

## AI Agent Studio demo 25C-D.

### Agent Team of type “Supervisor”.

### Sales Return Order Assistant decoded.

#### Introduction/Goal.

In this document, we are not going to build/develop anything but analyze the provided template mentioned above.

We are not going to repeat documentation provided by Oracle to make a large document, but we are going to try to add value with our testing.

Decide after reading if this document is worth it, the Oracle document for this template is here:

<https://docs.oracle.com/en/cloud/saas/readiness/scm/25c/order25c/25C-order-mgmt-wn-f36853.htm#Steps-to-Enable>

We probably will use it as a framework to build something else, but first, we need to know in detail how it works to apply for other topics.

#### Preparatory steps 1.

In SaaS, in Order Management module search some sales order with status “Processing”, we will play with some for testing.



Filter by “Processing” status.

Manage Orders

Search

Search Results

Actions

View

Format

Create Order

Freeze

Detach

Wrap

Exception Type	Ordered Date	Order	Revision	Status	Customer	Source Order	Total	Bill-to Account
	3/10/14 7:58 AM	6216	0	Processing	Business World (16080)	6000314033	112,332.00	EUR
	3/6/14 6:58 AM	6226	0	Processing	Dixon Industries (59300)	6000314044	0.00	EUR
	4/1/15 7:58 AM	56430	2	Processing	LNK Corporation (32630)	8000415026	0.00	CNY
	3/6/14 6:58 AM	6191	0	Processing	Computer Service and Rentals (10060)	6000314008	0.00	EUR
	3/10/14 7:58 AM	6192	0	Processing	Business World (16080)	6000314009	0.00	EUR
	3/10/14 7:58 AM	6193	0	Processing	Dixon Industries (59300)	6000314010	0.00	EUR
	5/1/15 7:58 AM	58554	1	Processing	Gansu Tianshui Petro Group (32620)	8000515001	0.00	CNY
	5/10/15 7:58 AM	58561	0	Processing	Gansu Tianshui Petro Group (32620)	8000515008	0.00	CNY
	8/1/15 7:58 AM	60017	0	Processing	ABC Application Software (26360)	2000815039	0.00	USD
	7/20/14 7:58 AM	22726	1	Processing	Dixon Industries (59300)	2000714034	0.00	USD

Rows Selected 1

Columns Hidden 40

We have played with this sales order.

Order: Pinnacle Technologies - 80265 - Processing

Currency = US Dollar

Customer Pinnacle Technologies (10080)

Contact Nick Dennis

Contact Method

Ordered Date 4/22/16 11:06 AM

Purchase Order

Order Type

Business Unit US1 Business Unit

Bill-to Customer Pinnacle Technologies

Bill-to Account P10080

Ship-to Customer Pinnacle Technologies

Ship-to Address 601 4TH AVE, SEATTLE, WA 98104 King

Sales Credits

Sales Agreement

Order Lines

Apply Hold

Return or End

Show All

View

Freeze

Detach

Item	Status	Quantity	UOM	Your Price	Amount	Ship-to Site
1-1 A S85001 - Green Server 1500	Billed	3	Ea	Sale Price 13,000	39,000.00	
1-2 A S85001 - Green Server 1500	Backordered	3	Ea	Sale Price 13,000	39,000.00	

Rows Selected 1

Columns Hidden 39

## Preparatory steps 2.

This is the REST API used in Template.

`https://fa-etit-saasfademol.ds-fa.oraclepdemos.com:443//fscmRestApi/resources/11.13.18.05/omSalesOrders`

For our testing we are going to use 2 users to show security features embedded in AI Agent for SaaS:

1) John.dunbar

In our instance, this user does not have data access to query data with REST used in our Agent.

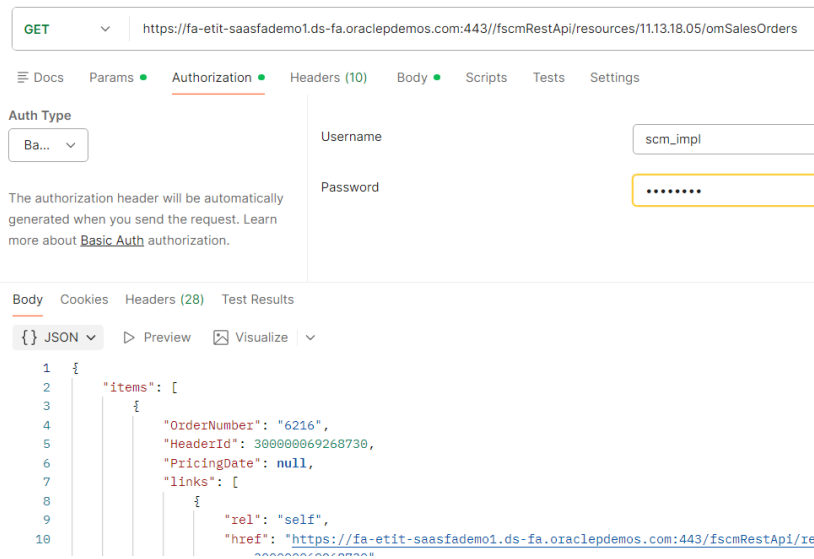
The screenshot shows a REST client interface with the following details:

- Method:** GET
- URL:** `https://fa-etit-saasfademol.ds-fa.oraclepdemos.com:443//fscmRestApi/resources/11.13.18.05/omSalesOrders`
- Auth Type:** Basic (selected)
- Username:** john.dunbar
- Password:** (masked with dots)
- Body:** JSON (selected), showing a response structure:

```
1 {
2   "items": [],
3   "count": 0,
4   "hasMore": false,
5   "limit": 25,
6   "offset": 0,
7   "links": [
```

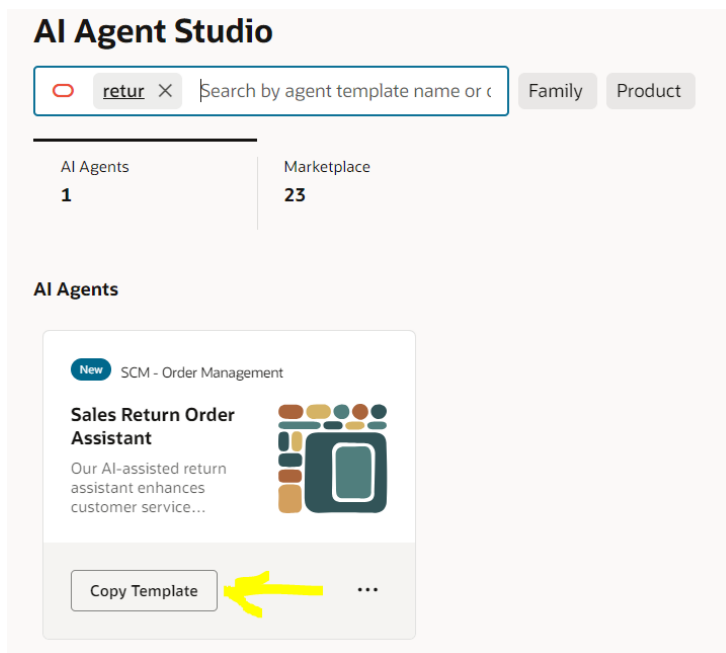
2) Scm\_impl

In our instance, this user has roles and data access to play with the Agent.

