Oracle® Cloud

Getting Started with Oracle Integration 3

F45535-33
January 2026

Oracle Cloud Getting Started with Oracle Integration 3,

F45535-33

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About This Guide

This guide helps you match your business problems with the automation technologies that can best solve the problems.

This guide is your trusted adviser, here to help you reduce risk and get the most value from Oracle Integration and your automation solution.

Here's how the guide helps you:

- **Walks you through your automation journey**

  Understand the problems you'll solve and the outcomes you'll achieve through automation.
- **Helps you match your business problems with technologies and features, and explains your options simply and clearly**

  Build confidently, knowing that you're developing the right automation solution to run your business efficiently and effectively and gain new insights.
- **Presents easy-to-understand case studies**

  Verify your understanding of the automation technologies by seeing how they're used in real-world use cases

Audience

This guide is for *everyone*. Whether you've been using Oracle Integration since the Oracle Integration Cloud Service (ICS) days or just started today, this guide is for you.

If you're a new Oracle Integration user	If you're an experienced Oracle Integration user
Welcome! You've found the right place to help you plan your automation solutions.	Thanks for your loyalty! You might find ways to expand or improve your existing automation solutions. Or, maybe you'll learn about a new technology that solves a problem that's been bothering you for years. As you probably know, we've added a lot of features lately, and this guide gives you a great introduction to them.

Documentation Accessibility

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Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Conventions

The following text conventions are used in this document.

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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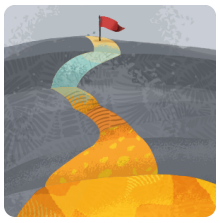
Welcome to Oracle Integration

Use this guide to plan your automation solution. Browse the following popular topics to learn more.

Learn About Oracle Integration

Image	Links
	What is Oracle Integration? Users of Oracle Integration Problems you can solve Find more resources Review use cases

Compare and Plan Automation

Image	Links
	Learn about predictable automation Learn about adaptive automation Oracle Integration as an MCP server Choose between predictable and adaptive automation Example: Predictable and adaptive automation Plan an automation solution

Explore the Technologies and Features

Image	Links
	Integrate applications Innovate with agentic AI Streamline B2B Model decision logic Synchronize health data Keep a human in the loop Build a knowledge base Build robots Explore the features

Find More Resources

Oracle Integration offers many ways to stay connected and grow your expertise.

Resource	Description	Link
Documentation	Find step-by-step instructions, best practices, and more.	Get Started page on the Oracle Help Center
Tutorials	Take a product tour, build an integration from start to finish, or complete a longer self-directed workshop with a LiveLab.	Tours and Tutorials in *Using Integrations in Oracle Integration 3*
Videos	Learn more about Oracle Integration by watching a short video.	Videos page on the Oracle Help Center
Live demos	Take a deep dive into new features, use cases, and more. Subscribe to the channel to get notified when a new live demo is available.	Oracle Integration on YouTube
Oracle Integration blog	Learn what's new from the product management team.	Oracle Integration blog
A-Team Blog	Learn from technical solution architects and software engineers.	A-Team Chronicles blog
Cloud Customer Connect	Connect with experts, ask or answer questions, and share your opinions.	Cloud Customer Connect
Newsletter	Receive a quarterly newsletter with product, event, and training information.	Subscribe to the Oracle Integration Newsletter
Webcasts	Join the following quarterly webcasts: • **Product Update Webcasts** Get product updates and watch live demos. • **Customer Success Webcasts** Get inspired by success stories and best practices, or present your own wins to the community.	Subscribe to the Oracle Integration Newsletter: Learn about upcoming webcasts by subscribing to the newsletter Integration Resources blog post: Watch past webcasts and learn about upcoming webcasts
Oracle Partners	Use the Oracle PartnerNetwork to find a partner to support your business goals.	Oracle Partner Finder To view this page, connect to the Oracle network.

