

Oracle AI Agent Studio Overview

Oracle Fusion Cloud Applications

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Public

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Introduction

We are experiencing a paradigm shift in the world of work. Over the past few years, the advent of generative AI (GenAI) has compelled companies to adopt new AI technologies at a rapid pace. Business leaders are embracing AI to help boost efficiency, enhance customer experience, and make more-informed decisions. Today, it's likely there are few companies who have *not* experimented, tested, or deployed AI within production IT environments.

The first wave of GenAI systems within the enterprise assisted users with language-driven tasks. Through simple queries, a user could have GenAI assist with authoring a financial report, job requisition, or an email to a customer. GenAI can also provide users with document summaries for performance reviews, customer service interactions, or executive reports.

The next wave of innovation involves AI agents. Think of AI agents as digital helpers, leveraging the power of large language models (LLMs) to perform tasks, interacting with human employees as necessary. To a business user, AI agents are the digital helpers that can help increase their productivity, allowing them to accomplish more in less time and with greater accuracy.

As impressive as that is, AI agents have the potential to do even more.

At Oracle, we think that our customers should get more out of AI agents so that they work even better for your organization. We want our customers to be able to deploy AI agents that deliver an immediate business benefit. So you can bring AI into your organization in a way that actually works—with out-of-the-box AI capabilities and the ability to enhance those capabilities or build your own agents. Instead of generic results, you'll have context-aware agents that work the way you do.

Oracle AI Agent Studio for Fusion Applications

What is Oracle AI Agent Studio?

AI Agent Studio empowers enterprises to customize and build AI agents that extend their workforce and help achieve new levels of productivity. It allows you to harness the full potential of AI agents and transform the way work gets done in your organization.

AI Agent Studio is a design-time environment that provides a set of tools to create, customize, validate, and deploy GenAI features and AI agents to meet the specific needs of the organization. It is the same unified environment Oracle uses to internally build agents, made available now to customers and partners to customize and extend agents from Oracle-provided preconfigured templates or to create new agents and multi-agent workflows.

Like our AI capabilities, Oracle AI Agent Studio was built natively into Fusion Cloud Applications on our trusted, high performance Oracle Cloud Infrastructure (OCI), which means it can easily and securely access Fusion knowledge stores, tools, and APIs and allows agents to be deployed directly into the flow of work. This approach means maximum flexibility and customization without sacrificing reliability or performance.

AI Agent Studio puts customers in the driver's seat, helping empower you to design the future of AI in your organizations on top of a bedrock of trust and safety. AI Agent Studio includes a built-in testing environment, validation, and traceability tools to confirm accuracy. Oracle maintains the same data controls at a user level, which means no individual sees data or AI recommendations that they're not permissioned to see.

AI Agent Studio allows customers and partners to seamlessly shape the way AI is used in their organizations within Oracle's proven Fusion Cloud Applications. With it, you can assemble single agents or multi-agent teams to tackle larger more complex workflows; easily configure and modify agent teams by using its intuitive interface, leveraging templates or building from scratch; and enable agent team orchestration with preconfigured workflows that allow multiple agents to coordinate tasks, share data, and make decisions.

How Oracle AI Agent Studio is used in the enterprise

Here are just a few of the ways that Oracle AI Agent Studio is valuable to users across the organization.

Fusion Applications admins and AI developers have control over the AI agents, with tools to configure the agents to specific organizational needs, data stores, knowledge sources, and tools. As business needs evolve, they can adapt the agents to meet new challenges.

Business leaders can build competitive differentiation into their AI agents by using the configurability and customizability features to improve AI agent performance, which can lead to better business outcomes and higher return on investment.

Individual employees who interact with the agents can have more personalized and helpful interactions with AI agents, which can lead to higher user satisfaction and productivity.

How AI agents work

Before we take a closer look at the capabilities of this powerful workbench, let's take a step back to review the structure of AI agents, their characteristics, benefits, and how they work together within agentic workflows. This will help us later when we discuss how AI Agent Studio works in more detail.

Simply put, an AI agent may leverage a large language model to reason, make action plans, and interact with human employees to gather information and take direction. The AI agent can then act on behalf of users to perform tasks to enhance productivity, efficiency, and user experience. AI agents can be categorized into various types, including the following:

- **User-proxy agent:** works on behalf of a business user to provide input to another agent or group of agents. Sometimes referred to as a conversational agent.
- **Supervisor agent:** orchestrates the use of agents within an agentic workflow.
- **Specialist or utility agent:** has a specific role or expertise and may be adept at using a specific tool.