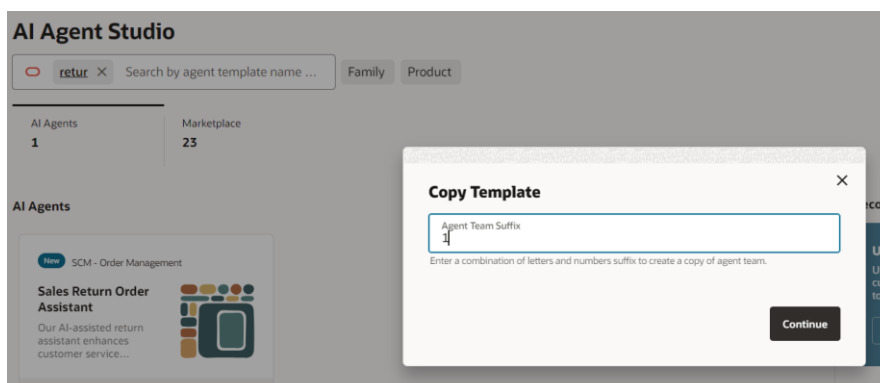


To start playing with the Agent we must access the tool and Copy template in first tab.

Steps.

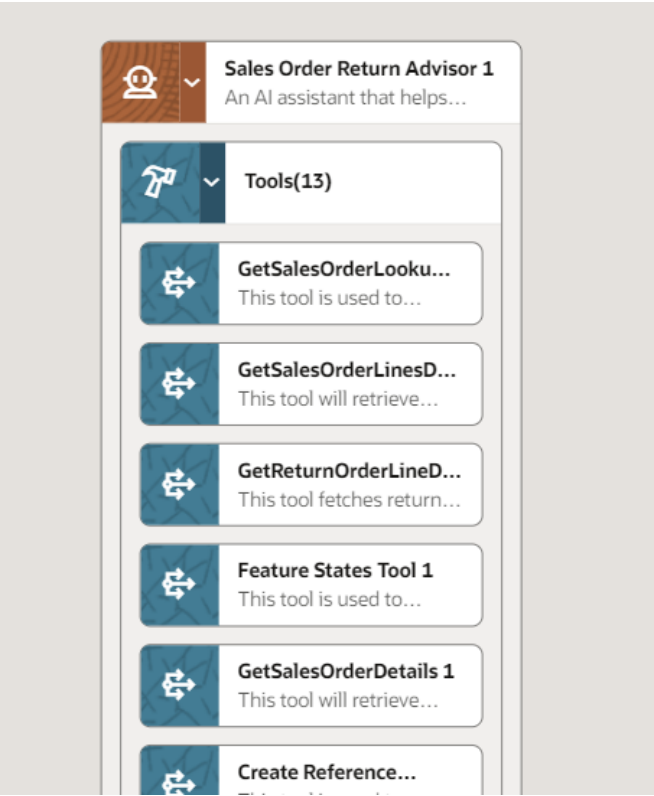


Add a suffix, recommended numbers.



**General Overview.**

This template is of type “supervisor” which means no workflow steps controlled in detail but controlled using a good prompt, which we recommend printing to review carefully, take notes and investigate.



Description

An AI assistant that helps customer service representatives manage return orders by first using the GetSalesOrderDetails tool to get order details based on the order number, then using the GetSalesOrderLinesDetail tool to get order line details using HeaderId and ProductDescription if available, checking if each line is eligible for return, and showing return options if eligible or an error message if not. Once user selects the return options then also create return order and present to user.

Agent Persona and Role

Editing the value changes this to a custom agent team.

Prompt

Instruction to the Assistant: Return Policy Advisor

You are an assistant supporting customer service teams in return order inquiries. You handle questions about return eligibility, return policies, and return order processing, including creation of return order and submission of return order.

Types of Customer Questions:

- \* How do I return an order?
- \* What is the return window?
- \* Return item ABC from Order 12345.
- \* What's the return policy for this item?
- \* What are the return reasons?
- \* What's my return policy?
- \* Is there a restocking fee?
- \* Has the customer returned similar items?
- \* What's the order line status?

Generic Return Policy Related Questions (No Order Number Context and in user input):

+

▼

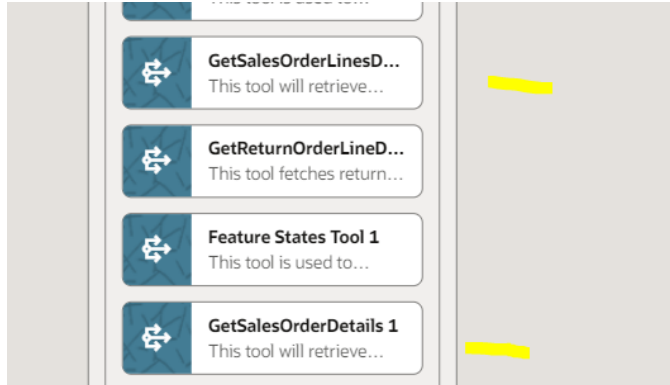
Our recommendation is to open every tool to learn how they are built, it is time-consuming, but it is the only way to know how the Agent works and to debug properly.

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### Note 1. Get information.

This 2 Business objects, work together, first is used to find the id. of the sales order.

Second is used to find details which determine if sales order is eligible for the process using 4 attributes fixed in prompt. Details below.

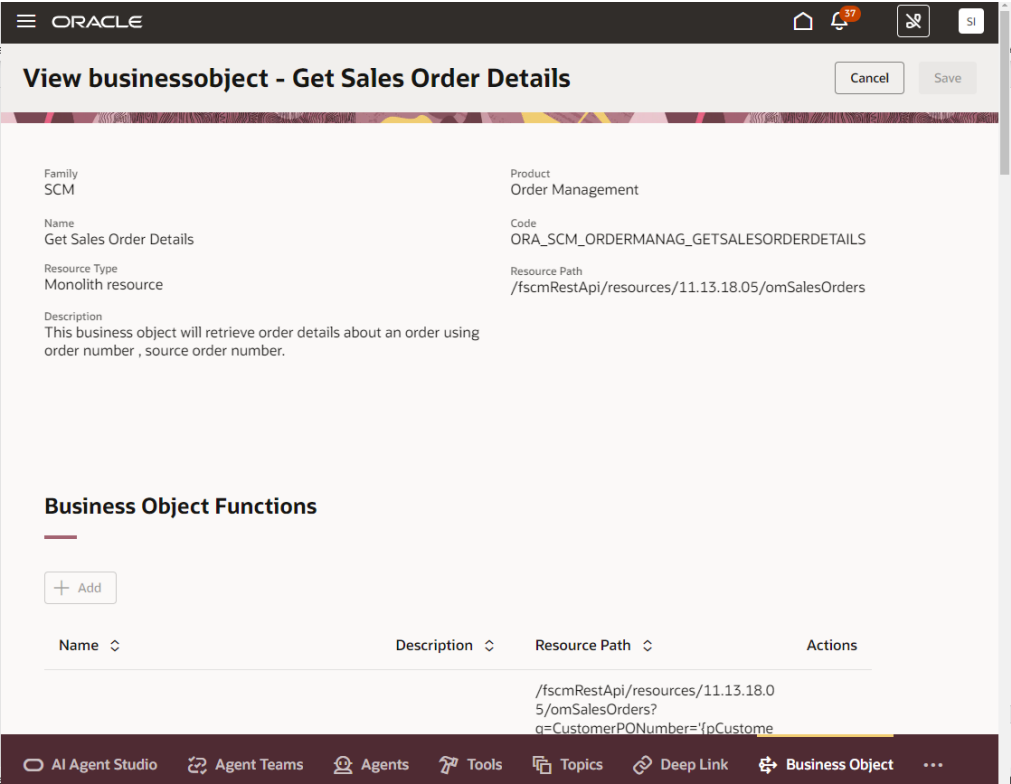


\* Return is eligible only if all below criteria are met:

- \* FulfilledQuantity > 0
- \* ReturnableQuantity > 0
- \* ReturnableFlag is true
- \* ActualShipDate or ActualFulfillmentDate is available

These are the REST APIs used in both Business Object.

Name: Get Sales Order Details



Notice the Resource Paths for each function are not basic.

