

ORACLE

AI Agents in Oracle SCM

Revolutionizing Supply Chain and Manufacturing with Oracle AI Agents



Intelligence built in, not bolted on

Since the start of the cloud revolution, Oracle has embedded artificial intelligence and machine learning into our suite of supply chain management and manufacturing applications at no additional cost to customers. In 2025, we began giving our customers an opportunity to leverage the next great innovation—generative AI—by adding AI agents to our supply chain applications and today in 2026 we have over 100 AI agents available to our customers at no additional cost.

AI agents have the potential to enhance supply chain management by infusing digital intelligence into every operational activity.

Oracle's AI agents bring human-like characteristics such as reasoning, memory, and critical decision-making into play to provide autonomous services tailored to specific parts of the business.

These AI agents can be deployed to perform important functions such as answering questions, offering recommendations, and completing routine tasks on behalf of employees. In doing so, they can help streamline workflows and reduce administrative burdens, potentially saving hundreds of hours of work a year as a result. This, in turn, can help companies automate strategic parts of supply chain management without the rigid structures of rule-based systems.





AI Agents for Supply Chain and Manufacturing

Oracle's AI agents use data from Oracle Cloud systems, company-specific documentation, and multiple connected data sources to generate more up-to-date, contextually relevant information and assistance than is available through use of "off-the-shelf" generative AI applications. Each AI agent exhibits unique characteristics that enable them to produce relevant services for employees in a range of roles, and new agents are being released quarterly directly to our suite of applications, making Oracle the one hyper-scaler on the market that is operationalizing AI at scale at no additional cost.

AI agents across SCM

Oracle's AI agents are built directly into Oracle Cloud SCM, which can help foster rapid adoption across familiar applications while reducing the need for extensive employee training. AI agents are embedded directly into Fusion Applications at no additional cost and can help boost efficiency and resilience across critical supply chain functions, including:

- Smart Operations (Product lifecycle management, Manufacturing, and Maintenance)
- Order Fulfillment (Order Management and Logistics)
- Data-centric Decision-making (Supply Chain Planning)
- Margin and Risk
- Management (Procurement and Sourcing)

More than 100 AI Agents have been released and are currently available in Oracle Fusion Cloud Supply Chain & Manufacturing (SCM). All operate from a common foundation to deliver consistent services across the entire supply chain. These include:

- **Autonomous capabilities.** AI agents are sophisticated digital entities that can be set to autonomously perform tasks, working in conjunction with employees along the way. By leveraging higher levels of automation, supply chain teams can improve productivity without increasing headcounts.
- **Interactive dynamics.** AI agents mimic human interaction, making it easy to incorporate them into daily operations. Because they're machine learning-based, they learn from interactions with employees and get more accurate over time. For example, AI agents can respond to routine inquiries about order fulfillment with precision and consistency, learning and adapting based on each engagement.
- **Specialization in roles.** AI agents can be tailored to perform specific supply chain and manufacturing roles. Working side by side with employees, AI agents can execute processes that require nuanced and role-specific judgment, making them invaluable partners to SCM professionals and the broader business.

Here are a few examples of AI agent use cases and how they can support supply chain teams.