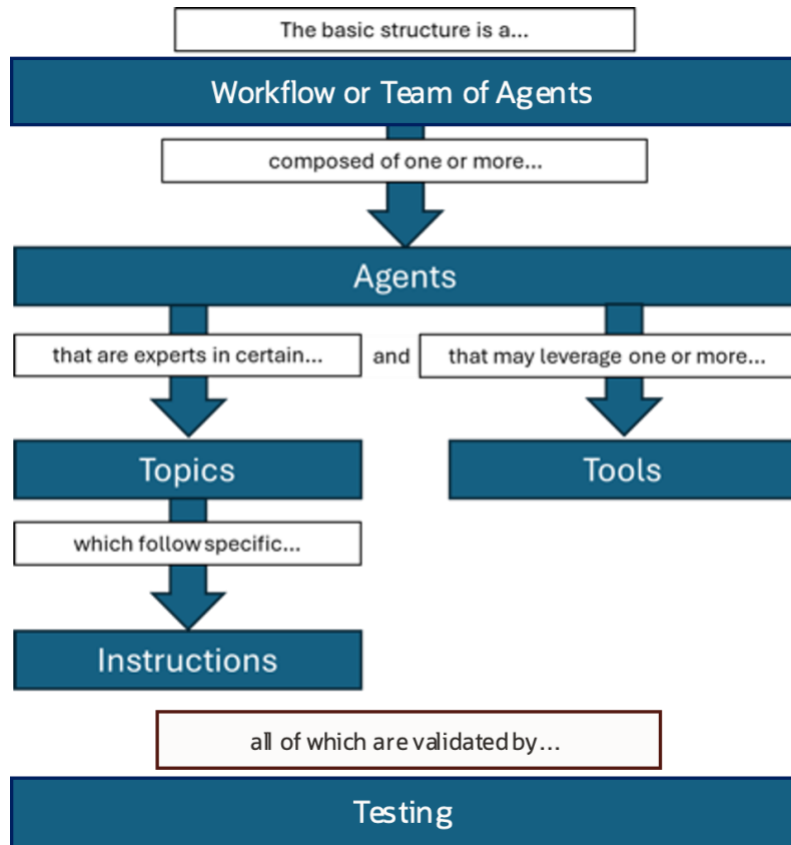
AI agents may also have one or more of the following characteristics:

- **Persona-based:** have a specific role, such as benefits administrator, customer service rep, or finance administrator.
- **Tool users:** use technology "tools," such as calculators, web search queries, document embedding, calendar schedulers, and more.
- **Task-oriented:** understand their assignment or task as a single agent or as part of a multi-agent workflow.

Oracle AI Agent Studio components

Let's take a closer look at how AI Agent Studio can help you design AI agents in your organization with tools that give you more control. The workbench is easy to use and uses natural language to quickly design agents and workflows. No programming skills are necessary. Before we dive deeper into the workbench, it's helpful to define the structure in which it operates as shown in Figure 1.

Figure 1. Structure of the components used in Oracle AI Agent Studio.



Agents: The digital entities that have the expertise to accomplish a task.

Example: A financial benefits agent will help employees with benefits questions. The agent has the knowledge to answer questions regarding their financial accounts, such as ESPP, retirement, and payroll.

Topics: Defines the areas of expertise through instructions that set the boundaries and constraints for agent conversations and abilities.

Example: A financial benefits agent can be assigned topics such as Health Savings Account (HSA), retirement benefits, and stock plans.

Instructions: Natural language rules that define the rules or conditions applied to a given topic. Instructions can also contain guidelines and guardrails that set parameters of an agent response. Think of these as similar to prompts that are sent to the underlying large language model.

Example: Instructions for the payroll deduction topic: Make sure you have information regarding the number of dependents either by asking the user or querying the system. If you do not know the answer, do not make up a response.

Tools: Additional utilities an agent can use to accomplish a task. Agents are assigned one or more tools, and they are reusable among agents.

Examples: Calculator tool, email tool, business object tool, user query tool, and document retrieval tool for retrieval-augmented generation (RAG).

