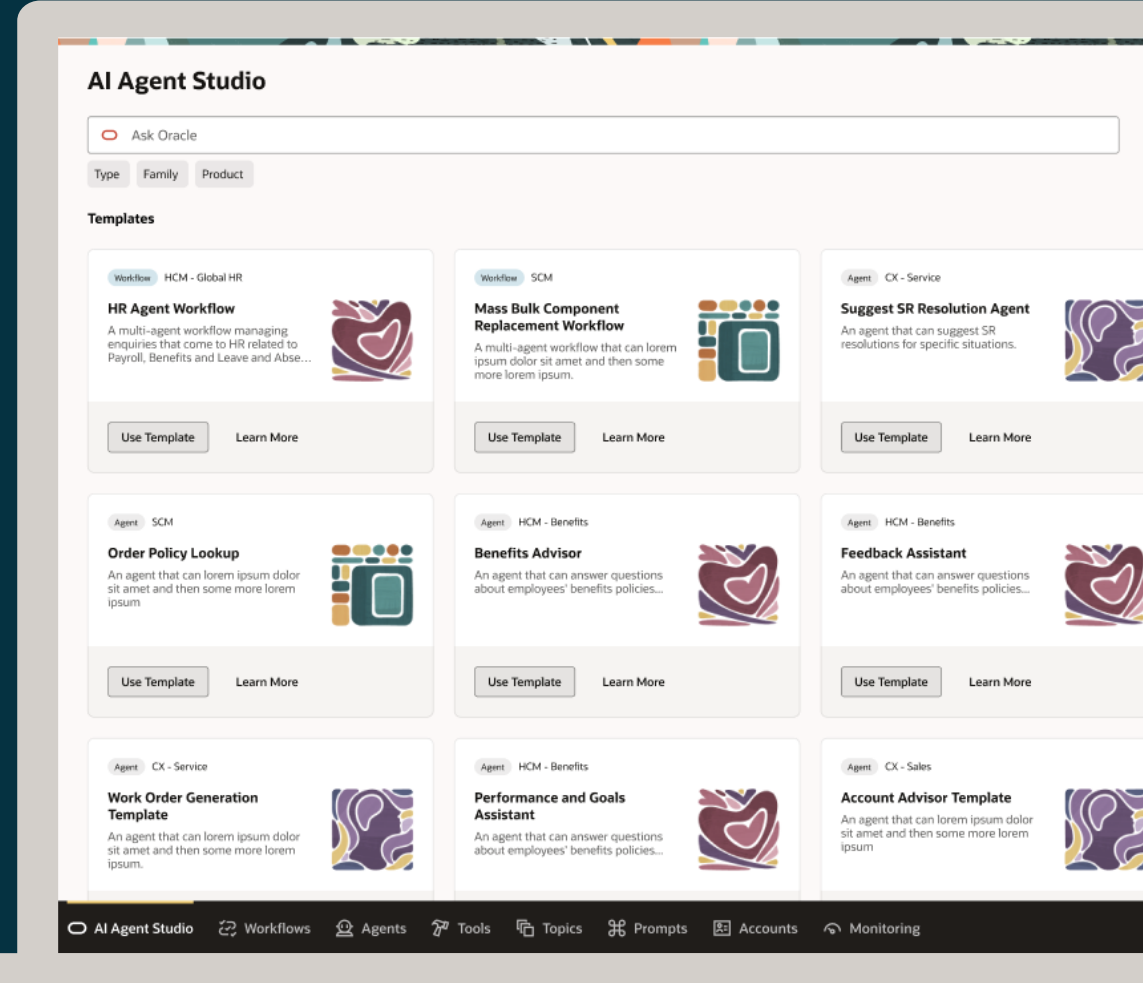
Service Request Triage Agent
Service Request Resolution Agent
Account Advisor Agent
Sales Analyzer

Supply Chain, Finance, and Procurement

Sales Return Order Assistant
Maintenance Advisor
Operational Procedure Advisor
Work Instruction Authoring Advisor
Procurement Policy Advisor
Costing setup assistant
Costing period close assistant
Workflow Policy Advisor
Manufacturer Onboarding and Risk Advisor
Master Data Governance Standards Advisor
Product Regulations and Compliance Agent
Quality Inspection Advisor
Material Handling Agent
Outbound Compliance Agent
Goods Delivery Agent
Sales Promotions Advisor
Supply Chain Collaboration Policy Agent
Supply Chain Planning Advisor
Claims Policy Advisor

Public Sector

Agency Permit Assistant
Code Enforcement Case Assistant
Permit Inspection Assistant
Planning Activity Assistant
Reference APO Assistant



AI Agent Studio: Prebuilt Templates 25D

Human Resources

Benefits Court Orders Agent
Benefits Plan Advisor Agent
Onboard New Hires with AI Assistance
Internal Mobility Job Discovery Advisor
Internal Mobility Job Fit Advisor
Team Sync Agent
Job Offer Creation Advisor
AI Agent Studio for Job Requisition
Creation Flow
Job Applicant Screening Agent Template
Team Goals Assistant Agent
Transaction Console Assistant
Manager Concierge
Worker Concierge
RAC Helper
Employee Replacement Workflow
Assistant
Scheduling Advisor
Learning Creation Assistant
External Career Site Job Fit Agent
External Career Site Job
Recommendation Agent
Payroll Run Analyst

Supply Chain and Manufacturing

ASN Creation Assistant
B2B Message Converter
B2B Message Processor
B2B Message Converter (Workflow)
Component Replacement Assistant
Contractor License Assistant
Data Access Advisor for Sales Orders
Data Extraction Query Transformer
Disposition Assistant for Rejects
FDA Recall Curation Assistant
Fulfillment Processing Assistant
Item Shortages Analysis Advisor
Maintenance Work Order Builder
Order Exception Assistant
Planning Activity Assistant
Planning Advisor for Exceptions and Notes
Post maintenance Work Recorder
Preapplication Agent Team
Product 360 Advisor
Product Comparison Advisor
Product Configuration Agent
Promotion Recommendation Advisor
Reference APO Assistant
Sales Order Assistant
Service Parts Advisor
Supply Disruptions Mitigator
Supply Disruptions and Mitigation Agent

Procurement

Supplier Portal Advisor
Purchase Requisition Status Advisor
Sustainability Policy Advisor
Quote to Purchase Requisition Assistant

Service, Sales, and Marketing

CPQ Administrator Assistant
Quote Advisor
Service Request Creation Assistant
Ingest Similar Requests
Service Request Escalation Prediction Agent
Service Request Triage Agent (Multiagent)
Embedded Help
Notification Agent
Incentive Payee Advisor
Incentive Administration Assistant
Pro Active Support AI Agent
Service Work Order Create Agent
Express Reports
Lead Advisor Agent Team
Case Analyzer Agent
Contract Summarization Agent
Service Request Resolution Workflow
Service Request Resolution Assistant
Deal Advisor Agent Team

Enterprise Resource Planning and Industry

Access Request Assistant
Expense Policy*
Expense Distribution Assistance*
Project Change Generation*
Project Status Summary & Action Plan*
B2B Message Conversion for trading partner
comms*
JPMC Bank Account Validation Service
Integration*

** Not available as pre-configured template in AI Agent Studio*

Public Sector

Contractor License Assistant
Preapplication Agent Team
Agency Business License Assistant
Agency Planning Assistant
Code Incident Analyzer

