ORACLE

Oracle Fusion Agentic Applications and App Builder

Oracle Fusion Cloud Applications

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Introduction

Traditional enterprise software makes you do the work—clicking through screens, copying data, and chasing approvals. Agentic applications from Oracle flip that model entirely.

Built on Oracle AI Agent Studio and Oracle Fusion Cloud Applications, agentic applications represent a fundamentally new category of enterprise software. They are objective-driven workspaces where teams of AI agents collaborate autonomously to complete end-to-end business processes—not just answering questions, but resolving exceptions, making recommendations or decisions, and driving work to completion.

Users define the goal, and the application orchestrates teams of AI agents working together to achieve it. Agents reason across enterprise data, execute workflows, handle exceptions, and produce real business outcomes: closed plans, resolved issues, and completed transactions.

With agentic applications, Oracle Fusion moves from being a system of record to a system of outcomes—all in one.

Agentic applications represent a fundamental departure from traditional software development. Where conventional applications retrieve, transform, and display data, agentic apps are decision-making partners that understand context, determine what matters, and proactively surface the decisions requiring human input—helping guide users on what to do next.

Core principles of agentic design

- **Proactive alerting over passive monitoring:** Agents identify anomalies, opportunities, and potential risks in real time, surfacing them with context and urgency. Don't make users hunt for problems; bring critical insights directly to their attention when they matter.
- **Decision support, not data dumps:** Filter signal from noise by analyzing situations and presenting only actionable decisions. Users don't need every data point; they need synthesized insights with clear recommendations and trade-offs.
- **Action-oriented intelligence:** Every agent interaction should lead toward concrete action: approve a proposal, adjust a strategy, or resolve a blocker.
- **Context-aware prioritization:** Understand business goals and user workflows to determine what's urgent versus what can wait. Not all alerts are equal; agents should respect user time and attention by not surfacing unnecessary information.

Agentic apps are 100% powered by agents. Every capability, every insight, and every recommendation flows from the intelligent agents that form the application's core. This is not traditional software with AI features bolted on; it is AI-native architecture where agents are the application.

Modern agentic apps enable a different architecture: composable agent teams where each agent is purpose-built for a specific category or domain. Instead of asking one agent about everything from sales performance to inventory management, you can build specialized agents—for example, a sales agent, an inventory agent, and a finance agent, each with deep expertise in their domain.

This modular approach yields significantly better insights and actions because each agent can maintain focused context, domain-specific reasoning, and tailored prompting for its area of responsibility. When users ask questions, the appropriate agents are engaged individually or in concert, delivering more precise analysis than any single generalist agent could provide. The result is a system that scales in both capability and maintainability: adding new functionality means adding new specialized agents rather than bloating an already complex monolith.

Agentic applications are the logical progression from the individual agents you previously built using Fusion AI Agent Studio. You build your component parts (agents) within Fusion AI Agent Studio before assembling them into your dashboards.

From AI agents to agentic applications

AI agents handle individual tasks—answering questions, generating content, or executing a single workflow. Agentic applications take the next step: they compose multiple agents into coordinated teams that own and drive complete business outcomes.

Both are built and managed in Oracle AI Agent Studio. You choose the right pattern based on the complexity and scope of the work.

	AI Agents	Agentic Applications
Scope	Focused task or conversation	End-to-end business outcomes
How they work	One agent reasons and executes using tools	Teams of specialized agents collaborate toward a shared goal
User experience	Conversational or embedded in Fusion pages	Objective-driven workspace with core zones (ask, inform, notify, communicate)
Execution model	Responds to user requests	Continuously monitors, decides, informs, and acts
Enterprise example	Agent researches and explains leave policies personalized to the user	Sales Command Center orchestrates deal prioritization, meeting prep, quote generation, and renewal risk across the full pipeline
Best for	Autonomy, adaptation, and personalization on individual tasks	Driving measurable business outcomes across complex, cross-functional processes

Agentic applications don't help you work faster; they help you do the work. Define the outcome, and teams of AI agents collaborate autonomously to achieve it. It's the difference between software you use and software that works.