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Understand the Basics

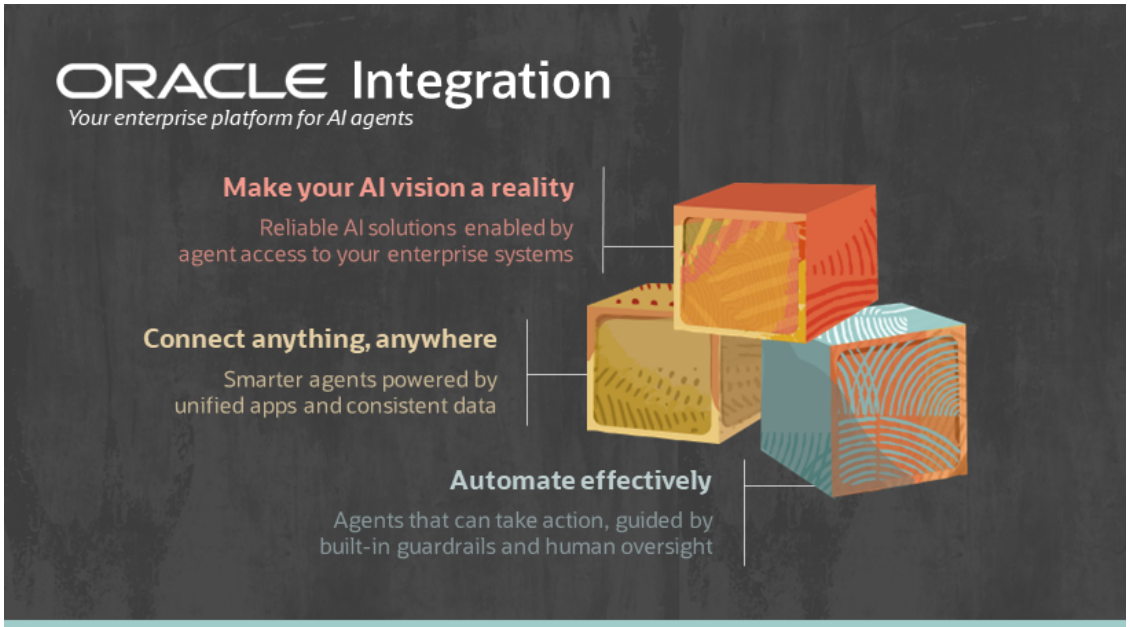
Learn more about how Oracle Integration can help you solve your AI automation problems.

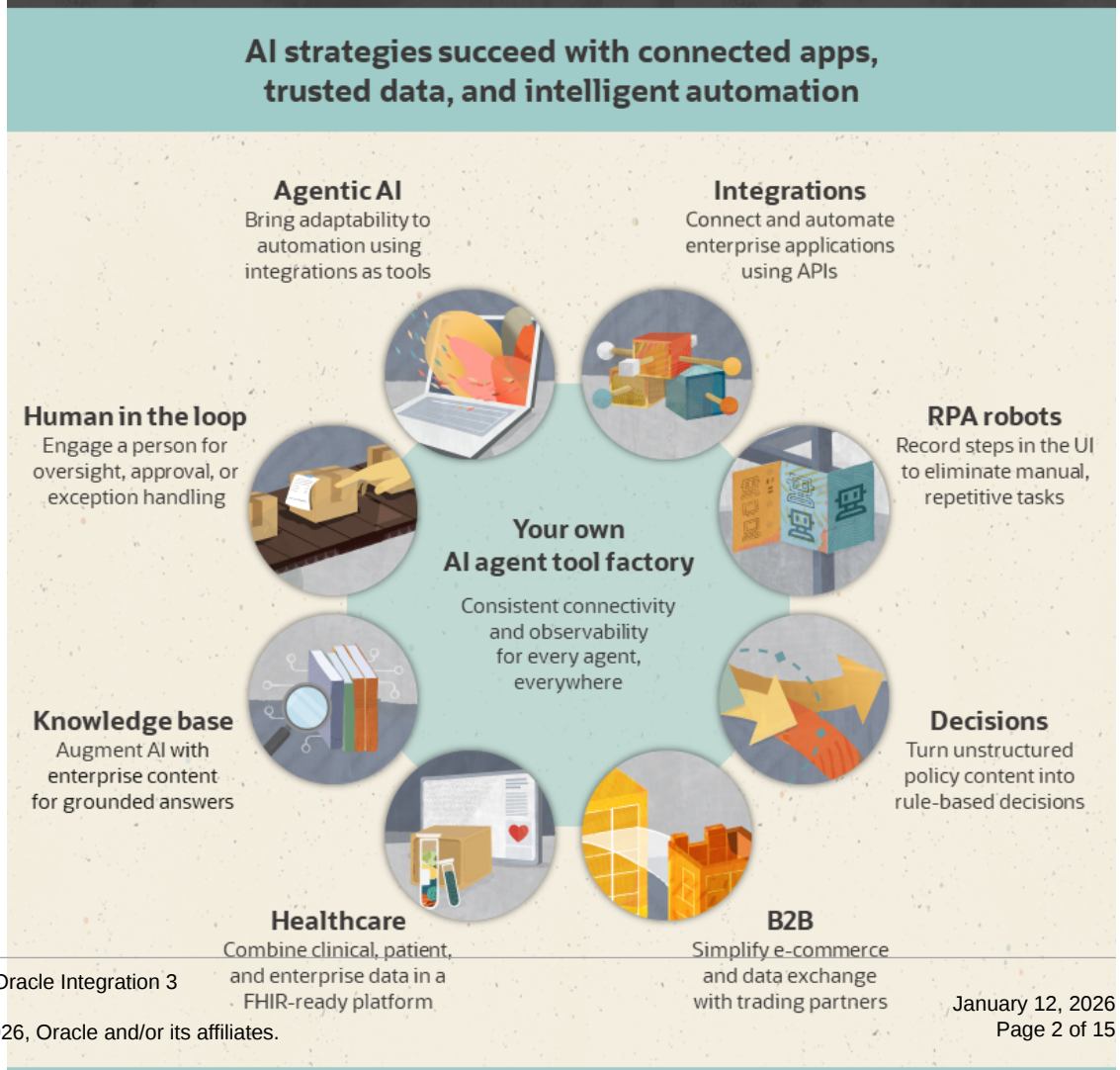
Topics:

What Is Oracle Integration?

