ORACLE

AI That's Built In, Not Bolted On: The Oracle Fusion Advantage

Unlock the power of native AI agents embedded in your business applications

Table of contents

Why native integration matters:
The Fusion agent advantage

Today's business leaders demand more from AI than just surface-level automation. True transformation happens when AI is natively embedded within core business applications—where the work actually gets done. Oracle Fusion Cloud Applications set the standard by integrating AI agents directly into ERP, HCM, CX, and SCM systems, ensuring that intelligence is not an afterthought but a foundational capability. Unlike add-on AI tools that operate in silos, Fusion native agents work *within* your applications. They have full access to business context, enterprise structures, user roles, and application logic. This deep integration empowers AI agents to deliver not only smarter insights but also to take secure, auditable, and meaningful action that directly drives business outcomes. Unlike competitors who create secondary copies of data to live in a separate AI data lake, Oracle Fusion Applications bring AI to your data—not the other way around.

When evaluating AI-powered business solutions, native integration is a key differentiator. Here's why Fusion native AI agents deliver superior value:

1. **Context-aware intelligence:**
   Fusion AI agents understand user sessions, business processes, and intent, enabling proactive, relevant recommendations and actions.

2. **Structure-smart AI:**
   AI agents understand the relationships between the data and how it fits into larger business processes, in real time.

3. **Execution-ready:**
   Native agents transact directly within the application, eliminating the latency and reliability issues of disconnected APIs.

4. **Secure at its core:**
   Every user, role, and data interaction and every AI-driven action or recommendation is governed by robust, consistent, enterprise-grade controls, minimizing risk and ensuring compliance. Full lifecycle logging, audit trails for agent-driven actions, and change tracking provide the transparency and traceability required for regulated industries and enterprise governance.

1 Context is the key to accuracy

Fusion native agents inherit full user session, business process, and role context, enabling personalized, precise, and policy-compliant responses. Examples include the following AI agents:

Leave and absence analyst (HCM):
Answers absence policy questions and calculates and predicts the balance of eligible planned leave, such as parental leave, based on the combination of the user's eligibility plan memberships, company rules, the employee's actual absence balance, and planned absences.

Shift scheduling assistant (HCM):
Assists in the creation of shift schedules based on department or organizational policies, along with the workers' union agreements and labor regulations, considering and constraining schedules based on employee overtime and cost guidelines.

Maintenance troubleshooting advisor (SCM):
Recommends specific actions based on the asset's warranty status, service history, error codes, and service contract terms.

2 Structure-aware AI is table stakes

Enterprise processes are governed by structured metadata—only native agents understand and operate within those models. Without it, data is simply a collection of information without business logic. Examples of structure-aware AI agents in Fusion Apps include the following:

Procurement policy advisor (SCM):
Creates a requisition from a quote with supplier, items, descriptions, quantities, and amount details and provides account coding based on the requester's business unit and department.

Inventory shortage resolution agent (SCM):
Recommends inventory transfers, requisitions, and item substitutions based on organization, item, and sourcing profiles.

Payroll configuration advisor (HCM):
Recommends earnings and deductions based on the employee's legal entity and regional compliance requirements.

3 Real-time transactional execution for automation that actually works

Native agents don't just advise—they act. They complete real transactions using the application's validated logic, approvals, and audit framework. Multi-agent teams take this further by collaborating to execute complex, multi-step processes that traditionally require human coordination. Here are some examples of Fusion AI agents that perform real-time, automated transactions:

Create order agent (CX/SCM):
Configures complex sales orders, validates pricing, checks availability, and submits the transactions following pricing and fulfillment policies.

Negotiation creation agent (SCM):
Automatically creates a request for quote to recommend suppliers for a purchase requisition while enforcing procurement policies.

Expense report assistant (ERP):
Identifies issues with submitted expenses, recommends corrections, applies policy tags, and resubmits the report for approval.

Return order assistant (CX/SCM):
Validates return eligibility and options, creates the return order, and submits the order for fulfillment and financial processing.

Maintenance work order fulfillment team (SCM):
Automates part checks, substitutions, and reservations to streamline work order release, reducing manual effort for maintenance supervisors and improving asset uptime.

Cost estimation agent (SCM):
Automatically estimates labor, material, and service costs for work orders, enabling faster approvals, better budget control, and more accurate planning.