Delivered agentic applications that drive outcomes

Oracle is initially delivering a number of new agentic applications across Fusion Cloud ERP, SCM, HCM, and CX. Each one is preconfigured with specialized agent teams, grounded in enterprise data, and designed to drive a specific business outcome. These applications are:

- Built on top of existing Fusion Applications, not separate products
- Powered by teams of specialized AI agents working toward shared goals
- Ready to deploy or customize through Oracle AI Agent Studio

Agentic Application	Domain	Business Outcome
Cross-Sell Program Workspace	CX	A workspace for go-to-market functions where a team of agents continuously identify expansion opportunities across the installed base, prioritize them by revenue and sales readiness, and orchestrate coordinated marketing and sales actions. The Cross-Sell Program Workspace takes go-to-market teams from reactive campaign planning to proactive growth modeling and action.
Contract Compliance Workspace	CX	Contract Compliance Workspace is an execution-focused agentic intelligence layer that provides end-to-end oversight across your enterprise contract portfolio to help identify, prioritize, and address risks by semantically analyzing both existing agreements and contracts under negotiation. It helps detect deviations from your policies and propose next steps—such as redlines, approval routing, and notices for legal, procurement, and business stakeholders. This helps shift contract oversight from manual inspection to proactive risk management.
Sales Command Center	CX	A control layer of specialized agents that helps sales leaders run their territory. The Sales Command Center continuously monitors what's happening across accounts, highlights key changes or risks, and recommends practical next steps for each account and opportunity. This enables sales managers and executives to spend less time digging through data and more time responding quickly and effectively to what will make the most impact for their territory.
Collectors Workspace	ERP	Equips collections teams with LLM-powered agentic support to transform the collections lifecycle. By reasoning across structured and unstructured data, the agents eliminate tedious collector activities like aging reports, reading customer emails, and researching disputes. Collectors also get new Agentic capabilities powered by contextual reasoning across Fusion data, such as contextual risk analysis that evaluates payment trends alongside communications and disputes, and next-best action guidance that adjusts the tone of communications to each customer situation. This shift enables collectors to focus on reducing DSO and improving promise-to-pay conversion rather than spending time on manual investigation and preparation. The agent also uses chain of thought reasoning to automate the outreach process and generates talk tracks for calls that optimize the tone of the

Agentic Application	Domain	Business Outcome
		communication to help improve cash collections, thereby improving cash flow and reducing bad debt.
Security Command Center	GRC	Empowers Fusion Admins and Cybersecurity Analysts to continuously monitor security. It quickly identifies high-risk transactions, user access, and role configurations, providing prioritized recommendations, targeted remediation steps, and instant communication workflows to strengthen your security posture and meet industry standards.
Career Advancement Command Center	HCM	Inspire strategic career growth and increase retention through a guided experience that connects employees to open roles, provides actionable insights into skill requirements, recommends relevant training and gigs, and keeps them engaged with ongoing events and communications.
Hiring Workspace for Store Managers	HCM	Proactively ranks top candidates, automates interview scheduling, and flags stalled requisitions to free retail store managers from administrative tasks and accelerate hiring decisions.
Manager Concierge Workspace	HCM	Supports queries from managers related to compensation, leave and absences, talent management, and employment details for their individual team members. It displays the most pertinent information for managers to take action and orchestrates complex team management through intelligent, proactive assistance.
My Help Workspace for Employees	HCM	An intelligent decision-making application that delivers personalized support by putting the right insights, resources, and self-service tools at employees' fingertips. It helps them make better choices, resolve issues faster, and stay productive. This intuitive, streamlined, intelligent workspace empowers employees to take control of their queries, prioritize effectively, and boost confidence and job satisfaction.
Team Learning and Development Workspace for Managers	HCM	Monitors team learning needs to anticipate compliance risk and skill gaps, then prioritizes high-value development actions managers can act on with confidence.
Team Talent Calibration And Review Workspace	HCM	Analyzes talent data to identify rating inconsistencies and provides evidence-based recommendations to support equitable assessments, accelerate calibration meetings, and enable strategic talent discussions.
Workforce Operations Command Center	HCM	Coordinates scheduling, time, and absence operations to surface real-time risks, simulate downstream impact, and guide fast, confident coverage decisions.
Batch Process Manufacturing Workspace	SCM	Unifies production, quality, cost and operational data to detect issues, compare batches against benchmarks for conformance, and initiates corrective actions for process improvements.