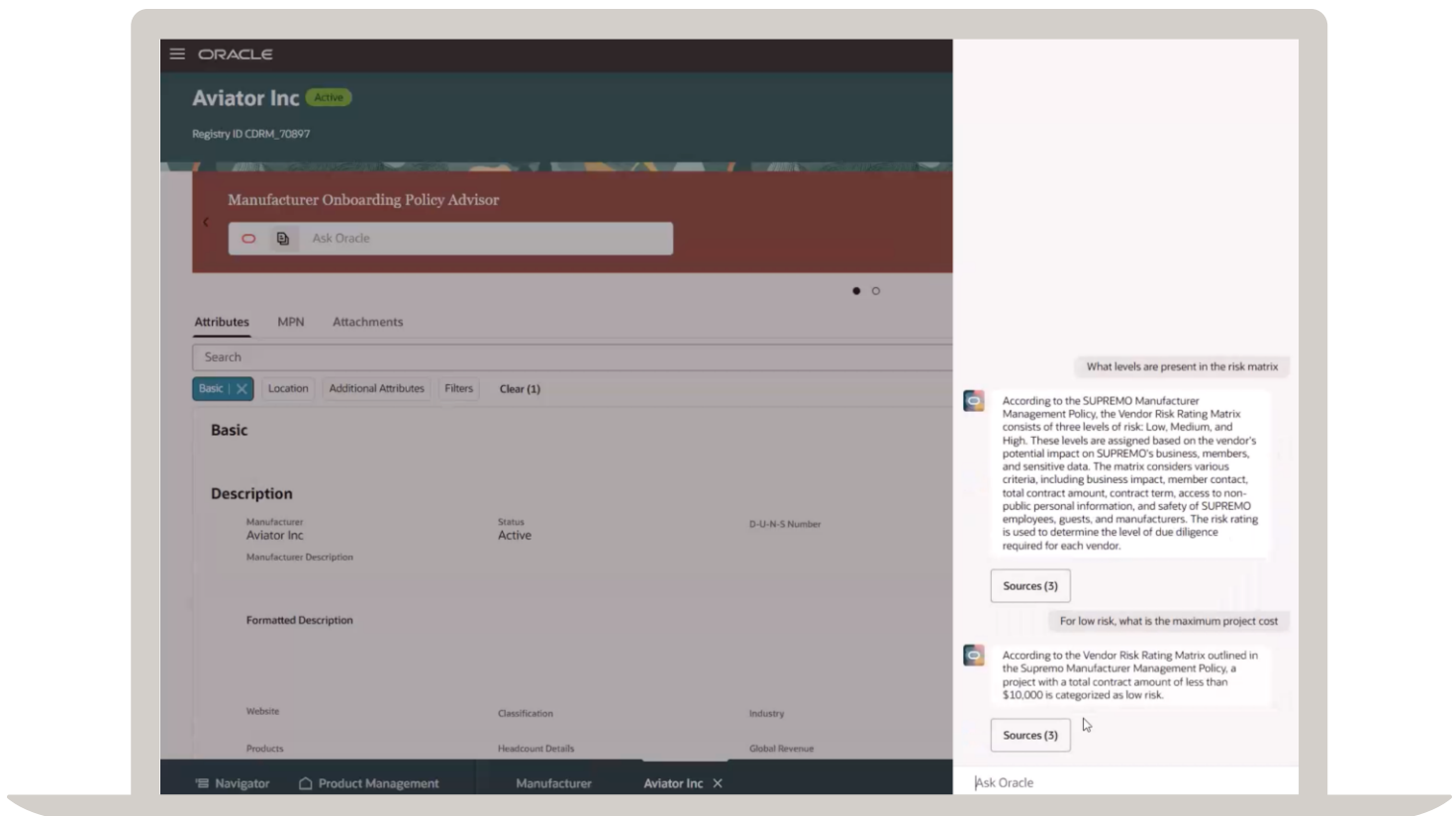
Supplier Portal Support Advisor

This agent helps suppliers answer support questions related to actions they need to complete within each task area of the Supplier Portal.

Manufacturer Onboarding and Risk Assessment Advisor

Design Engineers often need to go through a lengthy on boarding process to ensure that the manufacturers and suppliers they choose for their outsourced, or off the shelf parts meet the company's quality and risk standards. This AI Agent can help ascertain whether a new manufacturer, or an existing manufacturer being added to supply certain commodity components, or part numbers, is meeting the company's risk profile and on boarding requirements.