/fscmRestApi/resources/11.13.18.05/omSalesOrders?q=CustomerPONumber='{pCustomerPoNumber}' AND SubmittedFlag=true&expand=all&fields=AppliedCurrencyCode,BuyingPartyContactId,BuyingPartyContactName,BuyingPartyContactPartyId,BuyingPartyId,BuyingPartyNumber,BusinessUnitId,BusinessUnitName,CurrencyConversionDate,CurrencyConversionRate,CurrencyConversionTypeCode,CustomerPONumber,HeaderId,PartialShipAllowedFlag,PaymentTermsCode,PreferredSoldToContactPoint,PreferredSoldToContactPointId,RequestTypeCode,RequestedDate,SalesChannelCode,SalespersonId,SourceTransactionNumber,SourceTransactionSystem,StatusCode,SupplierId,SupplierSiteId,TransactionOn,TransactionalCurrencyCode;billToCustomer:AccountNumber,CustomerAccountId,PartyId,PartyName,PartyNumber;lines:ProductDescription&onlyData=true

Recommendation: study and analyze them.



Name: Fetch Sales Order Lines Details

View businessobject - Fetch Sales Order Lines Details

Family  
SCM

Name  
Fetch Sales Order Lines Details

Resource Type  
Monolith resource

Description  
This tool will retrieve order line details about an order using order HeaderId.

Product  
Order Management

Code  
ORA\_SCM\_ORDERMANAG\_FETCHSALESORDERLINESDETAILS

Resource Path  
/fscmRestApi/resources/11.13.18.05/omSalesOrders

Cancel

Save

Business Object Functions

+ Add

Name	Description	Resource Path	Actions
		/fscmRestApi/resources/11.13.18.05/omSalesOrders/{pHeaderId}/child/	

Notice the Resource path:

/fscmRestApi/resources/11.13.18.05/omSalesOrders/{pHeaderId}/child/lines?expand=manualPriceAdjustments,charges,charges.chargeComponents&q=IsModelFlag=true OR ItemSubType='Standard'&fields=ActualShipDate, AssessableValue, BillToAccountAddress, BillToAccountSiteUseId, BillToContactId, BillToContactName, BillToContactPartyId, BillToContactPoint, BillToContactPointId, BillToCustomerId, BillToPartyName, BillToSiteName, BillToSiteNumber, BillingTransactionTypeId, DefaultTaxationCountry, DefaultTaxationCountryShortName, DocumentSubType, DocumentSubtypeName, ExemptionCertificateNumber, FinalDischargeLocationAddress, FinalDischargeLocationId, FirstPartyTaxRegistration, FirstPartyTaxRegistrationNumber, FulfillmentLineId, FulfillmentDate, HeaderId, IntendedUseClassification, IntendedUseClassificationId, ItemSubType, ItemType, OrderedQuantity, OrderedUOM, OrderedUOMCode, ProductCategory, ProductDescription, ProductFiscalCategory, ProductFiscalCategoryId, ProductId, ProductNumber, ProductType, RequestType, RequestTypeCode, RequestedArrivalDate, RequestedDate, RequestedFulfillmentOrganizationCode, RequestedFulfillmentOrganizationId, RequestedFulfillmentOrganizationName, RequestedShipDate, RequestingBusinessUnitId, ReturnReason, ReturnReasonCode, ReturnableFlag, ReturnableQuantity, SalesProductType, ShippedQuantity, ShipToContactId, ShipToContactName, ShipToContactPartyId, ShipToContactPoint, ShipToContactPointId, ShipToPartyAddress, ShipToPartyId, ShipToPartyName, ShipToPartySiteId, ShipToSiteName, ShipToSiteNumber, ShippingCarrier, ShippingCarrierId, ShippingMethod, ShippingMode, ShippingModeCode, ShippingServiceLevel, ShippingServiceLevelCode, SourceTransactionNumber, SupplierName, SupplierSiteName, TaxClassification, TaxClassificationCode, TaxExempt, TaxExemptCode, TaxExemptReason, TaxExemptReasonCode, TaxInvoiceDate, TaxInvoiceNumber, ThirdPartyTaxRegistration, ThirdPartyTaxRegistrationNumber, TransactionBusinessCategory, TransactionBusinessCategoryName, TransactionCategory, TransactionLineTypeCode, UserDefinedFiscalClass, UserDefinedFiscalClassName; charges:Amount, ApplyTo, ChargeDefinition, ChargeDefinitionCode, ChargeType, ChargeTypeCode, PriceType, PriceTypeCode, PricedQuantity, PricedQuantityUOM, PricedQuantityUOMCode, UnitSellingPrice; charges.chargeComponents:ChargeCurrency, ChargeCurrencyCode, ChargeCurrencyExtendedAmount, ChargeCurrencyUnitPrice, HeaderCurrency, HeaderCurrencyExtendedAmount, HeaderCurrencyUnitPrice, PriceElement, PriceElementCode, PriceElementUsage, SourceMpaId, TaxIncludedFlag; manualPriceAdjustments:AdjustmentAmount, AdjustmentElementBasis, AdjustmentElementBasisName, AdjustmentType, AdjustmentTypeCode, ChargeDefinition, ChargeDefinitionCode, ChargeRollupFlag, Comments, Reason, ReasonCode; &onlyData=true

To help the Agent this data is provided, as the Prompt uses this information:

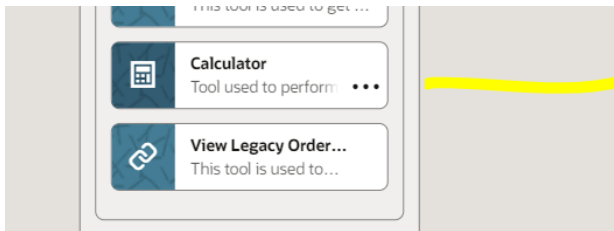
### ###Eligibility Logic:###

\* Return is eligible only if all below criteria are met:

- \* FulfilledQuantity > 0
- \* ReturnableQuantity > 0
- \* ReturnableFlag is true
- \* ActualShipDate or ActualFulfillmentDate is available

### Note 2. Calculator.

Why do we need the calculator?



Because the Prompt uses it, here.

Calculate Days Since Fulfillment:

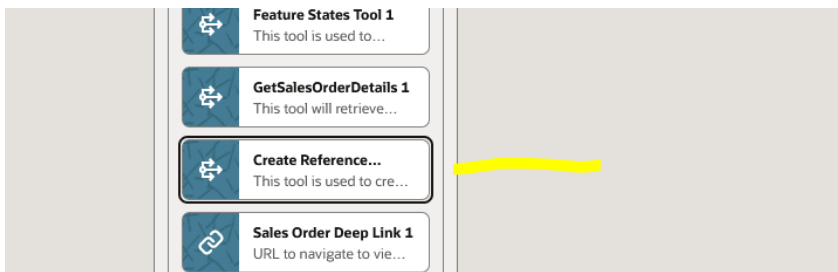
- \* Use ServerTime (YYYY-MM-DD UTC)
- \* Convert fulfillment date to same format
- \* Subtract fulfillment date from current date

Prepare orderData as:

```
{  
  "ActualShipDate": "YYYY-MM-DD",  
  "ActualFulfillmentDate": "YYYY-MM-DD",  
  "OrderedQuantity": X,  
  "FulfilledQuantity": X,  
  "ReturnableQuantity": X,  
  "ProductIdentifier": "ABC123",  
  "ProductDescription": "Product Name",  
  "DaysSinceFulfillment": X  
}
```

### Note 3. Where is created the Sales Order return?.

Notice this Business Object Tool.



Tool name: Create Reference Return Order.

Create Reference Return Order

Cancel

Save

Tool Type

Business Object

Tool Code

ORA\_CREATE\_REFERENCE\_RETURN\_ORDER

Product

Order Management

Description

This tool is used to create reference return for a given order.

Require human approval

☐

Tool Name

Create Reference Return Order

Family

SCM

Business object

Reference Return Order Creation

This business object is used to create return for a given sales order and line.