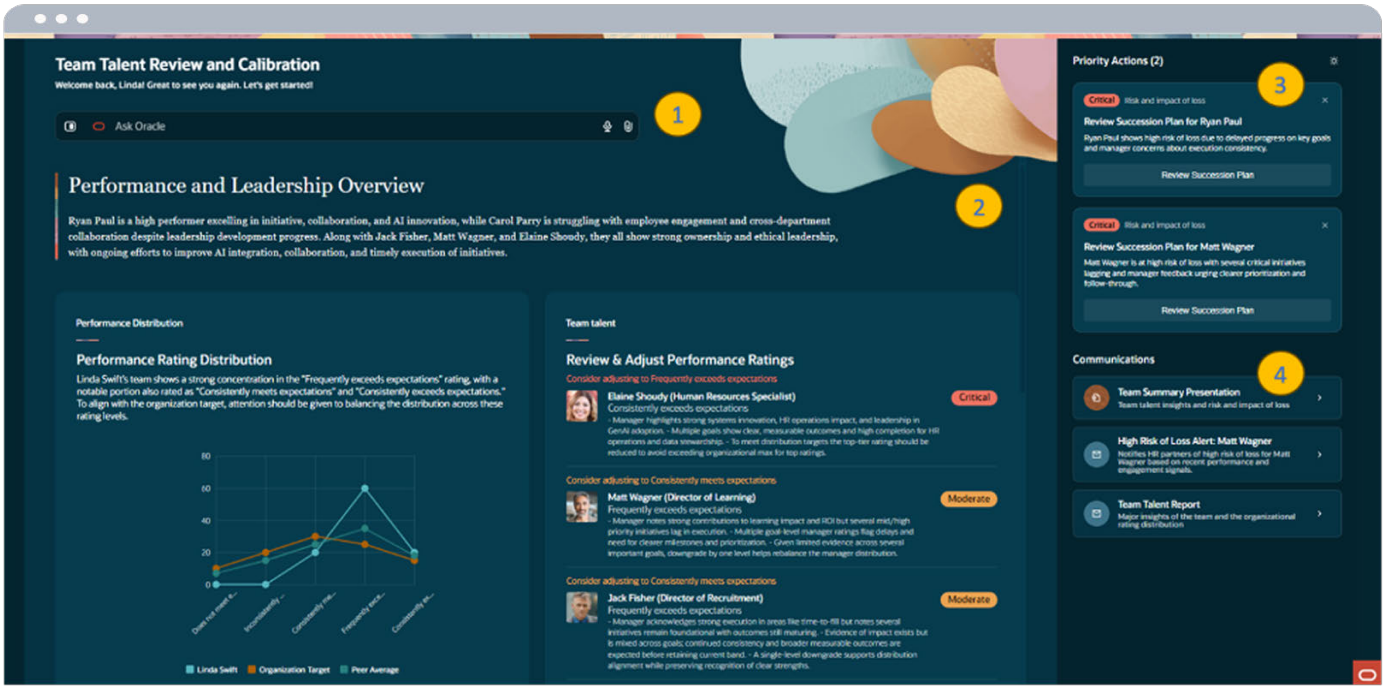
Agentic Application	Domain	Business Outcome
Cost Accounting Close Workspace	SCM	An agentic app that transforms period close from a manual checklist into an intelligent, guided process. By surfacing material exceptions and next-best actions, it helps finance teams prioritize work, reduce close effort, and close faster with confidence.
Design to Source Workspace	SCM	An insight-driven, cross-functional agentic workspace that translates product specifications into qualified supplier options, simulates cost/lead time tradeoffs, and executes RFQs with thorough documentation and coordinated buyer/supplier communications.
Logistics Execution Command Center	SCM	This agentic app streamlines workflow for logistics and fulfillment managers by surfacing urgent issues, consolidating relevant data across transportation and warehouse operations, and providing priority actions for issue resolution.
Maintenance Operations Workspace	SCM	An agentic application that sits above systems of record, continuously reasoning across operational signals to guide supervisors to the actions that matter most. It consolidates work order risk, parts readiness, and execution priorities into a single workspace that reduces triage time and protects the daily and weekly plan.
Product Readiness Workspace	SCM	Deliver successful and efficient product launches by autonomously surfacing the highest impact readiness risks and critical decision points, analyzing supply chain impact, and identifying prioritized actions and communications across BOMs, change orders, quality and compliance.
Production Shift Operations Workspace	SCM	Assesses production shift readiness, highlighting production issues and previous shift carryover. Recommends exception resolution and initiates approved actions, helping production leaders improve the performance of the shift.
Sales Order Command Center	SCM	An agentic command center that helps customer service staff with sales order related tasks such as exception resolution, holds management, ad hoc customer queries, cancellations and returns.
Sourcing Command Center	SCM	Unifies negotiation management into a single AI-driven experience that empowers category managers to manage high-priority exceptions, make procurement decisions faster, and drive stronger savings.
Warehouse Operations Workspace	SCM	Monitors warehouse operations to identify critical issues such as delayed orders, item shortages, or low inventory, and view prioritized recommendations to address these challenges and keep activities running smoothly.