In one platform, Oracle Integration provides the tools you need to achieve your traditional automation goals while growing your footprint for agentic automation.

Explore the Value of Oracle Integration





Learn more about the technologies:

- Agentic AI
- B2B
- Decisions
- Healthcare
- Human in the loop
- Integrations
- Knowledge base
- Robots

Achieve Traditional Automation Goals

Automate your business processes with technologies that are custom built for connecting applications, automating without APIs, building decision logic, connecting to trading partners, and more.

Grow Your AI Footprint Intelligently and Securely

As you grow your agentic AI footprint, you might determine that using a single platform to develop all AI agents isn't practical. Instead, many organizations typically build an AI agent around its so-called center of gravity, which is often the most important application that is being automating. Different centers of gravity are often better suited to different agentic AI platforms.

However, building AI agents across multiple platforms introduces complexity:

- **Connectivity complexity**

  When AI agents from multiple platforms can connect directly to your enterprise applications, you introduce security risks with their connectivity. You don't have an easy way to identify the AI agents who have access or manage their credentials.

- **Troubleshooting and observability complexity**

  You might have AI agents from three or more platforms working in a single enterprise application. And when things go wrong, you'll need to remember where the solution was built and hope that the tool provides the observability and troubleshooting tools that you need to fix the issue quickly.

With Oracle Integration, you can simplify this complexity while growing your AI footprint in a secure and scalable way:

- **Centralized governance layer**

  When you use Oracle Integration as an MCP server, it becomes your single infrastructure for governing agentic AI access to your enterprise applications and data:

  - No matter where an AI agent was built, it connects to applications and data using Oracle Integration.
  - Oracle Integration becomes the single location to monitor and govern your automation solutions.

- **Drive your agentic AI strategy**

  AI initiatives are a high priority for most organizations. However, finding specific ways in which AI can add value without introducing too much risk often remains a challenge. Oracle Integration can help:

  1. Consider the business processes to reimagine using agentic AI.

2. Identify the agentic AI platforms that are based around the processes' centers of gravity.

   To explore options from Oracle, see Agentic AI Platforms.

3. Create a simple proof of concept (POC) for each solution using Oracle Integration as your MCP server for all of them. Build with confidence, knowing that you have a single governance layer to keep your applications and data secure.

   Want to keep things even easier? Use Oracle Integration to build you agentic AI. See Learn About Adaptive Automation.

Users of Oracle Integration

Understand how people with different backgrounds and skills can work together to automate an organization's business processes.

In smaller organizations, one or two people might be responsible for all the tasks in the following table. In larger organizations, entire departments are dedicated to some rows.

Team	Responsibilities	Technologies
Automation architects	• Collect and analyze business requirements, and identify the applications that are required for your organization's integration requirements. Additionally, identify the use cases to solve using each tool and the right automation solution to deliver. • Create an automation strategy for the organization, including an AI automation strategy and whether to build agentic AI in Oracle Integration, or use Oracle Integration as an MCP server. • Align the business continuance strategy with a technical disaster recovery solution.	An architect must have detailed knowledge of all technologies. See Explore the Technologies.
Integration developers	• Stay current with technical skills, including security, API protocols, performance, integration patterns, and industry standards. • Develop integrations and additional technologies using the drag-and-drop, low-code user interface, and test automation solutions. • Configure connections in lower environments. • Build adapters for applications that expose RESTful APIs using the Rapid Adapter Builder.	Always built by integration developers: • Integrate Applications If used, built by integration developers: • Streamline B2B • Synchronize Health Data Responsibility varies: • Innovate with Agentic AI • Model Decision Logic • Keep a Human in the Loop • Build a Knowledge Base • Build Robots
Robot center of excellence	• Determine how robots fit into the overall automation strategy. • Collect requirements for robots from business owners. • Build robots using the intuitive recorder or the low-code tools, and test automation solutions. • Work with integration developers to incorporate robots into automation solutions.	Build Robots

Team	Responsibilities	Technologies
Agentic AI center of excellence	• Develop agentic AI, including allowing the external world to discover tools, providing agents with tools to complete their work, and establishing standards and best practices for prompt engineering. • Define an organization's approval policies, determine when to keep a human in the loop for them, and update the human in the loop requirements when approval policies change. • Create, maintain, and continuously improve a RAG engine, such as a knowledge base, to support accurate and compliant corporate use. • Work with integration developers to incorporate agentic AI, human in the loop, and knowledge bases into automation solutions; and test automation solutions. • Work with other automation experts to incorporate additional technologies, such as robots and decisions, into an agentic AI solution.	Innovate with Agentic AI Keep a Human in the Loop Build a Knowledge Base Model Decision Logic
Policy and governance	• Define an organization's policies, model the decision logic for them, and test automation solutions. • Update decision logic when policies change. • Work with integration developers to incorporate decisions into automation solutions.	Model Decision Logic
Operations team	• Gain an understanding of automation solutions that your organization develops. • Store and manage the credentials that an integration uses to connect to production applications, and configure connections to these applications after an automation solution has been deployed to production. • Deploy automation solutions to higher environments, including production environments. • Set the timeline for production deployments. • Create a monitoring strategy for the organization. • Monitor automation solutions for errors, identify the root cause of an error, assess the impact of the error, and identify the people who can address the issue. For example, engage the integration development team for help with troubleshooting. • Manage the onboarding and setup of trading partners (B2B only).	The Operations team works with some or all the technologies. When organizations don't have dedicated operations teams, the people who build automation solutions often deploy and monitor the solutions themselves. See Explore the Technologies.