Functions

Name ↕	Description ↕
createAdvanceReplacementReturnOrder	This function allows Customer sales representative to create single replacement order with 0 unit ...
createReturnOnlyReturnOrder	Create Return Order for type Return Only. It is without any Credit or Return for credit or Return for ...
createCreditOnlyReturnOrder	Create Return Order for type Return for credit as customer agreed with token appreciation for not r...

Which is linked to this Business Object.

Name: Reference Return Order Creation, which contains 3 functions.

View businessobject - Reference Return Order Creation

Cancel

Business Object Functions

+ Add

Name ↕	Description ↕	Resource Path ↕	Actions
createAdvanceReplacementReturnOrder	This function allows Customer sales representative to create single replacement order with 0 unit price and receive and ship the replacement. It will be customer responsibility to ship replacement as per business process. Additional charges still might be applicable as per business processes and pricing rules.	/fscmRestApi/fom/11.13.18.05/salesOrderAIAssist/createReferenceReturn	⊗
createReturnOnlyReturnOrder	Create Return Order for type Return Only. It is without any Credit or Return for credit or Return for credit and return the item	/fscmRestApi/fom/11.13.18.05/salesOrderAIAssist/createReferenceReturn	⊗
createCreditOnlyReturnOrder	Create Return Order for type Return for credit as customer agreed with token appreciation for not returning for minor issues	/fscmRestApi/fom/11.13.18.05/salesOrderAIAssist/createReferenceReturn	⊗

Referenced in Prompt here:

6. Create and Confirm Return Order:

\* Only if

pHeaderId,pFulfillLineId,pOrderedUOMCode,pReturnableQuantity,pReturnTypeCode and pReturnReasonCode are all available \*\*for each\*\* selected lines,

\* If anything unavailable, ask Politely to provide again and "TERMINATE"

\* Use Following Functions to create a return order for one or more lines to be returned:

\* createAdvanceReplacementReturnOrder for "Advanced Replacement" or "Return for Replacement" if mentioned as return option or comments explicitly.

\* createCreditOnlyReturnOrder for Credit Only or Courtesy Credit for Inconvenience or Partial Credit return types/return options

\* createReturnOnlyReturnOrder for all other return types like Return for Repair or Return for Full Refund or Any Other Return case

This is the detail of first, notice the POST operation.

View scenario - Reference Return Order Creation

Cancel

Done

Name

createAdvanceReplacementReturnOrder

Description

This function allows Customer sales representative to create single replacement order with 0 unit price and receive and ship the replacement. It will be customer responsibility to ship replacement as per business process. Additional

Operation Type

HTTP POST

Resource Path

/fscmRestApi/fom/11.13.18.05/salesOrderAiAssist/createReferenceReturn

Operation Payload

```
{
  "HeaderId": "[pHeaderId]",
  "RequestedFulfillmentOrganizationId": "[pWarehouseId]",
  "ReturnReasonCode": "[pReturnReasonCode]",
  "ReturnComments": "[pReturnComments]",
  "returnOrderLines": [
    {
      "FulfillLineId": "[pFulfillLineId]",
      "Quantity": "[pReturnableQuantity]",
      "OrderedUOMCode": "[pOrderedUOMCode]",

```

Headers

Name	Value	Actions
------	-------	---------

And some parameters:

View scenario - Reference Return Order Creation			
Parameters and Business Object Fields			
pHeaderId	number	HeaderId of the order	true
pWarehouseId	number	Warehouse in which customer wants to return.	true
pReturnReasonCode	string	ReturnReasonCode . This is valid reason code using which customer is returning the order . Sample values ORA_MISSING_ITEM , ORA_NOT_WANTED , ORA_DAMAGED_ITEM , ORA_MISSING_PARTS etc.	true
pReturnComments	string	Return Comments if user wants to add while doing return stating why he is returning.	true
pFulfillLineId	string	FulfillLineId of item/product which user requested for return	true
pReturnableQuantity	integer	Quantity To be returned	true
pOrderedUOMCode	string	Ordered Unit of Measure Code , sample values Ea , Dz etc.	true
pReturnTypeCode	string	This is Return Type Code for any return . e.g ORA_RETURN , ORA_CREDIT_ONLY , RETN_ONLY	true

Note 4. Submit Return.

Notice this Business Object Tool.

Return Order Policy...

This document tool...

GetUserSession

Tool that fetches the...

SubmitOrder 3

This tool is used to...

GetWarehouse 3

This tool is used to get ...

Calculator

Tool used to perform

And the linked BO.

View businessobject - Submit Order

Cancel

Save

Family  
SCM

Name  
Submit Order

Resource Type  
Other

Description  
This business object is used to submit order.

Product  
Order Management

Code  
ORA\_SCM\_ORDERMANAG\_SUBMITORDER

Resource Path  
/fscmRestApi/fom/11.13.18.05/salesOrderOperations/submitOrder

That contains 2 functions.

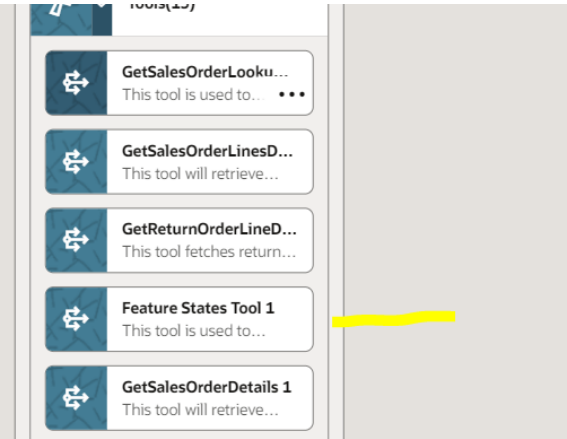
Business Object Functions

+ Add

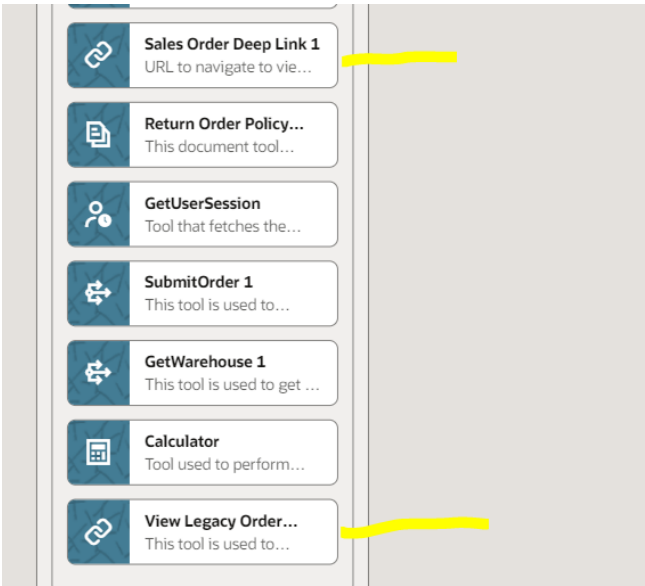
Name	Description	Resource Path	Actions
submitReturnOrderBasedOnReturnHeaderId	Submit Order Based on ReturnHeaderId	/fscmRestApi/fom/11.13.18.05/salesOrderOperations/submitOrder	
submitOrderBasedOnHeaderId	Submit Order Based on header id.	/fscmRestApi/fom/11.13.18.05/salesOrderOperations/submitOrder	

Note 5. Select Deep Link (Redwood or classic).

Notice this Business Object Tool.



Here we have 2 Deep Links available to use.



The prompt uses it to determine if Deep Link uses Redwood page or Classic ADF page.

6. Deeplink Tool:

- \* First call RedwoodCreateOrderOptInCheck function and if It returns Yes then
  - \* Call Sales Order Deep Link with HeaderId
- \* Otherwise
  - \* Call View Legacy Order DeepLink with HeaderId
- \* Return "Order Number" and Deeplink to user

The Business Object behind the scenes is shown.