Each agentic application can be extended and personalized using Oracle AI Agent Studio, and you can build entirely new agentic applications using the Agentic App Builder.

Anatomy of an agentic app

An agentic app is composed of one or more agents, specifically agent teams, built using Fusion AI Agent Studio. These agents are highly specialized and work together to power the application which you create using the Agentic App Builder, which is part of AI Agent Studio.

An agentic app has four main components as shown on the landing page in the following example:



1. Advisor (Ask Oracle)

Acts as a conversational entry point where users ask questions, filter views, and set context for their work, based on the agents that have been made available within the agentic app and whether or not the user has drilled down into a specific agent for more detailed information.

Each agent can answer user questions in three modes:

- **Single agent mode:** Users focus on a specific agent as their advisor.
- **Multi-agent mode:** Questions are routed to two or more capable agents, with responses consolidated into a unified answer.

- **Orchestrated mode:** Questions requiring sequential (or more complex) processing where, for example, one agent's output can feed into another's input.

In all cases, agents respond with both answers and supporting information displays that are grounded in live enterprise data and tailored to the user's role and permissions. By default, information displays prioritize showing detailed data within the visualization itself, with accompanying text summarizing key insights.

When a single agent acts as the advisor, only that agent produces an information display. In multi-agent scenarios, only selected agents generate displays, with the final answer summarizing their collective output. In orchestration flows, the final answer is typically attributed to the last agent in the chain.

The page template determines how users focus on particular agents when asking questions.

In this model, an 'advisor' in this fashion is 1:1 with an agent team. It is not a topic advisor; it is an agent in itself.

2. Summary (information) displays

Information displays are agent-generated visualizations that surface the most relevant updates, showing what has changed, why it matters, and where the user should focus next. They include an overall summary at the top that immediately indicates where the user's attention is needed most.

The rest of the display is broken down into meaningful categories called sections/tiles, with each section being powered by one or more agents. Each section conforms to established UX patterns (lists, charts, tables, etc.) and follows a consistent structure. Agents generate the metadata (based on their prompting, reasoning, and knowledge) that drives these components. Information displays are hosted in specific areas within a page template, which controls how they are rendered, dismissed, and managed.

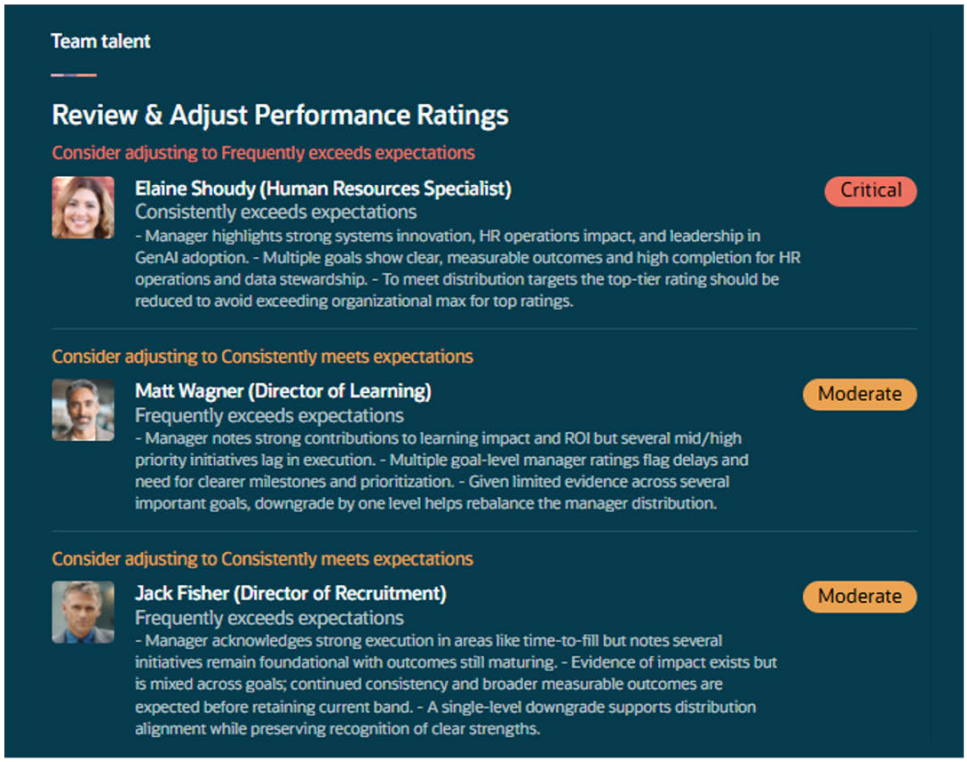
Agents built for agentic apps will default to answering questions by creating information displays, with exceptions for intent clarification, confirmations, or brief responses.