Team	Responsibilities	Technologies
Administrators of the service instance	Manage the lifecycle of one or more Oracle Integration service instances, including: • Manage the lifecycle of each Oracle Integration instance. • Add access control lists, configure custom endpoints, and set up the transfer of data to Oracle Cloud Infrastructure Logging. • Enable and configure File Server. • Create an agent group, download the ZIP files for the connectivity agent and robot agent, and provide the ZIP files to the administrator of the OCI tenancy and domain.	None. To learn more about the administrator's responsibilities, see Get Started with Administration in *Provisioning and Administering Oracle Integration 3*.
Administrator of the OCI tenancy and domain	Manage all services in your organization's Oracle Cloud Infrastructure tenancy, including: • Create a compartment to hold one or more Oracle Integration instances. • Create and configure one or more Oracle Integration instances, including disaster recovery, if required. • Administer the users, groups, and policies that dictate the security posture of the tenancy. • Grant permissions to administrators of the service instance so that they can manage the Oracle Integration instances in the compartment. • Create Oracle Integration users in the identity and access management tool. • Assign service roles to other Oracle Integration users so that they have the appropriate access to do their jobs. • Install the connectivity agent and robot agent on your on-premises hosts.	None. To learn more about the administrator's responsibilities, see Overview of Oracle Integration Security in *Securing Oracle Integration 3*.

Problems You Can Solve

To determine whether your organization can benefit from automation, consider the following problems that automation can solve.

1. Tedious, manual tasks

Does your organization need to:

- Copy data between applications, uploading data to applications, or working with files in shared drives?
- Make the same types of decisions or calculations over and over again?
- Follow ad hoc processes to connect the steps of a larger business workflow, such as manually copying files, sending emails, or manually updating software?
- Manually verify or transform data from trading partners?

2. Inconsistent data

Is data stored in multiple applications and in different formats, so you can't synchronize applications or create reports?

3. Impacts to productivity and business

Do manual tasks impact your ability to meet SLAs (service level agreements), or are customers experiencing delays and negative experiences?

4. No way to improve

Do you struggle to improve manual process because you don't have enough data to understand where or why problems occur?

5. Under pressure to adopt AI

Does your organization or department require progress on AI initiatives?

If you answer Yes to any questions

Create an automation solution, which offers the following improvements.

Improvement	More information
Boost efficiency	• Eliminate tedious, manual tasks • Improve productivity • Optimize business processes
Improve effectiveness	• Eliminate ad hoc processes • Transform data so that it can move from one application to another • Reduce mistakes
Gain insights	• Get insight into your processes • Use the insights to continue optimizing
AI-powered workflows	• Build automation solutions faster • Create solutions that make decisions in real time based on the current environment

Using AI in Oracle Integration

Many organizations are experiencing pressure to adopt AI solutions. Oracle Integration can help you speed your adoption of AI to simplify development and innovate business processes.

Developers: Simplify Your Work

Developers can use the embedded AI features in Oracle Integration to build automation solutions faster. For example, use AI to create integrations, describe integration components, and resolve errors.

The AI features help with work that you're doing already. Incorporate these straightforward features into your workflows for easy wins in your adoption of AI.

Architects: Innovate Business Processes

Automation architects have more tools in their toolboxes, thanks to many options for adding AI power to automation solutions. For example:

- Incorporate OCI AI services, such as sentiment analysis.
- Use OpenAI large language models (LLMs).

These AI features enhance automation solutions and improve the experiences of the end users of each automation solution.

Architects: Boost the Power of Automation

With agentic AI, automation architects don't just have another tool; they practically have another toolbox full of automation components. Agentic AI brings real-time intelligence to automation solutions, allowing you to defer to AI about how best to address each scenario. To keep everything on track, you can provide robust guidelines and keep a human in the loop for review and approvals.

Agentic AI has the power to benefit every aspect of your organization: Reimagine business processes by introducing creativity.

Learn More

AI complements and boosts the automation technologies and features. To learn more, see the following links.

- Explore the Technologies
- Explore the Features

For a complete list of AI features, including how they improve your automation solutions, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.

Security in Oracle Integration

Security in Oracle Integration isn't covered in this guide. However, a security guide is available.

See Overview of Oracle Integration Security in *Securing Oracle Integration 3*.

Watch a Video

Sit back, relax, and watch some short videos about Oracle Integration.