Testing: A workbench utility that assists administrators to test agent workflows, evaluate responses, and validate the reasoning and sources cited by an agent.

Figure 2 shows how the business object tool is used to incorporate user-specific data from the Fusion database so that the AI agent can answer personalized questions accurately. There are other tools agents can use as well, including the document upload tool, email tool, user tool, deep link tool, user session tool, and calculator tool.

- **Fusion Applications business object:** These are data fields stored within Fusion that AI agents can access as a part of agent configuration. Examples of business objects could be the cost of a specific item, the time period that the benefits cover, and the date when a specific field was last updated by the user. AI agents natively access Fusion business objects, APIs, and rules with no customization required. You can select and control the data the agents can use, choosing which business objects and fields to include or exclude. AI agents respect native Fusion security and role-based access controls, helping ensure enterprise data protection and privacy.

Document upload: This tool allows admins to upload specific documents to be used by the AI agent. The agent can then search for information in the documents to surface a more precise, accurate answer to a question.

User profile: This pulls in information about the user, such as their geographic region or tenure at the company.

Calculator: The calculator performs numerical computations, such as calculating time-off balances.

Email: This tool can access the email client to craft and send emails that include summaries of interactions or details pulled from a knowledge store.

Deep link: A deep link will send a user directly to the part of the application where they can directly update underlying information. For example, if the user moved and wants to update their home address in the HR system, a deep link would quickly route them to the page where they can make that update.

Integration tools: External APIs and tools such as Slack, Teams, Google Search, Maps, and other third-party applications can extend the reach of agents beyond Fusion Cloud Applications.

Additional tools are planned to be provided as the Oracle AI Agent Studio's functionality expands. Once tools are created, they are visible within the Tools Library and available for use by agents.





































Figure 3. List of tools in Tools Library.

Tools Library

Q Search by tool name, code, or description

Family Product Tool Type Status Created On Created By

64 Items + Create

Tool Name	Description	Code	Type	Family	Product	Status	Created By	Created On	Actions
Order Retriever	Retrieves information about a specific sales order.	OM-ORDER-RTR	Business Object	SCM	Order Management	Published	Alan Rupert	2025-03-12	  
Order Management Policies R...	Fetches answers to questions from general and specif...	OM-POLICIES-RTR	Document	SCM	Order Management	Published	Alan Rupert	2025-03-12	  
Benefits Enrollment Retriever	Fetches a list of all active enrollments. Identify the plan...	BEN_ENROLLMENT_RTR	Business Object	HCM	Global HR	Published	Meg Fitzsimmons	2025-03-05	  
Benefits Policies Retriever	Fetches answers to workers about their benefits enroll...	BEN_POLICIES_RTR	Document	HCM	Benefits	Published	Meg Fitzsimmons	2025-02-26	  
Benefits Representative Notifier	Generates an email from a pre-defined template and s...	BEN_REP_NTF	Communications	HCM	Benefits	Published	Meg Fitzsimmons	2025-03-05	  
Employee Salary Data Retriever	Gets the salary records for a given worker assignment.	SALARY_DATA_RTR	Business Object	HCM	Global HR	Published	John Doe	2025-03-02	  
Self Service Enrollment	Enables workers to enroll in Benefits Plans using a Dee...	ENROLLMENT_LNK	Deep Link	HCM	Benefits	Published	John Doe	2025-03-02	  
Public Workers Data Retriever	Provides all the active workers as of the current date a...	WORKERS_DATA_RTR	Business Object	HCM	Global HR	Published	Meg Fitzsimmons	2025-03-09	  
Calculator	Performs mathematical calculations.	CALC	Calculator	All	General	Published	Alan Rupert	2025-03-09	  
User Session Data Retriever	Fetches information about the user logged in (e.g. Perso...	USER_DATA_RTR	User Session	All	General	Published	Meg Fitzsimmons	2025-03-05	  
Email Messenger	Delivers messages via email.	EMAIL_MSG	Communications	All	Communications	Published	John Doe	2025-03-05	  
Slack Messenger	Delivers messages using Slack.	SLACK_MSG	Communications	All	Communications	Published	Alan Rupert	2025-03-05	  

Defining topics

Topics are an important component of an agent workflow, as they narrow the focus of the agent to a specific area of expertise. For example, within the benefits administrator agent we may wish to define topics such as health policy coverage, vision policy coverage, benefits enrollment, and so on. Topics are associated with instructions that help the agent decide which tools to use, and they help the end user communicate with the agent by allowing them to pick the topic of interest for their question.