Each information display is generated with a topic key that captures the context of the user request. As conversation topics shift, the page template may hide or remove displays that are no longer relevant.

Agents must be configured to support specific information display types, granting them the capability to generate them. Implementation details are provided via prompting.

At application startup, all agents are given an opportunity to generate an initial information display. This can be determined by the agent itself or overridden by the host application through prompting.

The screenshot below shows an information display agent that lists details important to the user. The user can expand a tile to ask questions or view associated notifications and actions.



3. Priority actions

Agents can generate actionable insights representing decision points that require human approval. They provide a continuously updated stream of alerts surfaced proactively by agents monitoring the business. These actions guide users toward the next best step to resolve issues, approve decisions, or initiate additional workflows. The actions contain:

- A title describing the topic
- A description of what the action does
- Instructions for the agent to execute if the action is invoked (including commands and parameters)

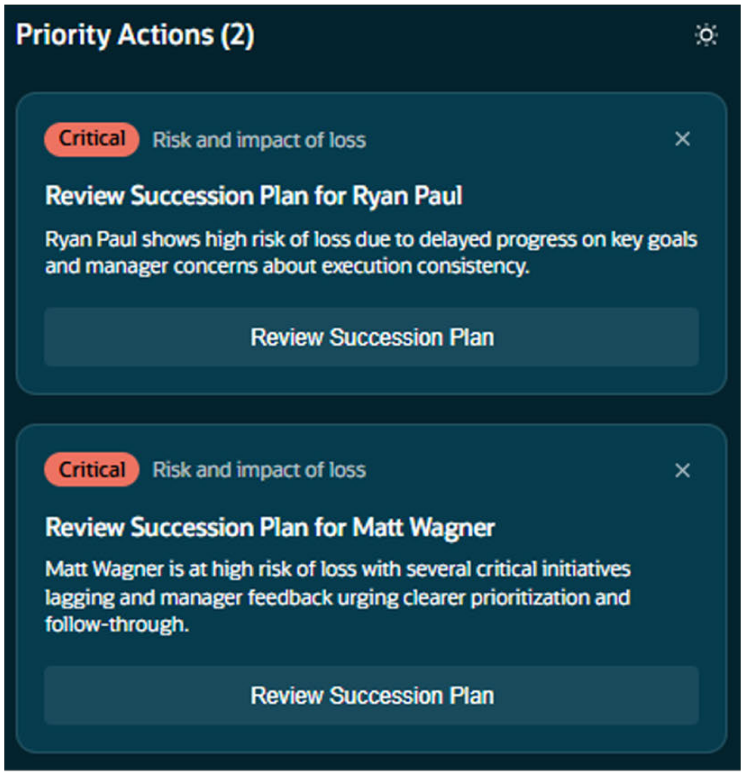
This configuration is agent-generated and not user-modifiable. Actions originate from and are associated with a single agent; when invoked, that same agent handles execution.

Once invoked, the agent either performs the action immediately or engages the user if further clarification is needed.

Agents must be explicitly configured to generate actions. The generation logic and invocation handling are defined in the agent's prompting.

At application startup, each agent can produce an initial list of actions. When answering questions, agents may include one or more actions in their response, which the page template then presents to the user.