Browse All Videos

Oracle Integration contains an always-growing library of videos, organized on two pages.

Page	More information
Videos	Videos introduce you to key concepts and capabilities and are of high production value.
Live Demos	Live demos, created and narrated by Oracle team members, offer deep dives into new features, use cases, and more. Subscribe to the Oracle Integration on YouTube channel to get notified when a new live demo is available.

Learn the Terminology

Is a business automation platform the same as an iPaaS? What is the difference between automation and integration? Learn more about the terminology of Oracle Integration.

AI Automation Platform and iPaaS: Understanding the Differences

Oracle Integration is an **AI automation platform** that is built on the strong foundation of an **iPaaS** (Integration Platform as a Service).

- An **AI automation platform** combines artificial intelligence (AI) with automation tools to connect anything, anywhere; automate effectively; and make your AI vision a reality.
- An **iPaaS** is a cloud-based platform that lets you integrate applications, data, and processes.

Automation and Integration: How They're Related

In Oracle Integration, you create automation that include integrations.

- **Automation** is the process of arranging for tasks or activities to be carried out with minimal human involvement. Automation is used to streamline tasks and workflows and typically includes a number of **technologies** and **features**, including **integrations**.
- An **integration** is a technology that moves data from one application to another.

Technologies and Features: Key Distinctions

Technologies and features are both parts of your automation solution:

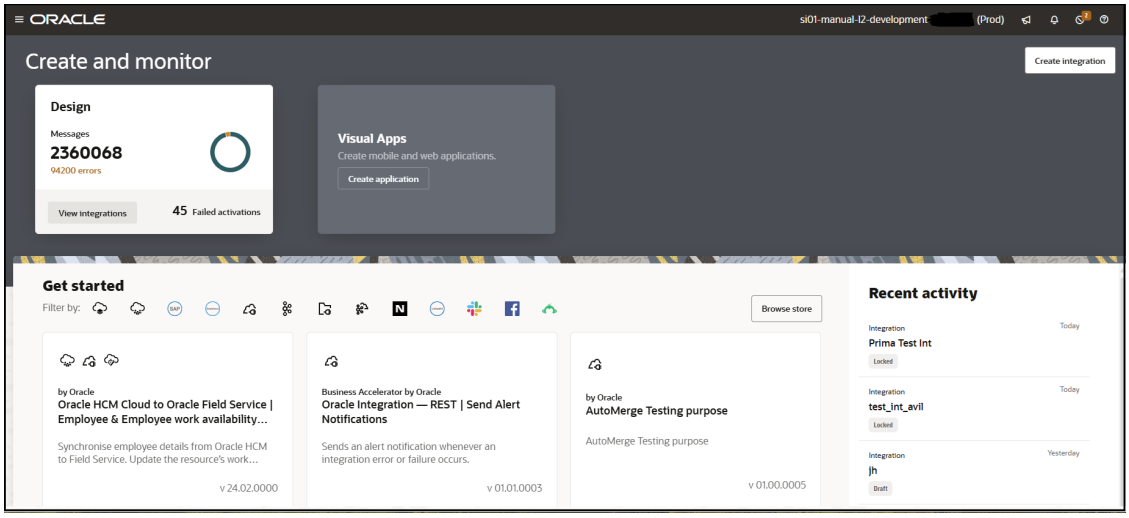
- A **technology** is a tool that you use to automate business processes. Every automation solution contains at least one technology: an integration. Many automation solutions contain multiple technologies. See Explore the Technologies.
- A **feature** provides robust capabilities that complement a technology, automation solution, or Oracle Integration service instance. Most features are optional but invaluable. See Explore the Features.

Application Integration and Data Integration Platform: When to Use Each

Oracle Integration offers application integration as well as some features of a data integration platform. See Explore Options for Data Integration.

Get Familiar with the Home Page

When you sign in to Oracle Integration, the Home page opens. From here, you can navigate to the product features you want, view a mini dashboard of relevant metrics and status, and link directly to your current tasks, applications, and work in progress.



Take a moment to get familiar with all you can do on the Home page.