When defining a new topic, the topic is given a specific name, and explicit natural language instructions for proper use of the topic is written. For example, in Figure 4. we see the topic is given the name Health Policy Coverage, and the instructions lets the agent know what the topic is about, which tools to use with this topic, as well as some examples of questions the agent may encounter. This helps give the agent context and provides assurance that the responses given by the agent will be relevant. It is also good practice to provide guidelines and guardrails in the instructions, for example, instructing the agent not to use tools that weren't mentioned in the instructions, and to not make up answers if the user requested information is not in the document associated with tool. Like Tools, defined Topics are provided in a library for use within other workflows.

Figure 4. An example of a topic for a benefits advisor agent.

Benefits Inquiries

Topic

Type Name

Benefits Inquiries

Type Code

BEN-INQUIRIES

Family

HCM

Product

Benefits

Status

Published

Description

Inquiries from workers about their benefits enrollments should follow these additional instructions.

Instructions

Instruction

To answer inquiries from employees about their medical insurance benefits enrollments, follow these instructions:
Use the Benefits Enrollment Retriever Tool to:

- Find the relevant enrollments and entitlements for the employee (logged in user)
- Answer questions about enrollment for the employee (logged in user)

Follow this additional guidance:

- Focus on Enrollment Assistance:** Your primary task is to help employees navigate the benefits enrollment process, ensuring they understand the available options and deadlines. Stick to benefit plan inquiries, avoiding unrelated health discussions.
- Impartial Guidance:** Provide unbiased support by presenting all benefits categories equally. Avoid recommending specific plans. Tailor your advice to each employee's needs, helping them identify relevant enrollment choices.
- Simplify Plan Comparison:** Offer generic tips and assist in comparing plans (coverage, networks, costs) without recommending plans.
- Employee-Driven Decisions:** Encourage employees to share their priorities. Based on their input, guide them to the appropriate enrollment options, ensuring an informed decision-making process.
- Refer Complex Queries:** If employees seek advice beyond enrollment, such as specific insurance plan details, politely inform them that you provide enrollment support. Refer them to their dedicated Benefits Representative or insurance providers for expert plan-related guidance.
- Stay Informed and Updated:** Keep up-to-date with company resources and tools to assist employees effectively. Ensure compliance with regulations regarding benefits communication.

Figure 5. Topics Library.

Topics

Q Search by topic name, code, or description

Family Product Status Created On Created By

15 Items + Create

Topic Name	Description	Code	Family	Product	Status	Created By	Created On	Actions
Benefits Inquiries Topic	These instructions aim to keep the agent's responses f...	BEN-INQUIRIES	HCM	Benefits	Published	Alan Rupert	2025-03-09	
Payment Inquiries	Inquiries from payment program analysts about outsta...	PAY-OPP-INQ	ERP	Accounts Payable	Published	Alan Rupert	2025-03-10	
Payment Program Inquiries	Inquiries from payment program analysts about paym...	PAY-PROGRAM-INQ	ERP	Accounts Payable	Published	Alan Rupert	2025-03-10	
Payment ROI Inquiries	Inquiries from payment program analysts about ROI ca...	PAY-ROI-INQ	ERP	Accounts Payable	Published	Alan Rupert	2025-03-10	
Sales Account Summary Creator	Focuses on summarizing account that includes short b...	SALES-ACC-SUMMARY-CTR	CX	Sales	Published	Alan Rupert	2025-03-10	
Sales Contact Summary Creator	Focuses on summarizing contacts related to an account.	SALES-CONTACT-SUMMA...	CX	Sales	Published	Alan Rupert	2025-03-10	
Sales Opportunity Summary C...	Focuses on summarizing Opportunities related to an a...	SALES-OPP-SUMMARY-CTR	CX	Sales	Published	Alan Rupert	2025-03-10	
Sales Account Insights Assessor	Focuses on queries related to account either based on ...	SALES-ACCOUNT-INSIGHT...	CX	Sales	Published	Alan Rupert	2025-03-10	
Product Subscription Retriever	Focuses on summarizing subscriptions related to an ac...	SALES-PROD-SUB-RTR	CX	Sales	Published	Alan Rupert	2025-03-10	
Invoice Summary Creator	Focuses on summarizing invoices related to an account.	PAY-INV-SUMMARY-CTR	ERP	Accounts Payable	Published	Alan Rupert	2025-03-10	
Order Return Inquiries	Answers inquiries about the eligibility of order returns ...	OM-RTN-INQUIRIES	SCM	Order Management	Published	Alan Rupert	2025-03-10	
Benefits Representative	Route unanswered queries to the workers' benefits rep...	BEN-EMAIL-TO-REP	HCM	Benefits	Published	Marie Avery	2025-03-12	