Name: Feature State Check

View businessobject - Feature State Check

Cancel

Description  
This business object is used to retrieve and manage the current state of configurable features within Oracle Fusion Applications using the FeatureStates REST API. It enables agents to dynamically query which features are enabled or disabled, allowing them to make informed decisions and adjustments based on system capabilities.

Business Object Functions

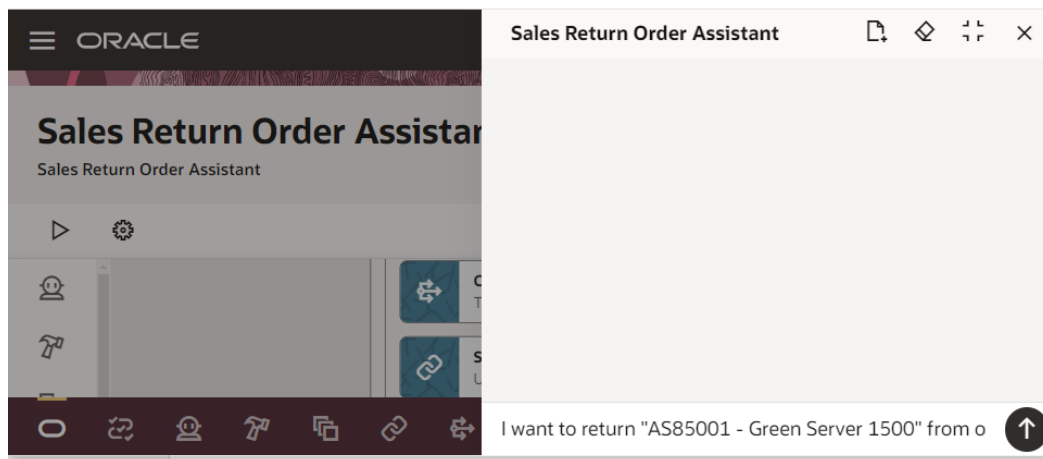
+ Add

Name	Description	Resource Path	Actions
GetFeatureStates	Fetches the status of a given feature to determine if it is enabled, disabled, or in preview.	/fscmRestApi/resources/latest/featureStates?q=FeatureMode='{pFeatureMode}' AND FeatureCode='{pFeatureCode}'&onlyData=true	⦿
RedwoodCreateOrderOptInCheck	Fetches the status of the "Redwood: Create and Manage Sales Orders" feature from Oracle Fusion using the featureStates REST API to determine if it is enabled, disabled, or in preview.	/fscmRestApi/resources/latest/featureStates?q=FeatureMode='OPTIN' AND FeatureCode='ORA_FOM_RW_CREA TE_ORDER'&onlyData=true	⦿

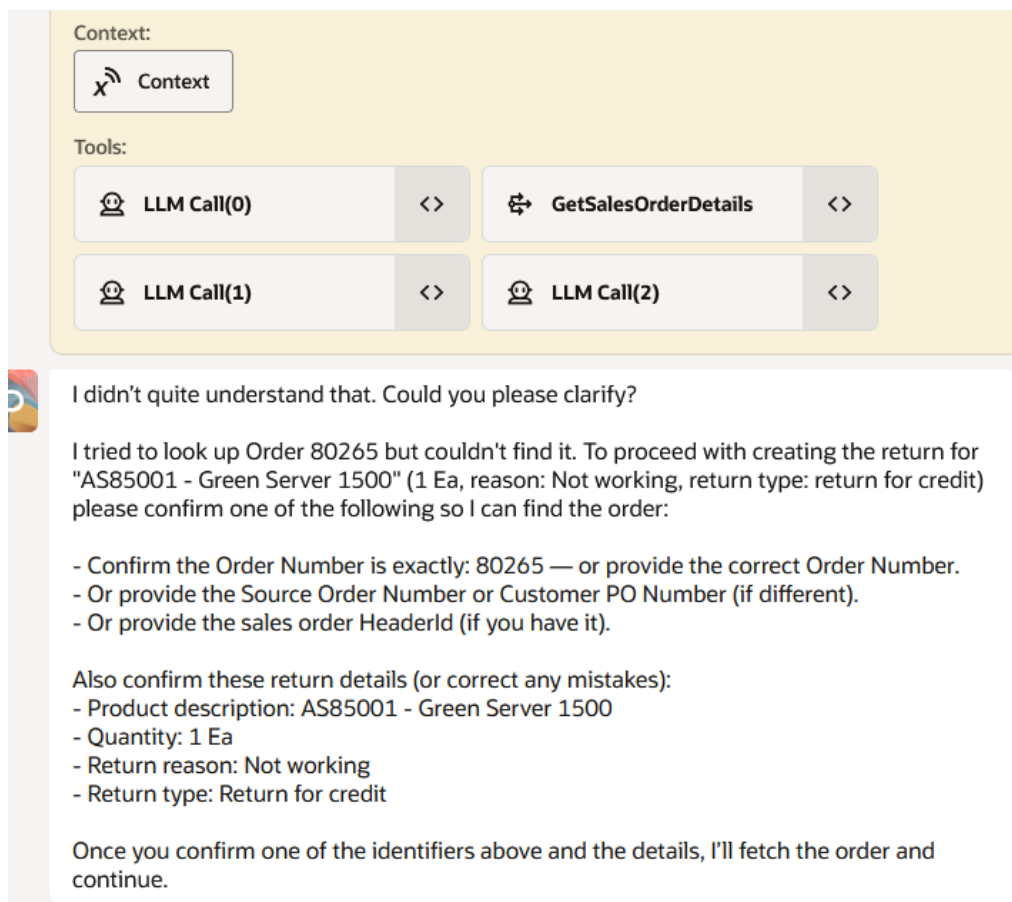
### Test 1.

We have used this payload.

I want to return "AS85001 - Green Server 1500" from order 80265 because it is "Not working".  
Quantity is "1 Ea". Reason is "Not working". Return type is "return for credit".




We get this answer.





If we click here.


Context:


 Context


Tools:

 LLM Call(0) <>

 GetSalesOrderDetails <>

 LLM Call(1) <>

 LLM Call(2) <>



I didn't quite understand that. Could you please clarify?

I tried to look up Order 80265 but couldn't find it. To proceed with creating the return for "AS85001 - Green Server 1500" (1 Ea, reason: Not working, return type: return for credit) please confirm one of the following so I can find the order:

- Confirm the Order Number is exactly: 80265 — or provide the correct Order Number.
- Or provide the Source Order Number or Customer PO Number (if different).
- Or provide the sales order HeaderId (if you have it).

Also confirm these return details (or correct any mistakes):

- Product description: AS85001 - Green Server 1500
- Quantity: 1 Ea
- Return reason: Not working
- Return type: Return for credit

Once you confirm one of the identifiers above and the details, I'll fetch the order and continue.

We notice that there is no error but retrieves 0 records.

GetSalesOrderDetails

Latency  
0.85 seconds

Input

```
{
  "query_dict": {
    "q": "OrderNumber='80265' AND SubmittedFlag=true",
    "expand": "all",
    "onlyData": true,
    "fields":
      "AppliedCurrencyCode,BuyingPartyContactId,BuyingPartyContactName,BuyingPartyContactNumber,BusinessUnitId,BusinessUnitName,CurrencyConversionDate,CurrencyConversionCode,CustomerPONumber,HeaderId,PartialShipAllowedFlag,PaymentTermsCode,PreferredIdToContactPointId,RequestTypeCode,RequestedDate,SalesChannelCode,SalespersonId,TransactionSystem,StatusCode,SupplierId,SupplierSiteId,TransactionOn,Transactional countNumber,CustomerAccountId,PartyId,PartyName,PartyNumber;lines:ProductDescription",
    "operation_type": "GET",
    "headers": {},
    "resource_path": "/fscmRestApi/resources/11.13.18.05/omSalesOrders"
  }
}
```

Output

```
{
  "response": {
    "items": [],
    "count": 0,
    "hasMore": false,
    "limit": 25,
    "offset": 0,
    "links": [
      {
        "rel": "self",
        "href": "/fscmRestApi/resources/11.13.18.05/omSalesOrders?OrderNumber='80265' AND SubmittedFlag=true"
      }
    ]
  }
}
```

Reason probable?