Figure 1. Manufacturing Onboarding and Risk Assessment Advisor



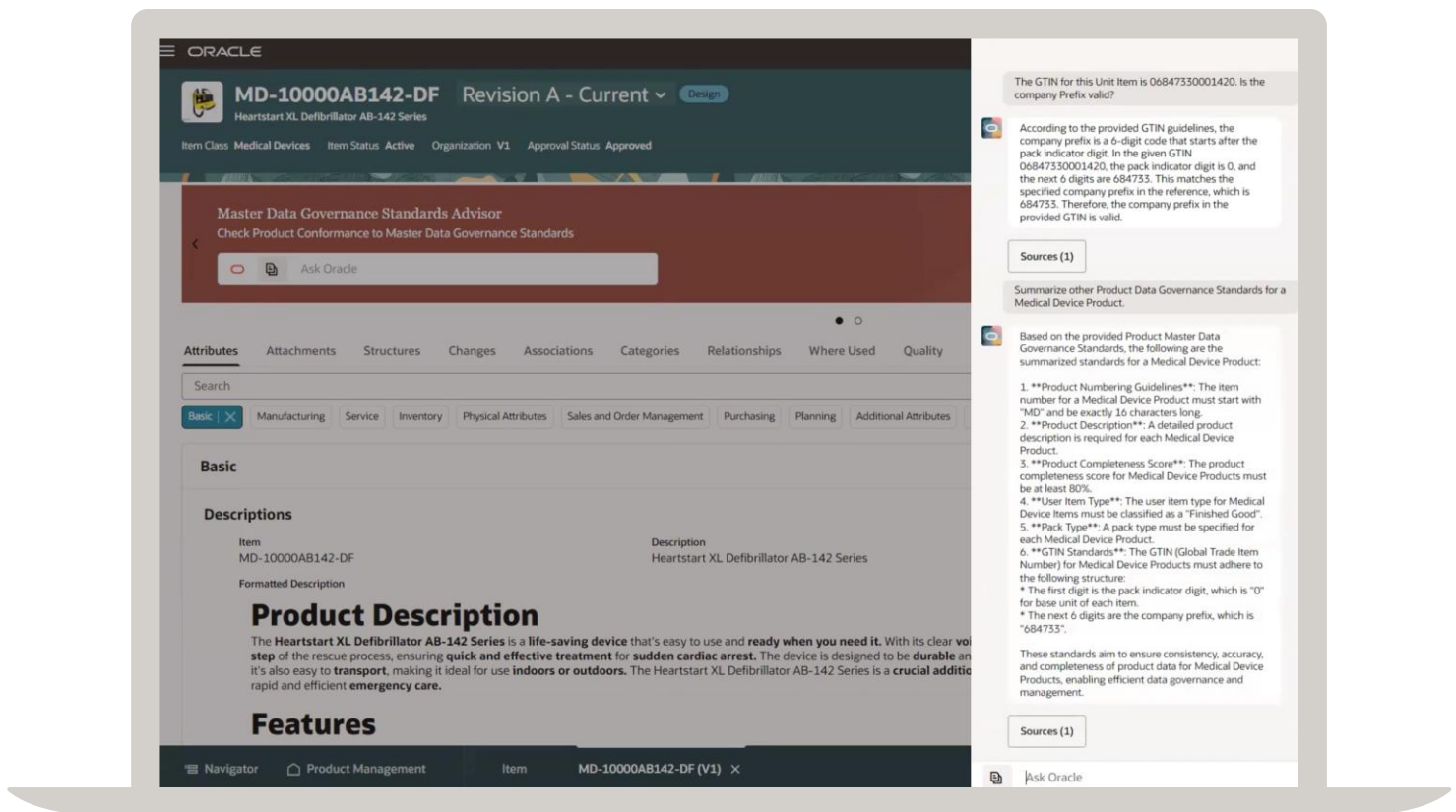
Procurement Policy Advisor

This agent answers general questions about procurement policies to help procurement professionals make informed decisions without sifting through complex policy documents.

Master Data Governance Standards Advisor

The Master Data Governance Standards AI Agent provides Product Data Stewards guidance on internal or external standards, dictionaries, and glossaries, when authoring or enriching product data. The AI Agent also identifies and flags discrepancies and data violations, thus reducing errors, reducing penalty costs and ensuring the product data complies with master data governance standards.