Building new agents

Now that the foundational components—tools, topics, and instructions—of our agents have been defined, we can create our own agents from scratch.

AI Agent Studio allows us to create new agents or teams of agents with the click of a button. Creating a new agent involves specifying our agent's name, the product area our agent will work under, and instructions. The natural language instructions allow the workflow, or other agents, to understand the capabilities of this particular agent.

Figure 6. Creating new agents and agent teams.

Create AI Agents

AI Agents can use a variety of tools, topics and 3rd party integrations to work on the use cases you define.

Create Agent

Learn More

Create Multi-Agent Teams

Create seamless multi-agent teams and get them working seamlessly across your organization.

Create Team

Learn More

Agents are always associated with tools and topics. The next step is to assign one or more tools and topics to this agent. We can choose tools from the tools library. New topics can be created or selected from the ones previously defined. In this example, we've previously defined the topics and tools, so we can choose those from their respective libraries.

Figure 7. Associating tools and topics when creating or modifying agents.

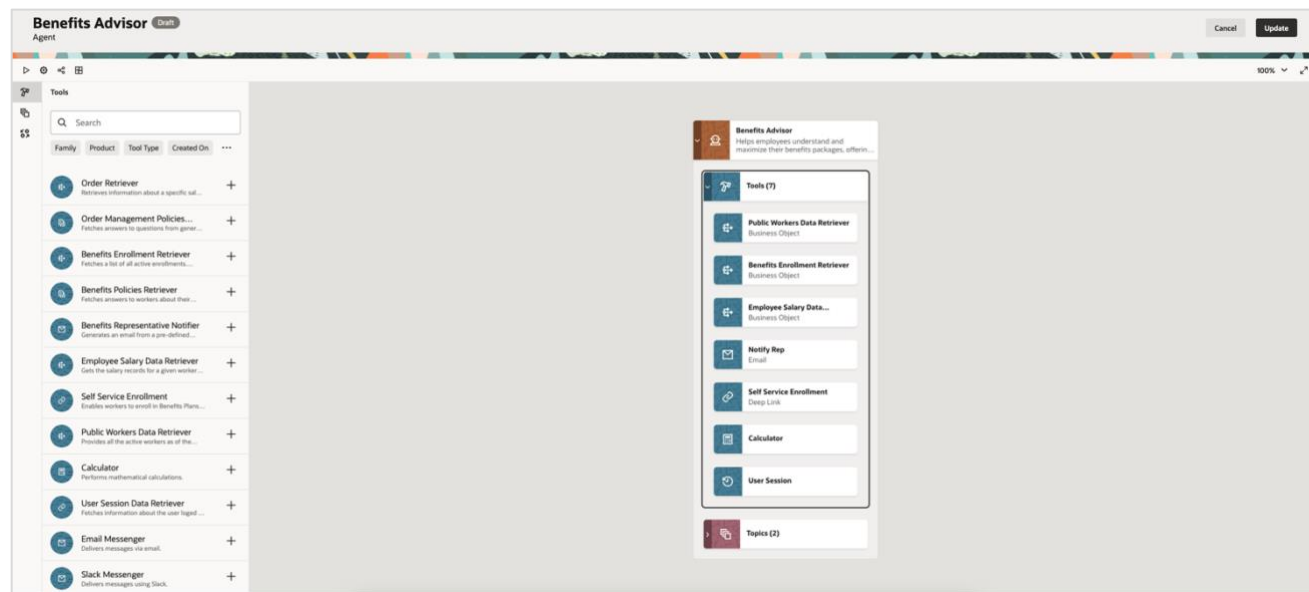
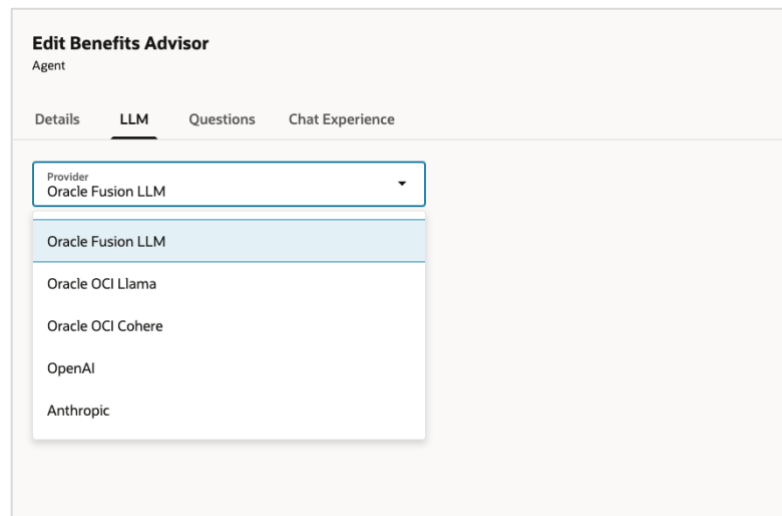