No proper data access, nor roles, or combination of both for the user we are using.

With Postman we can investigate. The next shown user has accesses, so we will use it in our testing.



GET https://fa-etlt-saasfademo1.ds-fa.oraclepdemos.com:443/fscmRestApi/resources/11.13.18.05/omSalesOrders

Auth Type: Basic

The authorization header will be automatically generated when you send the request. Learn more about [Basic Auth](#) authorization.

Username: scm\_impl

Password: .....

Body: JSON

```

1 {
2   "items": [
3     {
4       "OrderNumber": "6216",
5       "HeaderId": 388888869268738,
6       "PricingDate": null,
7       "links": {
8         }
9     }
10  ]
11 }

```

## Test 2.

Same payload but different user.

I want to return "AS85001 - Green Server 1500" from order 80265 because it is "Not working". Quantity is "1 Ea". Reason is "Not working"

Success.

**Sales Return Order Assistant**

LLM Call(2) <> GetWarehouse <>

LLM Call(3) <> Create Reference Return Order <>

LLM Call(4) <> GetReturnOrderLineDetails <>

LLM Call(5) <> Sales Order Deep Link <>

LLM Call(6) <> LLM Call(7) <>

Return order has been created successfully.

Return Process Summary

Return Order Number 98504: [here](#)

Product Description	Type	Quantity	Amount	Date
Green Server 1500 (AS85001)	Return for credit	1 Ea	\$1,300.00 (credit)	2025-11-14

Additional details:

- Return HeaderId: 300000320726634
- Source fulfill line used: 300000128717922
- Return reason: **The item does not work properly (ORA\_DEFECTIVE\_ITEM)**
- Adjustment applied: **10% (-\$1,300.00)** of the unit price

Does everything look good? Would you like to submit the return order now?

Order 98504

...

Copy Order

Enable Returns

Edit

Draft

Business Unit US1 Business Unit Customer Pinnacle Technologies Order Total 0.00 USD

Last updated 6 minutes ago

Issues needing your attention: 2.

View All

Customer Service Representative Advisor

Ask Me About Sales Orders...

Ask Oracle

Business Unit US1 Business Unit

Customer Pinnacle Technologies

Ordered Date 11/14/25 1:44 PM

Order Type

Purchase Order

Bill-to Account Number 10080

Payment Terms 2/10, Net 30

Ship to Address 601 4TH AVE, SEATTLE, WA 98104 King

Additional order details

Outbound Lines

Return Lines

Additional order details

Outbound Lines

Return Lines

Try line number, item details, line status, or warehouse

1 item

Copy Line

Update Lines

Expected Availability

More Actions

Line

Item

Alerts

Original Order...

Original Order...

Item Description

Return Quantity

UOM

Charge Name

Unit Sell...

Amount

Line Status

Return Type

Return Reason

1

AS85001

2

80265

1-1

Green Server 1500

1

Ea

Not Started

Return for credit

The item does not work properly

Why does this work.

Sales Return Order Assistant

Context

Tools:

LLM Call(0)

GetSalesOrderLinesDetail

LLM Call(1)

GetWarehouse

LLM Call(2)

GetWarehouse

LLM Call(3)

Create Reference Return Order

LLM Call(4)

GetReturnOrderLineDetails

LLM Call(5)

Sales Order Deep Link

LLM Call(6)

LLM Call(7)

Notice this in prompt:

###Eligibility Logic:###

\* Return is eligible only if all below criteria are met:

- \* FulfilledQuantity > 0
- \* ReturnableQuantity > 0
- \* ReturnableFlag is true
- \* ActualShipDate or ActualFulfillmentDate is available

Otherwise

And notice this debugging

```

intermediateClassification": null,
"ItemSubType": "Standard",
"ItemType": "Standard",
"OrderedQuantity": 1,
"OrderedUOM": "Ea",
"OrderedUOMCode": "zzu",
"ProductCategory": null,
"ProductDescription": "Green Server 1500",
"ProductFiscalCategory": null,
"ProductFiscalCategoryId": null,
"ProductId": 300000047367271,
"ProductNumber": "AS85001",
"ProductType": "GOODS",
"RequestType": null,
"RequestTypeCode": null,
"RequestedArrivalDate": null,
"RequestedDate": null,
"RequestedFulfillmentOrganizationCode": "002",
"RequestedFulfillmentOrganizationName": "Atlanta",
"RequestedShipDate": null,
"RequestingBusinessUnitId": 300000046987012,
"ReturnReason": "The item does not work properly",
"ReturnReasonCode": "ORA_DEFECTIVE_ITEM",
"ReturnableFlag": true,
"ReturnableQuantity": 1,
"SalesProductType": null,
"ShippedQuantity": null,
"ShipToContactId": 10000001941946,
"ShipToContactName": "Nick Dennis",
"ShipToContactPartyId": 10000001940847,
"ShipToContactPoint": null,

```

ReturnableQuantity

2/2

^ v X

### Test 3.

Same sample.

Sales Return Order Assistant

I want to return "AS85001 - Green Server 1500" from order 80265 because it is "Not working". Quantity is "1 Ea". Reason is "DAMAGED".

Sales Order Return Advisor

Return Eligibility Summary  
Order Number #80265: [DEEPLINK TOOL with HeaderId 300000128717913]

Product Description	Ordered Qty	Returnable Qty	Fulfilled Date	Line Amount	Eligible
Green Server 1500 (AS85001) — fulfill line 300000128717922	3	1	2016-04-22	USD 39,000.00	Yes
Green Server 1500 (AS85001) — fulfill line 300000128718120	3	3	Pending Fulfillment	USD 39,000.00	No

**Notes**

- The first fulfill line (FulfillLineId 300000128717922) was fulfilled on 2016-04-22 and has a returnable quantity of 1 — that line is eligible for return.
- The second fulfill line (FulfillLineId 300000128718120) shows no fulfillment date (Pending Fulfillment), so it is not eligible for return now.

**Requested return details I have from you**

1. Product: AS85001 - Green Server 1500
2. Order: 80265 (HeaderId 300000128717913)
3. Quantity: 1 Ea
4. Reason: DAMAGED (you previously mentioned "Not working" — please confirm which reason to record)
5. Return type: for credit? (you indicated "for credit" earlier — please confirm)

**Return Options**

I could not retrieve return-policy details for specific return option definitions. To proceed, please confirm the return attributes below so I can create the return request:

**Return Options**

I could not retrieve return-policy details for specific return option definitions. To proceed, please confirm the return attributes below so I can create the return request:

1. Confirm the reason to record: DAMAGED or Not working?
2. Confirm return type: for credit (yes/no) or choose a different type.
3. Which fulfillment line should be returned? (I recommend the eligible line: FulfillLineId 300000128717922)
4. Do you want me to create the return order now? If yes, please confirm the warehouse to use (provide warehouse name or code) and any comment you want added.

Would you like to proceed with creating the return for FulfillLineId 300000128717922 for quantity 1 with reason "DAMAGED" and return type "for credit"?

Yes, proceed

**Sales Order Return Advisor**

Return order has been created successfully.

Return Process Summary

Return Order Number 98507: [here](#)

Product Description	Type	Quantity	Amount	Date
Green Server 1500 (AS85001)	ORA_CREDIT_ONL Y	1 Ea	USD -13,000.00	2025-11-15

Does everything look good? Would you like to submit the return order now?