Figure 2. Master Data Governance Standards Advisor

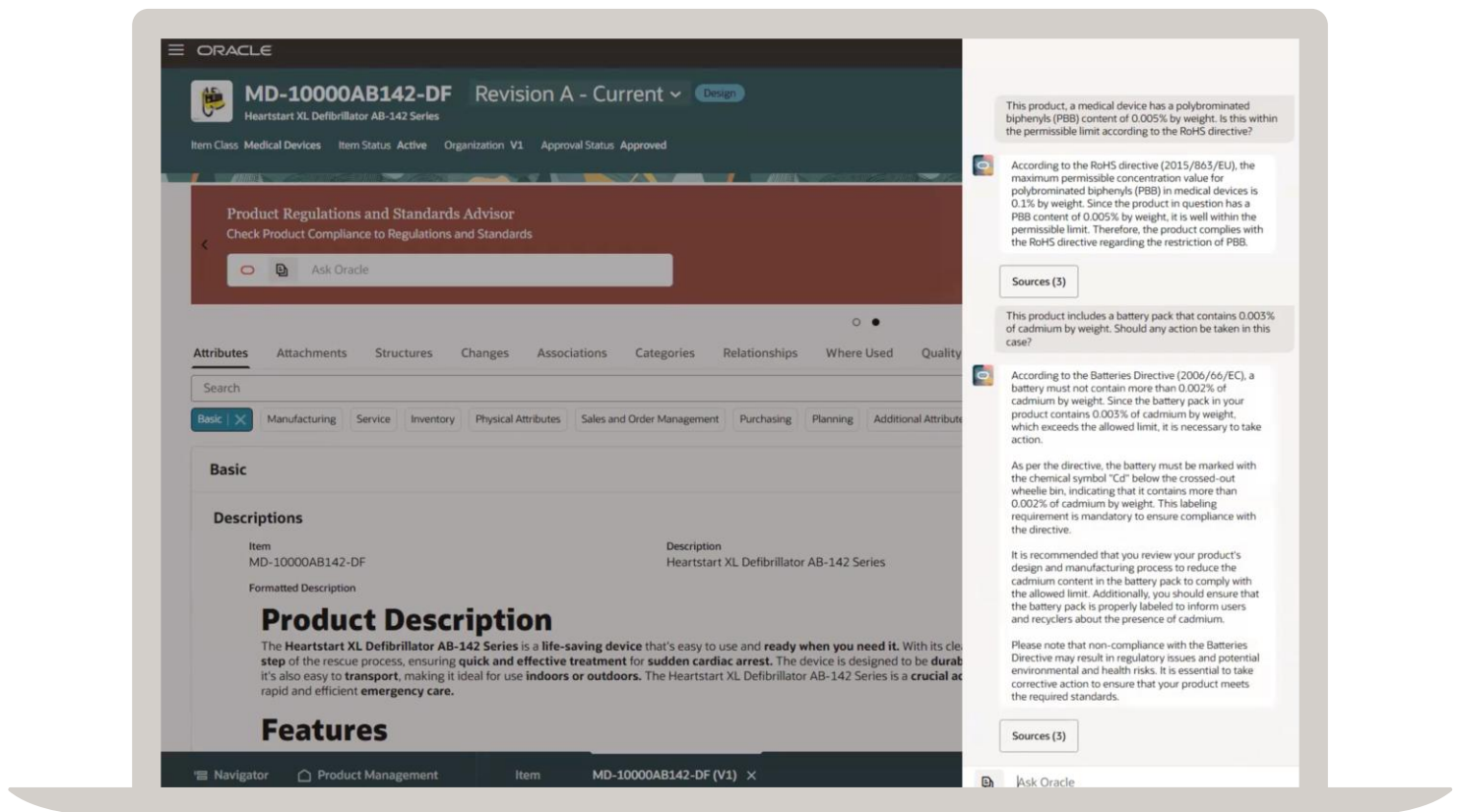


Product Regulations and Compliance Standards Advisor

This agent helps companies address various regulations and standards, including Restriction of Hazardous Substances (RoHS), Registration, Evaluation, Authorization and Restriction of Chemicals (REACH), Waste Electrical and Electronic Equipment (WEE), UL Standards, GS1,

Food and Drug Administration (FDA), and various ISO standards. Design engineers, product managers, supply chain professionals, new product introduction coordinators, and others need to reference these regulations throughout a product's lifecycle, but they are often hard to find and implement. The Product Regulations and Compliance Standards Advisor helps design engineers and PLM users to efficiently pinpoint relevant regulations and standards and answer generic user questions regarding requirements.

Figure 3. Product Regulations and Compliance Standards Advisor



Discretionary Discounting Advisor

This agent enables sales and customer service teams to negotiate effectively while helping discounting practices remain fair, consistent, and aligned with the company's financial goals. The advisor provides guidelines on when and how employees can offer discounts at their discretion so that any discount offered adheres to corporate discounting boundaries and policies. For example, an agent might state: "Your company policies allow you to offer up to a 20% discount here at your discretion."