New hire onboarding assistant (HCM):
Orchestrates and executes employee onboarding by provisioning accounts, ordering office equipment, managing badging and physical security access, and prompting employees to complete required forms.

4 Enterprise-grade security built-in

Native agents operate under the same robust security framework as Fusion Applications. Which means that AI agents enforce the same user-level entitlements and data access across every interaction. The same security policies and controls restrict agent visibility and usage by job function or user role and provide full audit trails for agent creation, changes, and transactions. Examples include the following agents:

Compensation advisor (HCM):
Delivers real-time compensation policy guidance and is only accessible by HR compensation users with permission to vet eligible employees.

Talent review assistant (HCM):
Aids in the talent review process. Allows managers to review (only) their direct reports, enforcing organizational hierarchy and data access policies.

Talent advisor agent (HCM):
Helps managers make more informed decisions and have more productive one-to-one discussions. Provides context-aware, role-based access to employee information, including performance reviews, check-ins, goals, feedback, ratings, and qualifications.

Pricing promotions advisor (CX/SCM):
Provides discount recommendations based on eligible promotion programs, pricing rules and agreements, scoped to authorized sales operations users.

The Alternative:
External agent frameworks fall short

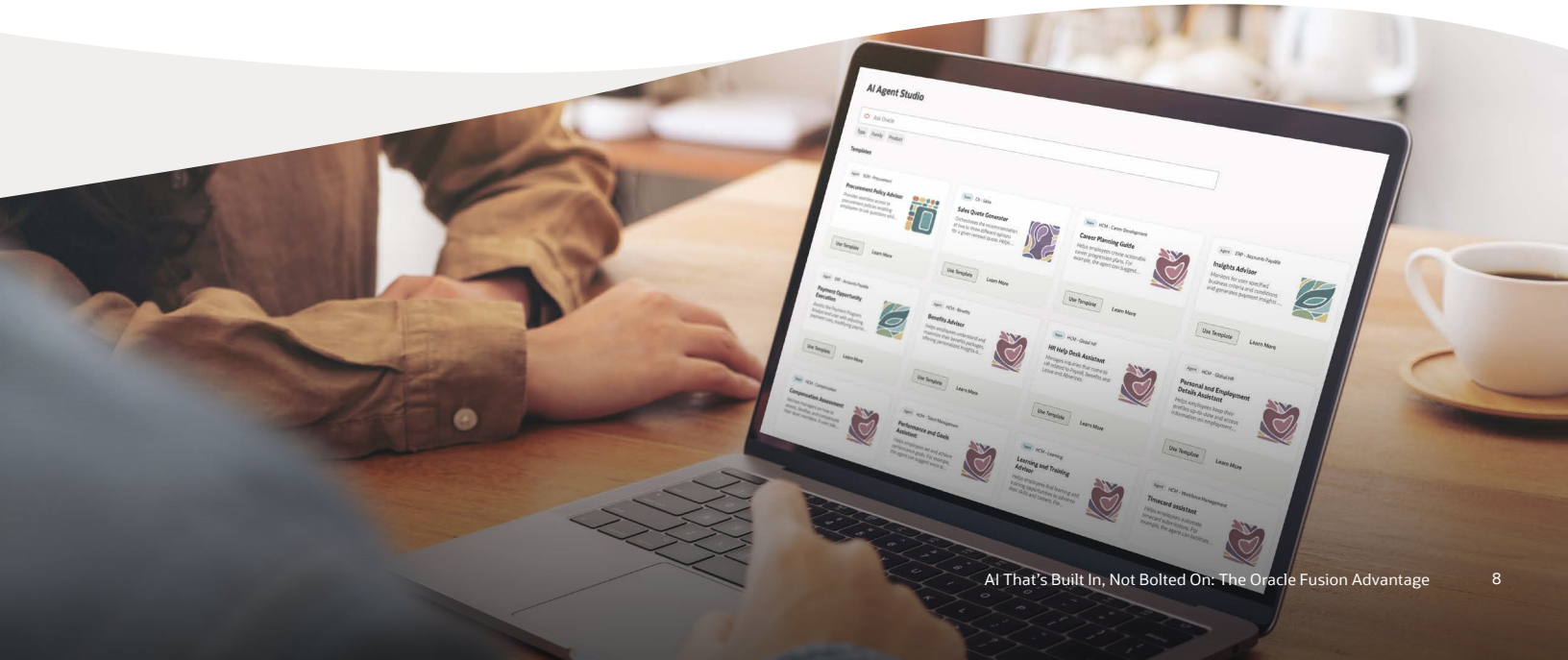
Agent frameworks that sit outside the system of record and simply call APIs introduce major limitations.