Information displays may also expose actions directly within their pattern. They work identically; however, their presentation is dictated by the associated pattern.



4. Communications area

The communications area provides a unified space for users to craft and send messages to colleagues or other third parties related to the workspace, keeping workflow all in one place. Agents can offer communication suggestions based on their knowledge and prompting. Alternatively, common communication tasks can be configured at the application level. All communication suggestions include:

- A title and description explaining what the communication does and who it targets
- Template parameters for message composition

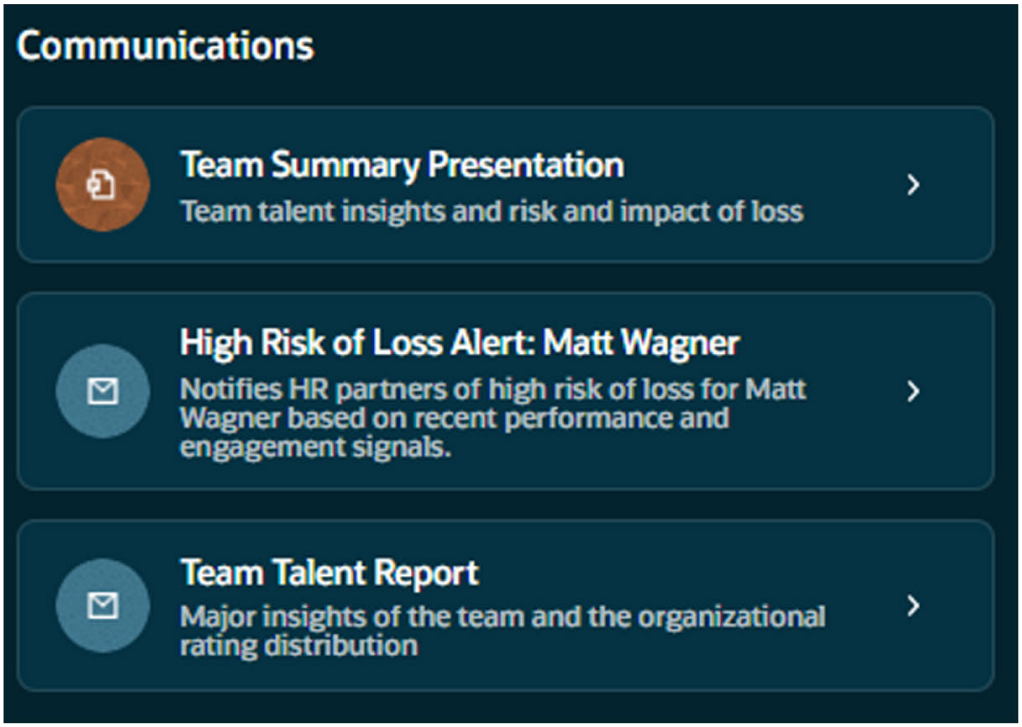
Communications always initiate outbound messages; they never intercept or receive incoming messages (that capability is better served by dedicated platforms like email or Slack).

Communication suggestions are routed to a specific agent for delivery. This agent does not need to be an advisory agent; it can be a generic, reusable agent shared across applications. The designated agent processes the communication request, performs any additional work, and delivers the message via the appropriate tool (email, Slack, Teams, pager alert, etc.).

All communications adhere to templated patterns for consistency and uniformity. Messages are not freeform. They conform to specific templates with defined parameter sets.

Agents can produce communication suggestions when responding to inquiries and at app initialization. They may prefill template parameters based on their knowledge and prompting. Communication suggestions can also be app-configured and associated with specific agents or all available agents.

When a communication item is selected, the associated agents attempt to populate any unfilled template parameters. Users can then modify these values before the message is sent to the template engine for final processing.



Writing agentic workflows

As we previously learned, agentic applications represent a fundamental departure from traditional software development. Where conventional applications retrieve, transform, and display data, agentic apps act as decision-making partners that understand context, identify what matters, and proactively surface only the decisions requiring human input.

Agentic apps are 100% powered by agents. Every capability, every insight, and every recommendation flow from the intelligent agents that form the application's core. This is not traditional software with AI features bolted on; it is AI-native architecture where agents are the application.

The combination of agents within an application forms its collective expertise. Just as a consulting firm assembles specialists across domains, an agentic app brings together purpose-built agents that each contribute deep knowledge in their area of responsibility.