Price Change Advisor

Pricing adjustment and change policies provide a structured approach for how and when a company adjusts its pricing for products or services. Such policies are crucial for managing the impact of price changes on customers, maintaining profitability, and ensuring that all changes are executed fairly and transparently. The advisor retrieves information from those policy documents to help answer employee questions so they can apply price changes and offers consistently.

Packaging and Sustainability Assistant

This agent helps packaging design teams address packaging and sustainability standards and guidelines. Users can query this AI agent about the packaging sustainability guidelines they must follow for their specific designs.

Sustainability Policy Guide

This agent answers questions related to sustainability based on relevant policies, public regulatory inputs, and framework guidelines.

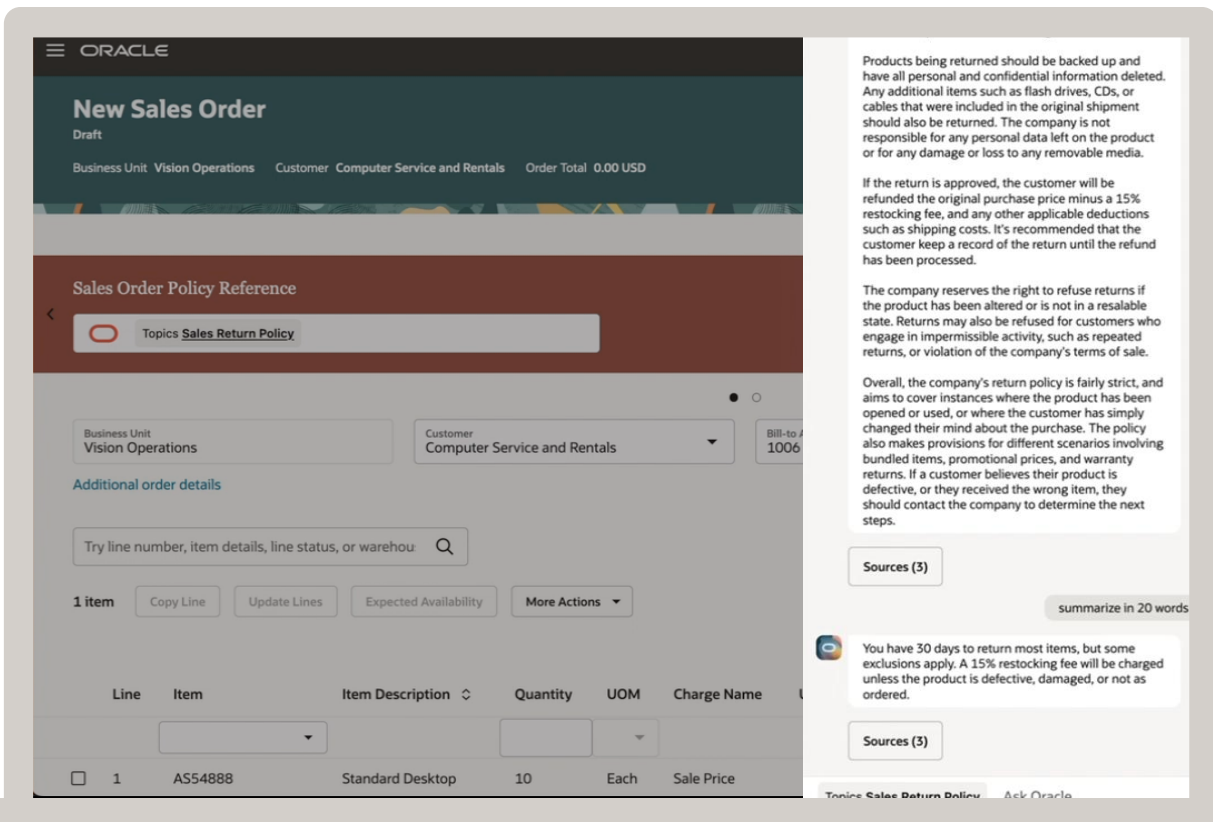
Claim Policy Advisor

This agent helps claims analysts identify claims that don't conform to policy and provides suggestions on how those claims should be handled to support faster, more informed, and more consistent decisions about claim disposition.