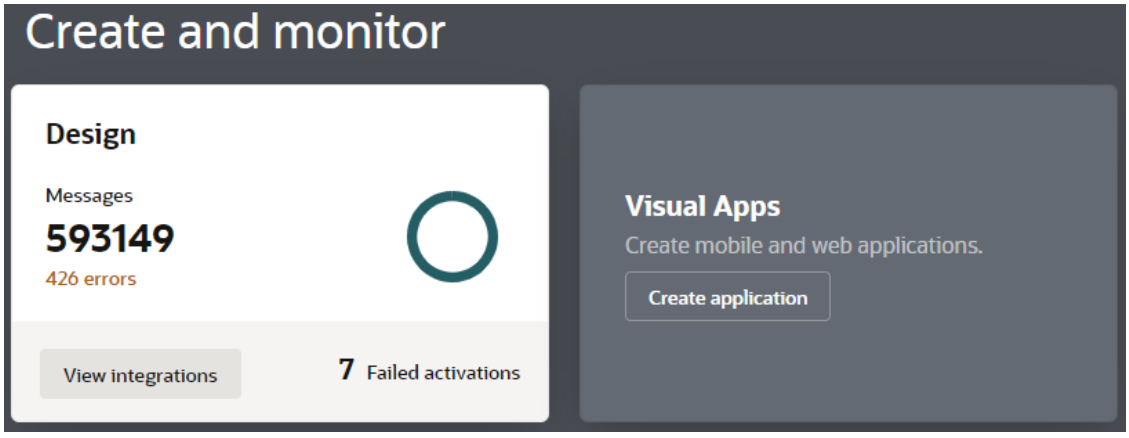
Home Page Element	Description
	Click to show or hide the navigation pane and menu. The Home page gives you quick access to what you do in Oracle Integration. However, it's not your only option. At any time, you can click **Show/Hide navigation menu**  to access all pages, tools, dashboards, and settings.
Instance_name (*Shape*)	Displays the name and shape of your instance. • *Instance_name*: Displays the name of the instance. • *Shape*: Displays the instance shape (either **Dev** for a development instance or **Prod** for a production instance). **Note** You can't change the shape after you create the instance. However, you can move data to another instance using the export and import features.
 Announcements icon	Click to display links that show the status of connectivity agents, active integrations, and certificate expiration dates. See View Notification Alert Announcements.
	Click to display the current progress of some asynchronous, design-time operations. This view eliminates the need to constantly refresh the page to check progress concerning this Oracle Integration instance. See View the Progress of Asynchronous, Design-Time Operations.

Home Page Element	Description
Alerts icon	Click to display alerts. For example, an alert is visible if you have activated more than 90% of the allowed limit of 700 integrations. The alert provides a link to the Integration dashboards page for details.
Create and monitor	Gives you a snapshot of key metrics for your integrations and visual applications. For a break down of the total numbers, hover over a color on the circle graphic. For quick access to more details, click an individual card.
Create integration	Click to select either **Application** or **Schedule** to open the **Create integration** pane for creating a new application or schedule integration. If you want to create the new integration in a project, select the project name from the **Project** drop-down list, or type a new project name to create a new project that includes your new integration. If you do not want to create the integration in a project, see Create an Integration in *Using Integrations in Oracle Integration 3*.
Get started	Lists the recipes and accelerators available in Oracle Integration, which you can use to jump-start your integration development. Filter the list by clicking the **Filter by** product icons. To browse the entire collection, click **Browse store**.
Recent activity	Provides direct access to the integrations most recently updated. This provides a quick and easy way to return to your work.

Get Stats at a Glance

The **Create and monitor** section on the Home page gives you a snapshot of key metrics for your integrations and visual applications.

For a breakdown of the total numbers, hover over a color on the circle graphic. For quick access to more details, click an individual card.