Figure 7 shows how to search for and view topics and tools from the library panel on the left. Clicking and dragging a tool or topic into the respective boxes under the agent's name in the design panel associates that tool or topic with the agent.

Selecting the LLM

With Oracle AI Agent Studio, you can choose between several different LLMs. You can leverage Fusion-optimized LLMs, such as Llama (Meta) and Command R (Cohere), hosted on OCI for high performance and reliability; integrate your own specialized or industry-specific LLMs; or use OCI-hosted models for maximum flexibility and seamless integration into Fusion Cloud Applications.

Figure 8. Selecting an LLM for a specific agentic use case.



Adding a human in the loop

You may want to add a human approval step for some actions that your AI agent will perform. The human review step can be added at any point in the process for oversight and control over key actions, such as sending an email or updating a record.

Figure 9. An example for adding a human review step to the workflow, requiring human approval before an AI agent accesses a pay slip.

Edit Benefits Enrollment Retriever

Business Object

3 | 8

Tool Name

Benefits Enrollment Retriever

Tool Code

BEN-ENROLLMENT-RTR

Tool Type

Business Object

Status

Published

Family

HCM

Require Human Approval

☒

Enable if you want human approval before running the tool.

Description

Fetches a list of all active enrollments. Identify the plans or options through explicit elections or due to default or automatic enrollment.

Business Object

Get Enrollment Results

Fields

Benefits Enrollments

HR Helpdesk Supervisor

Supervisor Agent

Output:

Please provide a summary of the user's deductions for this month.

Agents:

Payroll Representative

Worker Agent

Payroll Representative

Supervisor Agent

Rule:

Agent requires approval to access Business Object tool.

Available actions:

Approve

Reject

Output:

In order to access that information, I need your approval:

Tools:

Fetch Payslip

Business Object Tool

In order to access that information, I need your approval:

Approve

Reject

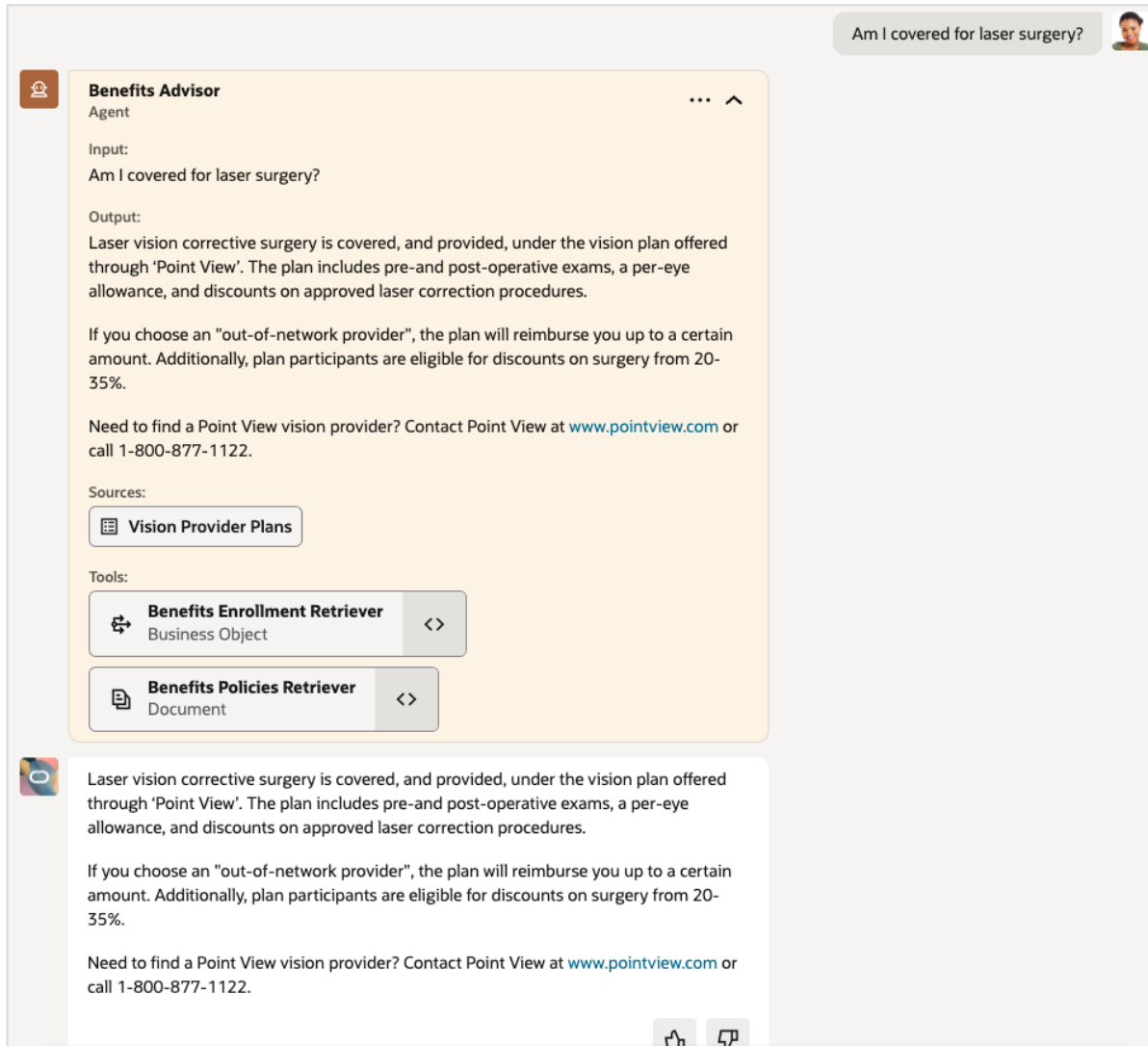
Testing agents

Once your agent has been created, it's easy to test it before deploying to production.

Oracle AI Agent Studio allows an administrator to test an AI agent by first typing a test query that the agent is designed to answer. In the example in Figure 10, the generated response is shown, and the tester can determine the accuracy and relevance of that response. Additionally, the panel on the right identifies the instructions the agent is following, along with the actions the agent has taken to arrive at the response, allowing for easy and rapid reconfiguring if necessary.

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Figure 20. Testing agents within Oracle AI Agent Studio.



Using your created workflow

Once your agentic workflow is defined and tested, you can deploy it directly from AI Agent Studio. Embed the agent conversation chat experience into any website or application. You can trigger the agent from an external resource using Webhooks or easily deliver the chat experience to HTML and React web pages.

AI agent templates

AI Agent Studio will offer a catalog of predefined, Oracle-developed agent templates you can modify and configure to help you get started incorporating AI agents into your applications. Examples of agent templates include the following:

Benefits Analyst: Helps employees understand and maximize their benefits packages, offering personalized insights on medical, dental, and vision coverage based on individual needs.

Personal and Employment Details Assistant: Manages workers' personal and employment information. Provides guidance on worker lifecycle events, such as promotions, transfers, and relocations, to confirm accuracy and help compliance with company policies.

Talent Review Assistant: Aids in the talent review process, offering tools and insights to evaluate employee performance and potential.