Customer Service Representative Advisor

To drive user productivity and compliance to corporate objectives, Order Management now supports the Customer Service Representative Advisor (or CSR Advisor for short). The CSR Advisor can answer questions regarding company policies in real-time while users are creating or revising orders. Organizations can upload their internal policy documents on ordering procedures, returns, pricing, and other order management policies. The AI Agent provides the user with convenient access to corporate policies across multiple topics from a single chat-like interface, providing quick responses for improved customer satisfaction and user productivity.

Figure 4. Customer Service Representative Advisor



Maintenance Troubleshooting Advisor

This agent helps maintenance technicians and supervisors by pulling information from equipment maintenance manuals. For example, it could search through manuals and respond to specific questions such as, "What does this error code mean?"

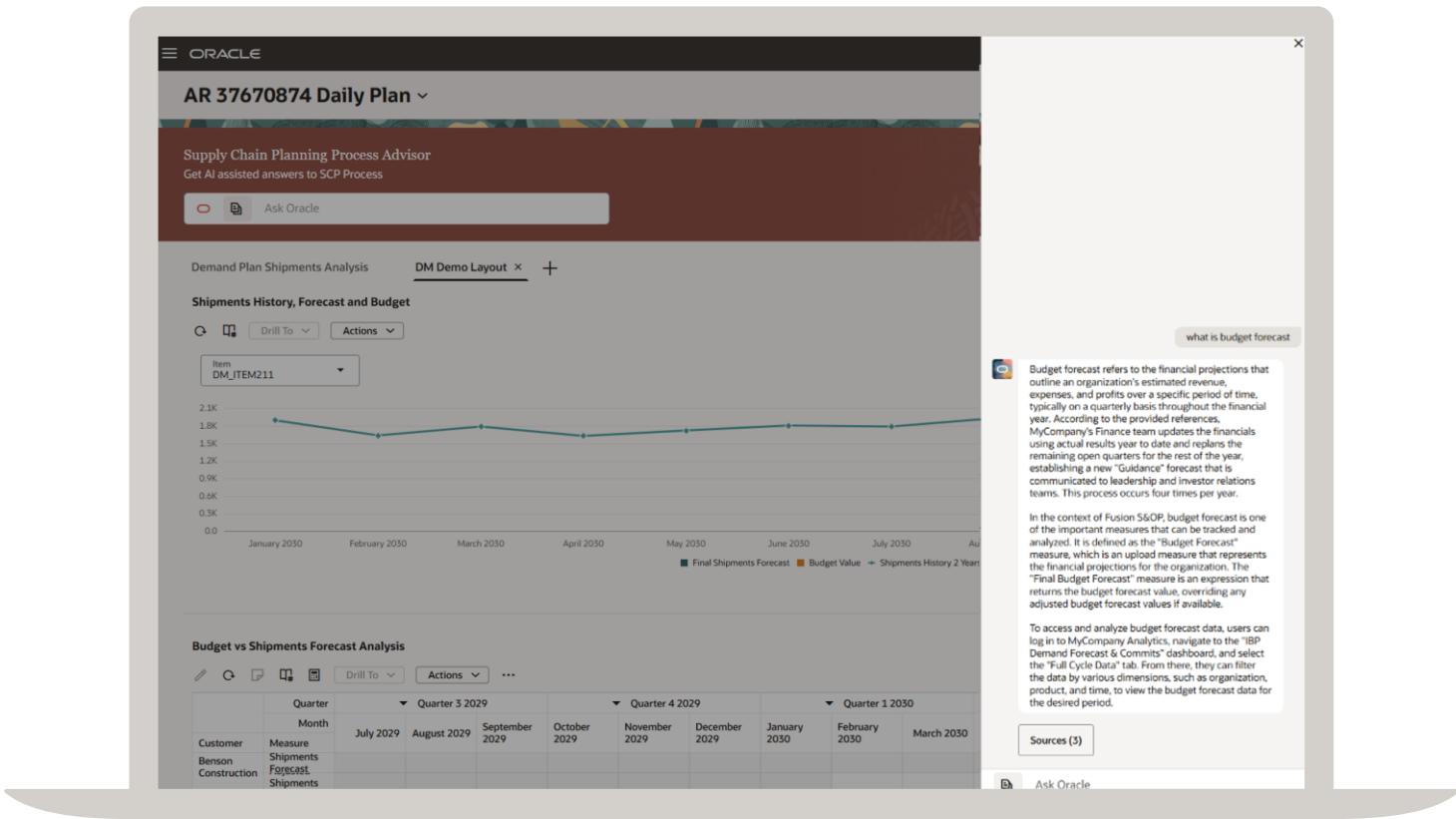
Manufacturing Operational Procedure Guide

This agent helps production operators understand material handling, safety processes, or work instructions when at their workstations without searching through dense documentation. Operators, supervisors, and manufacturing engineers can retrieve relevant information on safety, work instructions, and machine maintenance from a large knowledgebase.