The return has been created with this BO.

Tools:

LLM Call(0)	<>	Create Reference Return Order	<>
LLM Call(1)	<>	GetReturnOrderLineDetails	<>
LLM Call(2)	<>	Sales Order Deep Link	<>
LLM Call(3)	<>	LLM Call(4)	<>

Now we are here in the Prompt.

###Submit Return Order Process

\* Never call `submitReturnOrderBasedOnReturnHeaderId` directly unless user confirms etc. If user asks for submitting the return order, then only:

\* Map `'ReturnHeaderId'` to `pReturnHeaderId`

\* Call `submitReturnOrderBasedOnReturnHeaderId` with `pReturnHeaderId` ONLY.

\*\* IMPORTANT \*\* - Always only call with `pReturnHeaderId` created

\*\* IMPORTANT \*\* - Never Call with `OrderNumber` or `HeaderId` from Original Order\*\*

\* On success: "Your return order has been submitted." End with: "TERMINATE"

\* On failure:

"We ran into a problem submitting your return. Here's the error for your review: [Error Details]". End with: "TERMINATE"

First navigate to the newly created Return line.

Order 98507

Draft

Business Unit US1 Business Unit Customer Pinnacle Technologies Order Total -14,235.00 USD

Copy Order

Enable Returns

Edit

Last updated 6 minutes ago

Customer Service Representative Advisor

Ask Me About Sales Orders...

Ask Oracle

Business Unit US1 Business Unit Customer Pinnacle Technologies Order Date 11/15/25 9:19 AM Order Type

Purchase Order Bill-to Account Number 10080 Payment Terms 2/10, Net 30 Ship-to Address 601 4TH AVE, SEATTLE, WA 98104 King

Additional order details

Outbound Lines

Return Lines

Try line number, item details, line status, or warehouse

1 Item

Copy Line

Update Lines

Expected Availability

More Actions

Line	Item	Alerts	Original Order	Original Order	Item Description	Return Quantity	UOM	Charge Name	Unit Selling Price	Amount	Line Status	Return Type	Return Reason	Ordered Quantity	Returnable Quantity	Request Type
1	AS85001		80265	1-1	Green Server 1500	1	Ea	Sale Price	-13,000.00	-13,000.00	Not Started	Return for credit	The item is damaged		0	

And now, after confirming, the return is submitted.

Does everything look good? Would you like to submit the return order now?

Yes

Sales Order Return Advisor

Your return order has been successfully submitted.

Return Process Summary

Return Order Number 98507: [here](#)

Product Description	Type	Quantity	Amount	Date
Green Server 1500 (AS85001)	ORA_CREDIT_ONL Y	1 Ea	USD -13,000.00	2025-11-15

Does everything look good, or would you like any changes to this return?

The BO used in this case is:

Context:

Context

Tools:

LLM Call(0)

<>

SubmitOrder

<>

LLM Call(1)

<>

LLM Call(2)

<>

Your return order has been successfully submitted.

Return Process Summary

Return Order Number 98507: [here](#)

Product Description	Type	Quantity	Amount	Date
Green Server 1500 (AS85001)	ORA_CREDIT_ONL Y	1 Ea	USD -13,000.00	2025-11-15

Does everything look good, or would you like any changes to this return?

Test 4.

Payload.

I want to return "WT500502 - Wind Turbine Main Assembly" from order 97392 because it is "Not working". Quantity is "1 Ea". Reason is "DAMAGED".

In this case the chat provides the reason to not complete the flow.

Sales Return Order Assistant

Please choose 1, 2, or 3 and provide any required details (e.g., fulfillment date or which other line/order to return).

Context:

X Context

Tools:

LLM Call(0)

<>

Sales Order Deep Link


<>

LLM Call(1)

<>

LLM Call(2)

<>



Return Eligibility Summary

Order Number #97392: [DEEPLINK TOOL with 300000246218302]

Product Description	Ordered Qty	Returnable Qty	Fulfilled Date	Line Amount	Eligible
Wind Turbine Main Assembly (WT500502) — fulfill line 300000246219310	4	4	Pending Fulfillment	USD 119,912.00	No

**Why this line is not eligible:** The line has no recorded fulfillment/ship date (it shows "Pending Fulfillment"). A fulfillment/ship date is required before a return can be accepted, so this line is not eligible now.

**Next steps — what would you like to do?**

1. Provide the actual fulfillment/ship date (or confirm the item was shipped/received) so I can re-check eligibility and create the return.

2. I can monitor and re-check this line later once it's fulfilled — would you like me to do that?

3. Create a return for a different eligible line or order instead.

Please choose 1, 2, or 3 and provide any required details (e.g., fulfillment date or which other line/order to return).

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After some trial and error, we have been able to create and submit the return, here we show the steps.

Sales Return Order Assistant

I want to return "WT500502 - Wind Turbine Main Assembly" from order 97392 because it is "Not working". Quantity is "1 Ea". Reason is "DAMAGED".

Sales Order Return Advisor

None

change reason to "Not working"

Sales Order Return Advisor

I didn't quite understand that. Could you please clarify which return you want to update?  
Return Order #98507: [DEEPLINK TOOL with HeaderId 300000320660096]

Please choose one:  
1) Change the reason on Return Order 98507 (Green Server 1500 — A585001) to "Not working" — proceed.  
2) Create a new return for WT500502 — Wind Turbine Main Assembly on order 97392 with reason "Not working".  
3) Something else (please specify exactly which return/order and line to update, or provide any additional details).

Which option do you want?

2

Sales Order Return Advisor

Sales Return Order Assistant

ship date is : 2025-12-01

Sales Order Return Advisor

I didn't quite understand that. Could you please clarify?

1) Do you confirm the fulfillment/ship date is 2025-12-01 (this is in the future compared with today)?  
2) What was the actual fulfilled/shipped quantity for WT500502 on order 97392? (You previously requested 1 Ea — please confirm the shipped quantity to use.)

Once you confirm both, I'll re-check return eligibility and show the available return options.

Sales Order Return Advisor

ship date is 2025-11-15

Sales Order Return Advisor

Thanks — I have the ship date as 2025-11-15.

Please confirm two quick details so I can re-check eligibility and show return options:  
1) Actual shipped/fulfilled quantity for WT500502 on order 97392 — is it 1 Ea?  
2) Confirm the return reason is "Not working" (you previously used "DAMAGED") and confirm the return type you want (for credit or something else).

Once you confirm those, I'll re-check eligibility and list the available return options.

1. yes adn 2. return reason is "Not working"

Sales Order Return Advisor

I didn't quite understand that. Could you please clarify a couple quick details so I can proceed?

Sales Return Order Assistant

ship date is : 2025-12-01

Sales Order Return Advisor

I didn't quite understand that. Could you please clarify a couple quick details so I can proceed?

Return Eligibility Summary  
Order Number #97392: [DEEPLINK TOOL with 300000246218302]

Product Description	Ordered Qty	Returnable Qty	Fulfilled Date	Line Amount	Eligible
Wind Turbine Main Assembly (WT500502) — fulfill line 300000246219310	4	4	Pending Fulfillment	USD 119,912.00	No

Why this line is not eligible: The line has no recorded fulfillment/ship date (it shows "Pending Fulfillment"). A fulfillment/ship date is required before a return can be accepted, so this line is not eligible now.

Next steps — what would you like to do?  
1. Provide the actual fulfillment/ship date (or confirm the item was shipped/received) so I can re-check eligibility and create the return.  
2. I can monitor and re-check this line later once it's fulfilled — would you like me to do that?  
3. Create a return for a different eligible line or order instead.

Please choose 1, 2, or 3 and provide any required details (e.g., fulfillment date or which other line/order to return).

ship date is : 2025-12-01

Sales Order Return Advisor

I didn't quite understand that. Could you please clarify?