Composable agent architecture

Traditional applications focused on single-purpose transactional flows—one task, one workflow, one workflow, one outcome—and users navigated predetermined paths to complete specific actions. Agentic apps break this pattern by enabling composable agent teams where each agent is purpose-built for a specific category or domain, working together to address complex, multi-faceted needs.

The specialist model

Instead of asking one agent about everything from sales performance to inventory management, build specialized agents. We already mentioned a sales agent, an inventory agent, a finance agent; however, the scope can extend right across your business with each agent having deep expertise within their domain. This modular approach yields significantly better insights and actions because each agent can maintain:

- Focused context relevant to its domain
- Domain-specific reasoning patterns and heuristics
- Tailored prompting optimized for its area of responsibility

Orchestrated collaboration

When users ask questions, the appropriate agents are engaged individually or in concert, delivering more precise analysis than any single generalist agent could provide. The result is a system that scales in both capability and maintainability: adding new functionality means adding new specialized agents rather than bloating an already complex monolith.

Designing portable agentic workflows

Design agentic workflows to be used in any application. Workflows should be portable, reusable building blocks—not tightly coupled to a single application.

Workflows as reusable expertise

Each agentic workflow represents a discrete unit of expertise. When customers build agentic apps, they are assembling a team of agents, where each agent is an agentic workflow. Think of workflows as specialists you hire for a project; each brings specific skills that combine to form the team's collective capability.

Unique applications are then different combinations of agents providing a combined set of expertise to the user. The same sales workflow might appear in a revenue operations app, a customer success app, and an executive dashboard app—each time contributing its specialized knowledge to a different team of agents.

Workflow design requirements

To get the most value from your workflows, adhere to these design requirements:

1. **Deep domain expertise:** Each workflow must be a true expert in its field. This means understanding not just the data, but also the nuances, edge cases, and decision-making patterns that domain specialists rely on. A finance workflow should reason like a financial analyst; an HR workflow should understand workforce dynamics the way an HR business partner does.
2. **Optimized information display configuration:** Define best practices for how information should be rendered based on the domain's needs. Different domains have different visualization conventions that make insights immediately comprehensible:
    - Financial agents should favor showing trends over time, comparisons to prior periods, and variance analysis.
    - Human resources agents should display employee profile pictures when referring to people, helping make information more personal and recognizable.
    - Supply chain agents might prioritize geographic visualizations or flow diagrams.
    - Sales agents might emphasize pipeline stages and conversion metrics.
3. **Widget selection:** Each workflow should specify which widget types and display patterns best serve its domain.
4. **Domain-specific prompting:** Optimize prompts for the specific domain. A financial analysis workflow should speak the language of finance; a supply chain workflow should understand logistics terminology and concepts.

Building an agentic application via natural language

When customers build applications by describing what they need in natural language, a sophisticated orchestration process operates behind the scenes to deliver intelligent, contextual experiences.

For example, consider the following design request:

> "Build me an executive decision support workspace for our executives. Monitor our key initiatives like the robotics automation expansion; track sales pipeline and any deals that could affect capacity planning; understand operational readiness across production lines; and align workforce planning with our rollout schedule. The app should proactively surface risks and opportunities and make it easy to communicate with each functional team."

The system identifies the best group of experts, represented by previously defined agentic workflows, for the requested application. This selection process matches the request description with workflows that provide relevant expertise, ensuring users receive insights from agents qualified to deliver them. The user is not tasked with determining which agents it should use; the intelligence of the app builder takes care of it automatically.

Customer configuration options

While the system handles expert selection automatically, you can further configure your applications in several ways:

- **Workspace configuration:** Define what you want to see in the initial workspace for each agent. Think of these as goals you want the agents to address, or the questions that should be proactively addressed when a user opens the application.
- **Summary priorities:** Identify what matters most for summaries. Different organizations care about different metrics, risks, and opportunities. Configuration allows summaries to highlight what is most important to your organization.
- **Communication templates:** Create new communication types via shareable templates that leverage agent expertise, or the combined expertise of multiple agents. These templates enable consistent, intelligent communications that draw on the deep knowledge within workflows.