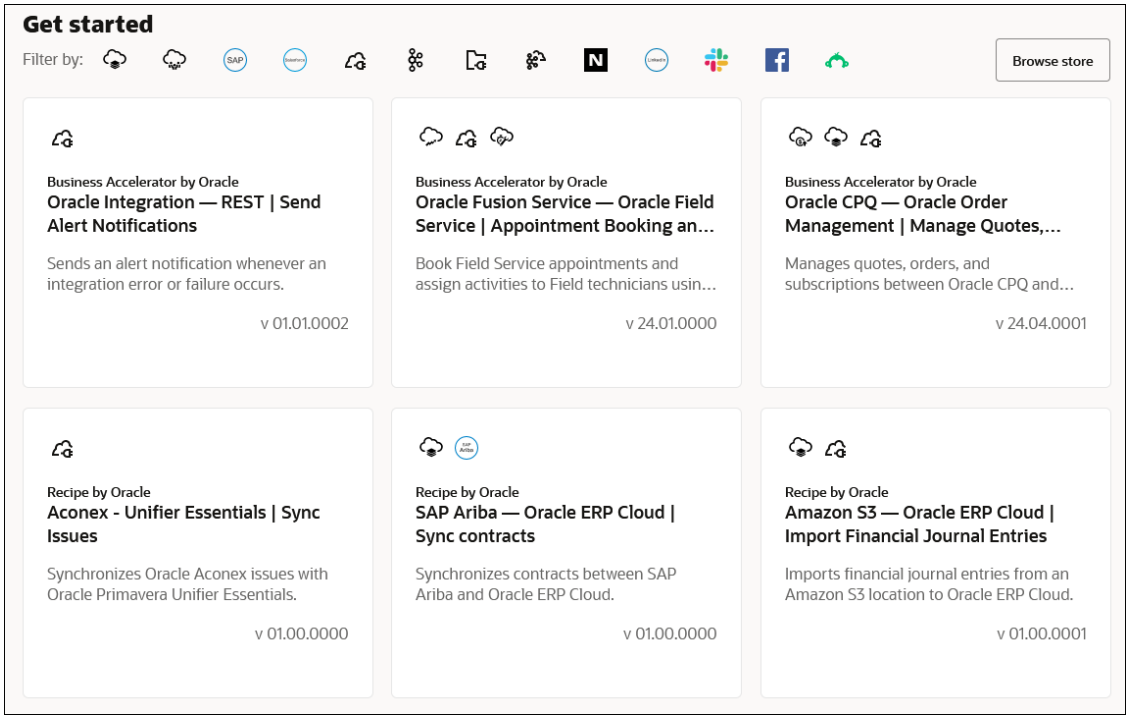


Summary Item	Description	Action
Design	Shows the total number of messages, errors, and failed activations.	Click **View integrations** to open the Integrations page listing all integrations, where you can search and filter for integrations of interest. To see more, click **errors** below the message count or hover over and click areas on the circle graphic to open the **Dashboards** page and get a comprehensive view of how your integrations are performing. See View the Dashboard in *Using Integrations in Oracle Integration 3*.
Process Apps	Shows the total number of process applications that have been activated over a specified time. Use the drop-down menu to select a period of the last 24 hours, 48 hours, or 7 days. To see the number of completed processes, position the cursor over the green area. To see the number of processes that are in progress, position the cursor over the blue area	Click to launch Oracle Cloud Infrastructure Process Automation to rapidly design, automate, and manage business processes that can be used in integrations. See Overview of Oracle Cloud Infrastructure Process Automation.
Visual Apps	Shows the total number of visual applications. Hover over each pie section to see the number of applications in that category.	Opens the Visual Builder page, which provides access to all visual applications. On this page, you can create new applications and work with existing ones. See Get Started with Visual Builder in *Developing Applications with Oracle Visual Builder in Oracle Integration 3*.

Explore Recipes and Accelerators

Oracle Integration offers a rich set of prebuilt, sample use cases called **recipes**, and also run-ready business and technical integrations called **accelerators**. Recipes and accelerators give you a head start in creating your integrations and provide end-to-end connections for critical business problems.

The **Get started** section on the Home page displays some of the available recipes and accelerators.



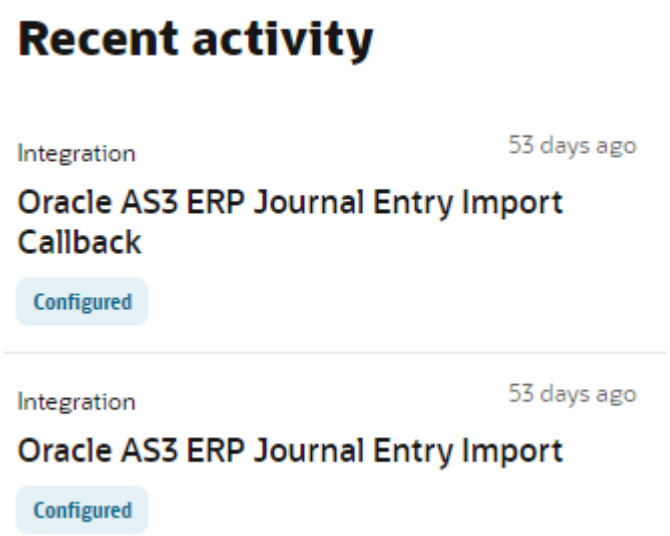
To browse the entire collection, click **Browse store**, and then search, filter, and sort the list to find the accelerator or recipe you want to use.

You can install a recipe or accelerator, configure its connections, and activate its integrations. See Install a Recipe or Accelerator in *Using Recipes and Accelerators in Oracle Integration 3*.

Open Recently Worked On Items

The **Recent activity** section on the Home page lists the items that you worked on recently.

No need to navigate the menus and search for where you left off. Instead, click the card in the **Recent activity** section to return to your work. It's fast, direct, and personalized for you.



Questions? Ask Oracle Assistant

Oracle Assistant is a digital assistant that can answer common questions about Oracle Integration. If you have questions about Oracle Integration, ask Oracle Assistant.

Oracle Assistant joined Oracle Integration in August 2021 and was developed using Oracle Digital Assistant. You can ask questions in full sentences and Oracle Assistant will try getting the best answer for you, even searching the product documentation. You can ask general questions about Oracle Integration or specific questions about its capabilities.

When you ask questions, try to be as specific as you can in what you're looking for. For example, if you're looking for information on three-legged Oauth configuration, tell the assistant "Oauth three-legged configuration", instead of "Oauth integration". You'll get better answers that way.

Oracle Assistant is constantly improving, so the assistant does get better with time. The more you use the assistant, the more the assistant improves.

You can tell Oracle Assistant:

- "Find" with a keyword to immediately search the product documentation for information.
- "Not helpful", to make a note so that the team can improve Oracle Assistant.

If you want to move the icon a different place on the page, click on it and drag it to a new position.

View Announcements for Patching and Required Actions

Oracle Integration provides an announcements banner that notifies users about scheduled, ongoing, and completed patching and required actions.

Who can view the announcements?

The announcements banner is visible only to users with the ServiceAdministrator or ServiceDeveloper role.