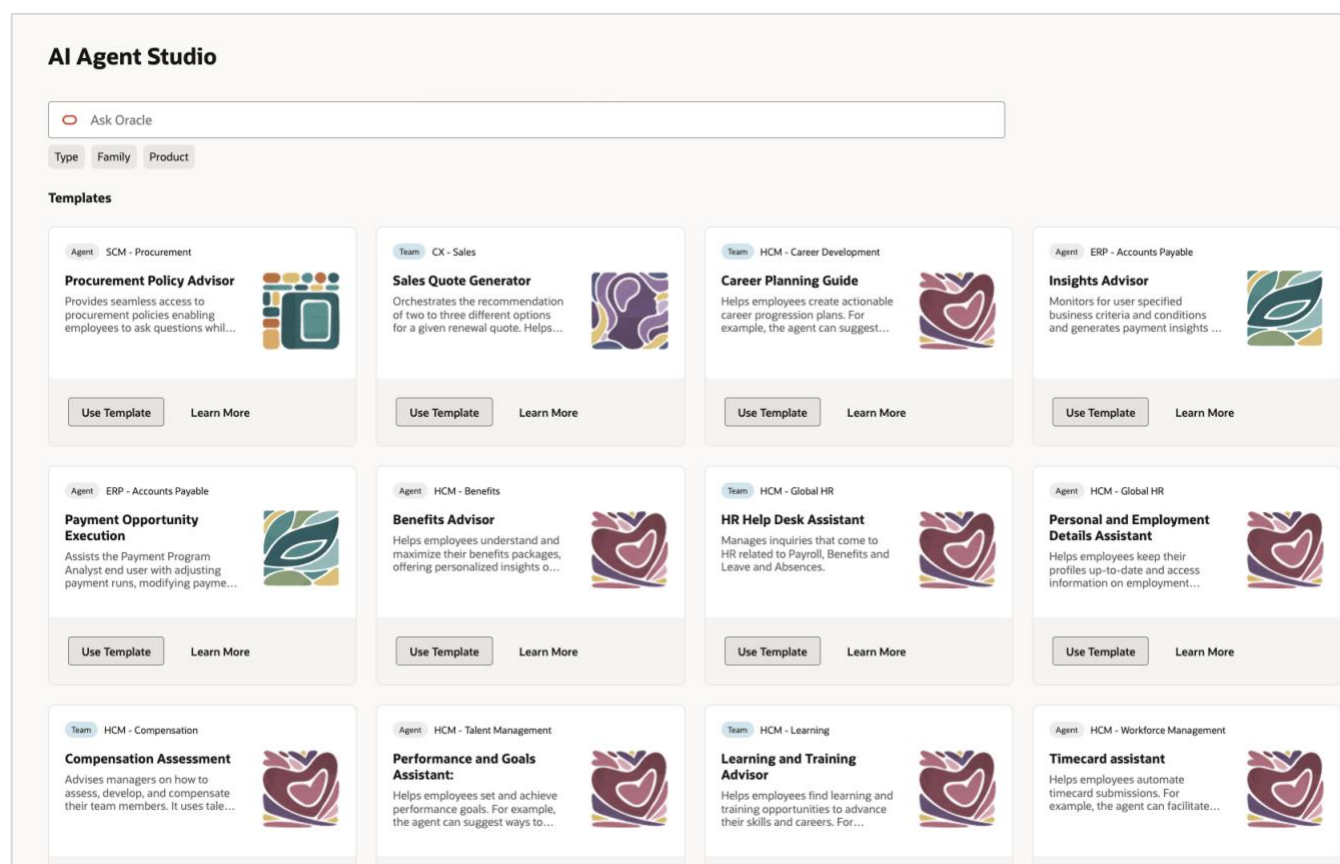
Leave and Absence Analyst: Helps employees navigate leave and absence policies with an understanding of their time-off rights and benefits relevant to individual circumstances.

Sales Account Analyst: For a given prospect or customer account, enables users to ask questions about the account status, history, and recent activity.

Return Order Guide: Collects order data, validates return requests against policies, provides return options, creates return orders, and sends summary responses to customers for faster order processing.

Service Request Resolution Guide: Reduces staff workload and contact center handling time by providing AI-recommended resolution steps for incoming service requests, automatically surfacing relevant knowledge articles.

Figure 31. Available templates to create agents in Oracle AI Agent Studio.



Conclusion

Oracle AI Agent Studio for Fusion Applications allows you to harness the full potential of AI with powerful customization tools that help you solve your organization's specific, nuanced, and evolving challenges. Using AI Agent Studio within your organization allows you to design the future of AI agents and shape the impact of AI for your workforce.

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