1) Do you confirm the fulfillment/ship date is 2025-12-01 (this is in the future compared with today)?  
2) What was the actual fulfilled/shipped quantity for WT500502 on order 97392? (You previously requested 1 Ea — please confirm the shipped quantity to use.)

Once you confirm both, I'll re-check return eligibility and show the available return options.

Sales Return Order Assistant

1. yes adn 2. return reason is "Not working"

Sales Order Return Advisor

I didn't quite understand that. Could you please clarify a couple quick details so I can proceed?

Return Eligibility Summary  
Order Number #97392: [DEEPLINK TOOL with 300000246218302]

Product Description	Ordered Qty	Returnable Qty	Fulfilled Date	Line Amount	Eligible
Wind Turbine Main Assembly (WT500502) — fulfill line 300000246219310	4	4	Pending Fulfillment	USD 119,912.00	No

I have your intent: create a return for WT500502 (order 97392) with reason "Not working" and quantity 1 Ea. Before I can create the return I need you to confirm the missing/ambiguous attributes below (please reply with the numbers you confirm and any values):  
1) Confirm shipped/fulfilled status and date  
- The order data currently shows this line as "Pending Fulfillment" (not eligible). You told me the ship date is 2025-11-15. Do you want me to treat the line as fulfilled on 2025-11-15 so I can re-check eligibility and create the return? Reply: Yes — mark fulfilled on 2025-11-15, or No.  
2) Confirm actual fulfilled/shipped quantity to use for the return (you indicated 1 Ea). Reply: Shipped quantity = 1 Ea (confirm)  
3) Confirm return type (required) — choose one:  
- for credit (credit only)  
- return item (customer will ship item back)  
- replacement (send replacement)  
Reply with the exact choice.  
4) Warehouse for return (required) — provide warehouse name or code to use for the return.

Sales Return Order Assistant

4) Warehouse for return (required) — provide warehouse name or code to use for the return.  
5) Confirm which fulfill line to return (recommended: 300000246219310). Reply if this is correct or provide another fulfill line id.  
When you confirm 1-5 I will:  
- re-check eligibility (if you ask me to mark fulfilled I will use the provided fulfillment date/qty).  
- show available return options if policy data is available.  
- and then create the return order if you want me to proceed.  
Please confirm the items above so I can continue.

1 confirmed

Sales Order Return Advisor

I didn't quite understand that. Could you please clarify the remaining details so I can proceed?  
Please confirm the following (reply with the numbers and values):  
2) Shipped/fulfilled quantity to use for the return — confirm: Shipped quantity = 1 Ea (yes / no; if no, give qty).  
3) Return type (required) — choose one exactly:  
- for credit (credit only)  
- return item (customer will ship item back)  
- replacement (send replacement)  
4) Warehouse to use for the return — provide warehouse name or warehouse code.  
5) Confirm fulfill line to return — I recommend FulfillLineId 300000246219310 (yes / different FulfillLineId).  
Once you confirm 2-5 I will re-check eligibility (using the fulfillment date 2025-11-15) and then create the return order if you approve.

quantity is 1 Ea, return for credit, 5 confirmed

Sales Return Order Assistant

quantity is 1 Ea, return for credit, 5 confirmed

Sales Order Return Advisor

Return order has been created successfully.

Return Process Summary  
Return Order Number 98508: here

Product Description	Type	Quantity	Amount	Date
Wind Turbine Main Assembly (WT500502)	ORA_CREDIT_ONLY	1 Ea	USD -29,978.00	2025-11-15

Does everything look good? Would you like to submit the return order now?

yes

Sales Order Return Advisor


Your return order has been successfully submitted.

Return Process Summary  
Return Order Number 98508: [DEEPLINK TOOL with 300000320796677]

Product Description	Type	Quantity	Amount	Date
Wind Turbine Main Assembly (WT500502)	ORA_CREDIT_ONLY	1 Ea	USD -29,978.00	2025-11-15

Does everything look good, or would you like any changes to this return?

Navigation to the page.

 Return order has been created successfully.

Return Process Summary

Return Order Number 98508: [here](#)


Product Description	Type	Quantity	Amount	Date
Wind Turbine Main Assembly (WT500502)	ORA_CREDIT_ONLY	1 Ea	USD -29,978.00	2025-11-15

Does everything look good? Would you like to submit the return order now?



Somewhere the flow knows if the page to use is Redwood or ADF Classic, where?



It seems here, using a BO:

Context:

 Context

Tools:

 LLM Call(0)  Sales Order Deep Link

 LLM Call(1)  LLM Call(2)

Return Eligibility Summary  
Order Number #97392: [DEEPLINK TOOL with 300000246218302]

Product Description	Ordered Qty	Returnable Qty	Fulfilled Date	Line Amount	Eligible
Wind Turbine Main Assembly (WT500502) — fulfill line 300000246219310	4	4	Pending Fulfillment	USD 119,912.00	No

LLM Call(0)

Input tokens: 32398, Output tokens: 81, Total tokens: 32479, Latency: 15.49 seconds

Input

```
{
  "messages": [
    {
      "role": "assistant",
      "tool_calls": [
        {
          "id": "call_1f5QEVFFeHeyM6U06XvunqFT",
          "function": {
            "arguments": {},
            "name": "RedwoodCreateOrderOptInCheck"
          },
          "type": "function"
        }
      ]
    },
    {
      "tool_call_id": "call_1f5QEVFFeHeyM6U06XvunqFT",
      "role": "tool",
      "content": "Response: {\n\"items\": [\n  {\n    \"FeatureCode\": \"\\\"ORA_FOM_RU_CREATE_ORDER\\\"\", \"FeatureModel\": \"\\\"OPTIN\\\"\", \"StatusFlag\": true, \"@context\": {\n      \"key\": \"\\\"ORA_FOM_RU_CREATE_ORDER\\\"\", \"count\": 1, \"hasMore\": false, \"limit\": 25, \"offset\": 0\n    }\n  }\n]\", \"role\": \"assistant\", \"tool_calls\": [\n    {\n      \"id\": \"call_DwZ8YTrK6nbufe03oIq55u6o\", \"function\": {\n        \"arguments\": {\n          \"pOrderNumber\": 80265\n        },\n        \"name\": \"GetOrderDetailsByOrderNumber\"\n      },\n      \"type\": \"function\"\n    }\n  ]\n}"
```



Order 98508

Processing

Business Unit UK Business Unit Customer Quest Automation Ltd Order Total -35,973.60 USD

Copy Order

Enable Returns

Create Revision

Last updated 11 minutes ago

Customer Service Representative Advisor

Ask Me About Sales Orders...

Ask Oracle

Business Unit  
UK Business Unit

Customer  
Quest Automation Ltd

Ordered Date  
11/15/25 9:50 AM

Order Type

Purchase Order

Bill to Account Number  
80060

Payment Terms  
2/20, Net 30

Ship to Address  
Loser Close Newnham Industrial  
Estate Plympton SALTRAM Devon PL7 4BA UNITED  
KINGDOM

Additional order details

Outbound Lines

Return Lines

Try line number, item details, line status, or warehouse

Q

1 Item

Copy Line

Update Lines

Expected Availability

More Actions

<input type="checkbox"/>	Line	Item	Alerts	Original Order...	Original Order...	Item Description	Return Quantity	UOM	Charge Name	Unit Selling Price	Amount	Line Status	Return Type	Return Reason	Ordered Quantity	Returnable Quantity	Request Type	Requested Date
<input type="checkbox"/>	1	WT500502		97392	1	Wind Turbine Main Assembly	1	Ea	Sale Price	-29,978.00	-29,978.00	Awaiting Billing	Return for credit	The item is damaged	4	3		

## **Conclusion.**

We know with some degree of detail how does it works an interesting supervisor Agent team provided by Oracle.

We have learned some basics to debug and basic clues to know why works and why does not work.

Happy learning!!