

ORACLE

# Introducing Fusion Agentic Applications: *A New Way to Work*

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AI Application Architect

Fusion Applications reinvent  
how work  
*works.*

# Customers driving results with Fusion AI agents

# 7K

Fusion customers live or deploying AI agents



Insurance · 2,800 employees

Deployed policy agents across 6 countries

Employees get instant, multi-language answers to HR and procurement questions 24/7



Communications · 95,000 employees

Rolled out four concierge agents across employee, manager, and HR populations

Reduced admin time for large field workforce



Energy · 16,000 employees

Procurement Policy Advisor reduced requisition errors and support tickets

Now expanding AI agents across finance



Healthcare · 104,000 employees

Open enrollment agent handled 12,000+ employee inquiries with 85% deflection rate and no additional headcount



Financial Services · 25,000 employees

Proactively deployed talent and leave agents to support a major process change

Decreased HR service center case volume

# From analog to self-driven



The background features a dark teal color with a pattern of light blue squares scattered across it. A faint, circular, concentric line pattern is also visible, centered behind the text.

# Meet Fusion Agentic Applications

# The evolution of enterprise software



**Systems of record**  
*document the business*

Follow fixed rules

Record what happens

Retrieve information

Complete tasks



**Systems of outcomes**  
*run the business*

Work toward objectives

Make things happen

Solve problems

Achieve outcomes

Enterprise  
data  
Business  
objects

Policies  
Approval  
hierarchies

**One source  
of truth**  
*for transactions*

Permissions  
Role-based  
access control

Processes  
History

# Announcing 22 new Fusion Agentic Applications

## ERP / SCM

- ✓ Design-to-Source Workspace
- ✓ Product Readiness Workspace
- ✓ Production Shift Operations Workspace
- ✓ Sales Order Command Center
- ✓ Batch Process Manufacturing Workspace
- ✓ Logistics Execution Command Center
- ✓ Maintenance Operations Workspace
- ✓ Warehouse Operations Workspace
- ✓ Cost Accounting Close Workspace
- ✓ Sourcing Command Center
- ✓ Collectors Workspace
- ✓ Security Command Center

## HCM

- ✓ Manager Concierge Workspace
- ✓ Workforce Operations Command Center
- ✓ Team Learning & Development Workspace for Managers
- ✓ Hiring Workspace for Store Managers
- ✓ Career Advancement Command Center
- ✓ Team Talent Calibration & Review Workspace
- ✓ My Help Workspace for Employees

## CX

- ✓ Cross-Sell Program Workspace
- ✓ Contract Compliance Workspace
- ✓ Sales Command Center

# Progression of Oracle AI in Fusion Applications

## AI Agents



**Hundreds**  
of AI agents  
and counting

## AI Agent Studio



Includes  
**Agentic App Builder**  
and  
**AI Agent Marketplace**

## AI Workflows



Execute multi-step,  
predefined  
workflows

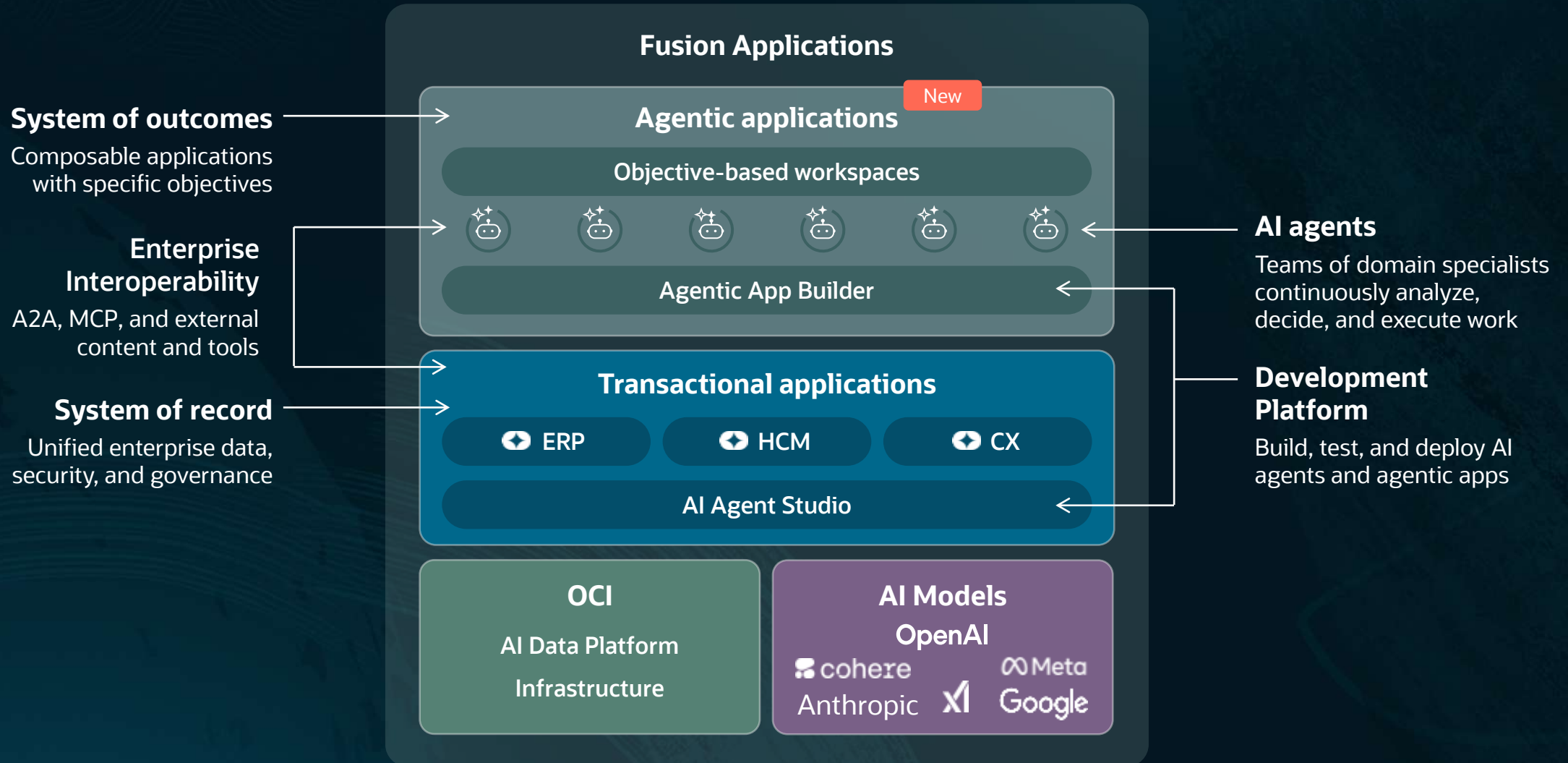
## Agentic Apps



**22**  
brand-new agentic  
applications powered by  
AI agents and workflow  
agents



# System of record + system of outcomes—all in one





**Think big. Start small. Move fast.**

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## Agentic Apps



22

brand-new agentic applications powered by AI agents and workflow agents

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