Supply Chain Planning Process Advisor

Thia AI Agent answers planners’ questions based on their enterprise’s planning policies, training manuals, and other documents. Users can save time by clarifying job responsibilities, how-to steps, approval and escalation processes, and other guidelines in context, without having to search through reference materials. Answers vary by plan type, including S&OP, Supply Planning, and Demand Management.

Figure 5. Supply Chain Planning Process Advisor



Material Handling Advisor

This AI agent summarizes material handling procedures for products upon receipt to help enable receiving agents to use proper safety or material-handling equipment, follow applicable regulations (e.g., FDA Current Good Manufacturing Practice (cGMP), and properly route received goods (e.g., in-transit refrigeration if needed).

Supply Chain Collaboration Policy Advisor

Using this AI agent, both enterprise and supplier users can enhance their productivity by finding quick answers related to enterprise-specific policies and guidelines as they review their order forecasts and commits. For example, supply chain professionals will be able to zero in on order forecasts and commitments or review production progress, and completion status.

Figure 6. Supply Chain Collaboration Policy Advisor

The screenshot shows the Oracle Supply Chain Collaboration Policy Advisor interface. The left sidebar contains a search bar, filters, and a table of data. The right chat window displays a conversation with an AI agent.

Table Data:

Status	Collaboration Plan	Supplier	Supplier Site	Organization	Item
Completed	BAT_SCC_Plan01	CV_SuppA...	CVSuppA...	M1	AI-F-Nut1
Completed	BAT_SCC_Plan01	CV_SuppA...	CVSuppA...	M1	AI-F-Pin
Completed	BAT_SCC_Plan01	CV_SuppA...	CVSuppA...	M1	AI-F-Pin
Completed	BAT_SCC_Plan01	CV_SuppA...	CVSuppA...	M1	AI-F-Wash
Completed	BAT_SCC_Plan01	CV_SuppA...	CVSuppA...	M1	AI-F-Wash
Completed	BAT_SCC_Plan01	CV_SuppA...	CVSuppA...	M1	AI-F-Nut1

Chat Window:

When are the supplier commits due?

The supplier must submit their commits to the enterprise by Friday of every week.

Sources (2)

What if the supplier doesn't provide a commit?

If the supplier does not provide a commit, the enterprise may use the previous collaboration cycle's commit for the current cycle. This information is outlined in the document under the section titled 'Failure to Commit.'

Sources (2)

Can the supplier under commit?

Yes, the supplier can under-commit. The supplier's commit should reflect their ability to meet the order forecast and is based on the schedule sent by the enterprise. In the case of under-commitment, the supplier should immediately notify Vision Corporation through Notes and state the reasons for the delay.

Sources (2)

Is there a penalty for failure to commit?

There is no mentioned penalty for failure to commit. However, if the enterprise does not receive the supplier's commits by the end of the collaboration cycle, the enterprise will use the previous cycle's commit for the current one. The document states that commits must be submitted to the enterprise by Friday of every week. Under commitment should be in accordance with the order forecast and any delays should be immediately notified to the enterprise.

Sources (2)

Delivery Instructions and Restrictions Assistant

This agent helps warehouse operators check the instructions or restrictions for a specific delivery location to help efficiently complete deliveries (e.g., no deliveries between specific hours, all deliveries to the nurses' station rather than a patient's room, etc.).



Embedded intelligence

Empowering business to achieve more

AI agents have the potential to enhance supply chain management by infusing digital intelligence into every operational activity. They can empower businesses to achieve significantly higher levels of efficiency, scalability, and consistency, leading to a more effective and streamlined supply chain. By leveraging AI agents, organizations can transform their SCM operations to better meet the challenges of a dynamic business environment.

[Learn more](#)[Request a demo](#)

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