- **Higher cost and complexity:** Maintaining integrations, security, and workflows across disconnected systems adds overhead.
- **Weaker security:** External agents cannot inherit in-app security models, requiring risky custom access controls.
- **Lack of business context:** Without understanding roles, workflows, or current process state, agents give incomplete, outdated, or inaccurate answers—or worse, take incorrect action.
- **Limited process orchestration:** As agents span more steps in a process, such as quote-to-cash or hire-to-retire, stitching together actions without native logic becomes brittle and error-prone.

Fusion native agents eliminate these risks by operating inside the business, with trusted security and process fidelity.

Oracle Fusion brings AI to your data, not the other way around

To scale AI across your enterprise, you need AI agents that go beyond chat. As you evaluate AI-powered business solutions, the difference between native and bolt-on AI is profound. It must be secure, context-aware, process-driven, transaction-capable, and fully auditable. Only **Fusion native agents** meet all these criteria because they are embedded directly within the systems that run your business. They don't just respond—they understand, act, and deliver results with accuracy and control. Don't settle for external assistants that guess. Trust native agents that know—and act—with confidence.



Enterprise AI Agent Evaluation Checklist

Use this checklist to evaluate whether a vendor's AI agent capabilities align with your enterprise goals for scalability, speed, governance, and long-term value.

AI cost structure

- [ ] Are generative AI services and agents included in the base application subscription (no additional license required)?
- [ ] Is access to foundation models, such as OpenAI, Cohere, or Llama included in the platform offering?
- [ ] Can the AI run within your existing application infrastructure without requiring separate AI platforms or environments?
- [ ] Are usage tiers for LLMs provided without separate contracts or per-token billing?

Time to Value

- [ ] Are prebuilt AI agents available for core business processes, such as HR, finance, supply chain, sales, and service?
- [ ] Can agents be activated and quickly put to use without requiring extensive consulting or custom development?
- [ ] Can business users begin seeing value from AI within days or weeks, rather than months?

Governance and Security

- [ ] Do agents automatically enforce application-level user security, role permissions, and data access policies?
- [ ] Can access to agents be restricted by role or function, providing layered security for different teams or user types?
- [ ] Is there built-in auditability that tracks who made changes, what was updated, and when?

Application Integration

- ☐ Are AI agents directly embedded within the vendor's ERP, HCM, SCM, CX, or other enterprise applications?
- ☐ Do agents operate with full awareness of the application's workflows, business rules, configurations, and user context?
- ☐ Can agents complete transactions, such as submit returns, approve requisitions, create purchase orders, or transfer inventory, directly within the system of record?
- ☐ Can agents coordinate actions across multiple modules or business functions, such as order-to-cash or hire-to-retire?
- ☐ Can agents run in real time against the system of record without requiring data to be moved to a separate data store or external environment?

Customization and Extensibility

- ☐ Is there a built-in development environment for building, testing, and managing custom AI agents?
- ☐ When building agents, can developers use the same business logic, security model, and data structures from the core application?
- ☐ Does the platform support integration with external tools, models, or systems using OpenAI protocols, such as Model Context Protocol?
- ☐ Can AI agents integrate with external agents, vision models, industry-specific models, intelligent interfaces, or multi-agent ecosystems?

If you're not checking **"Yes"** across the board—you're not using a business-native agent.

Discover the power of Oracle AI in Fusion Applications

The introduction of AI agents is redefining the way business is conducted, and Oracle is leading the way with embedded GenAI and native AI agents that enable new levels of productivity and business process automation. Learn how native AI agents in Fusion Applications can help you reimagine how work is done at your organization.

Request a demo **Learn more**

Connect with us

Call +1.800.ORACLE1 or visit oracle.com

Outside North America, find your local office at oracle.com/contact