Automatic intelligence features

Agentic apps that consume these workflows get powerful capabilities for free, with no additional configuration required. The intelligence is built into the workflows themselves:

- **Priority actions** surface automatically based on each workflow's understanding of what requires immediate attention in its domain.
- **Agent-created communications** are generated when workflows detect situations warranting outreach, using their domain expertise to craft appropriate messages.
- **Cross-agent insights** emerge when multiple workflows identify related patterns, enabling the system to surface connections humans might miss.
- **Domain expert Q&A** allows users to ask questions and receive advice from true domain specialists. Whether seeking clarification, exploring scenarios, or needing guidance, users get expert-level responses grounded in the workflow's deep domain knowledge.
- **Actionable decisions** are presented when users need to act. Rather than overwhelming users with information, workflows distill complex situations into clear choices with recommendations, trade-offs, and context, making it easy to decide and move forward.

Workflow development guidelines

As described above, when you use natural language to describe the application to be built, the system will determine which agents (workflows) it will use to construct the application. Here are some guidelines you should adopt when building these agents.

Describe your workflow

Every agentic workflow description should cover the following areas:

- **Domain definition:** Clearly articulate what domain this workflow covers and where its boundaries lie.
- **Context specification:** Define what data and context the workflow requires to function.
- **Reasoning:** Document the logic and heuristics the agent uses to analyze its domain.
- **Action capabilities:** List what actions the workflow can trigger or recommend.

Test for portability

Before deploying a workflow, verify it can function across different application contexts:

- Does it produce consistent quality when combined with different peer workflows?
- Can its outputs be rendered in different formats without logic changes?
- Does it gracefully handle missing or incomplete inputs?

Summary

Building effective agentic workflows requires a shift in thinking from traditional software development. Key principles to remember:

- Agentic apps are entirely powered by agents—they are the application, not a feature of it.
- Design workflows as portable, reusable units of expertise that can be composed into different applications.
- Each workflow represents a specialist contributing domain-specific intelligence to a team.
- Focus on action-oriented outputs that drive decisions, not data that requires further interpretation.
- Enable customer configuration while ensuring core intelligence comes from the workflows themselves.

When these principles guide development, the result is applications where intelligence emerges from composition, and where assembling the right team of expert agents creates capabilities greater than the sum of their parts

Agentic apps and AI Agent Studio: better together

Agentic applications, AI agents, and AI automation workflows are not competing models—they are layers of the same platform, each solving a different scope of problem.

Agents power agentic apps Every agentic application is composed of specialized agents that perform analysis, decisioning, execution, and communication roles.	**Workflows handle subprocesses** Agents within agentic apps invoke structured workflows for repeatable, rule-based tasks like data extraction or transaction creation.
AI Agent Studio manages everything Build, test, and deploy both individual agents and complete agentic applications from a single platform with shared tools and governance.	**Fusion provides the foundation** Agentic apps execute within the Fusion security framework, using native business objects, access controls, and enterprise data enabling data and functional security.

The Oracle AI Agent Studio platform includes:

Capability	Description
Agentic patterns	Probabilistic, hierarchical agents and deterministic AI workflows
Tools, topics, and prompts	Core building blocks for agent behavior
Pre-built templates	Accelerate development with starter patterns
Agentic app builder	Natural-language application composition and orchestration
Knowledge store	Enterprise knowledge grounding for agents
Interoperability (MCP, A2A)	Connect agents to external systems and other agents
Native business objects	Direct, secure access to Fusion transactions and data
Human-in-the-loop	Approval workflows and oversight controls
Monitoring and observability	Track agent performance and behavior
Testing and validation	Evaluate agent quality before deployment
Security and trust	Enterprise-grade governance and auditability

This isn't AI layered on top. This is a new model of enterprise work—intelligent, collaborative, and adaptive by design. Built-in, not bolted on.

How Oracle can help

Agentic applications represent the next frontier of enterprise software, and Oracle is leading the way. With 22 delivered agentic applications across ERP, SCM, HCM, and CX—plus the Agentic App Builder for creating your own—Oracle Fusion Cloud Applications is evolving from a system of record into a system of outcomes.

With Oracle AI Agent Studio, you can:

- Deploy delivered agentic applications that drive outcomes across your business.
- Customize and extend agent teams to match your unique processes.
- Build entirely new agentic applications using natural language.
- Operate with enterprise-grade security, governance, and auditability.

Discover the Oracle AI advantage

Connect with us

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