Users *without* the ServiceAdministrator and ServiceDeveloper roles (for example, ServiceMonitor) cannot see the banner or take any actions.

What types of announcements appear?

The following types of banner announcements are shown:

- A planned change is scheduled, rescheduled, or complete
- A user action is required

An announcement for a required user action appears as a warning, while the other announcement types are information banners.

A maximum of three announcements appear in the banner.

How do I get more details?

The **View full announcement** link in the announcements banner provides more specific details about the announcement.

When do announcements go away?

After you click **Close**, the announcement doesn't appear again. An audit log is created for you with an **Announcement Read** message.

Supported Languages

Oracle Integration offers localized user experiences.

Available Languages in Oracle Integration

The following languages are available:

- Chinese (Simplified)
- Chinese (Traditional)
- Dutch
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Spanish

Switch Languages in Oracle Integration

Oracle Integration displays the language that is set for your internet browser, as long as the language is supported.

- To change the language that appears in Oracle Integration, simply update your browser's language.

Available Languages in Oracle Cloud Console

For information about supported languages in Oracle Cloud Console, see Switching Languages in Oracle Cloud Infrastructure Documentation.

3

Compare and Plan Automation

Welcome to your automation journey! Before you start automating, spend some time planning your work so that you use the right automation technology to solve your problems.

Be aware that every automation solution, no matter its goal, contains at least one integration, which specifies how the solution starts.

Topics:

Learn About Predictable Automation

A predictable automation solution delivers consistent results by applying the same rules every time. Predictable automation is deterministic because it complete predefined tasks and nothing more.

If an automation solution doesn't include agentic AI, it's predictable automation.

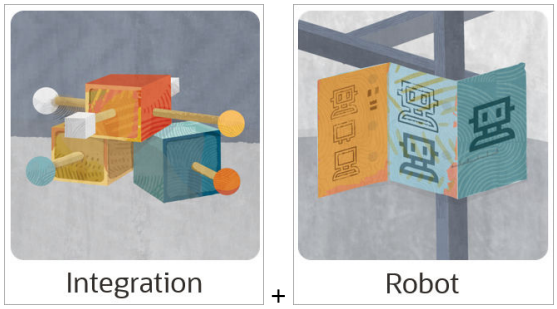
Create predictable automation to achieve the following goals.

Goal 1. Synchronize Data

Moving data from one application to another keeps your enterprise data synchronized. For example, consider the following requirements:

- Your Microsoft SharePoint files must stay synchronized with an SFTP server.
- Updates to Oracle Cloud ERP must also happen to your SAP Ariba contracts.

An automation solution that synchronizes data is typically straightforward, involving integrations and sometimes robots.



Goal 2. Bridge the Gaps Between Business Processes

You can link two business processes with a simple or complex automation solution. For example, consider an organization's opportunity-to-order process:

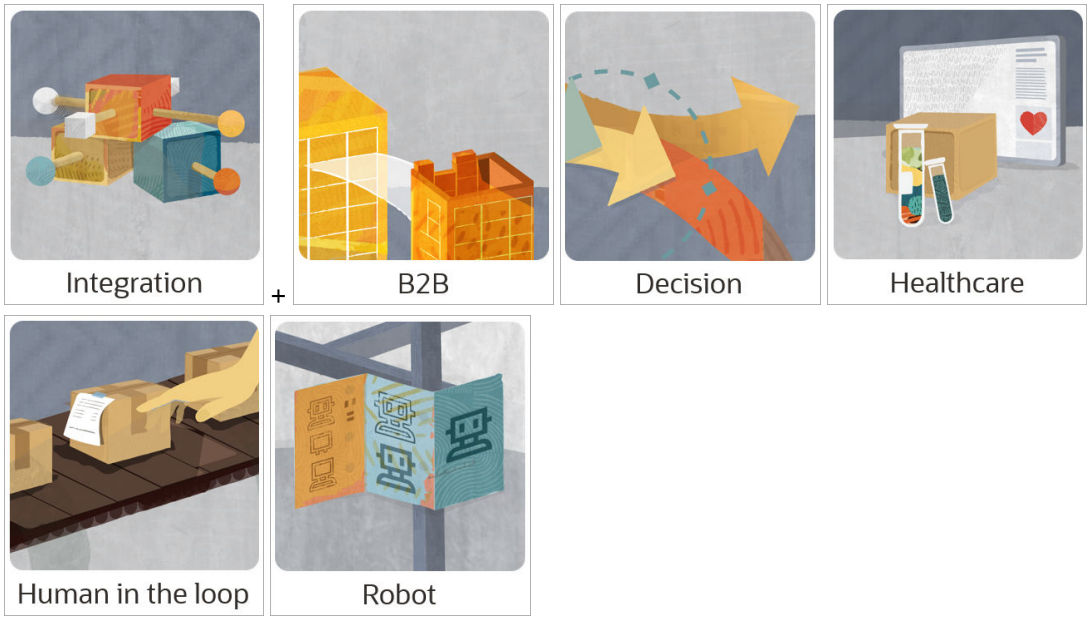
1. A sales team closes a deal and completes their work in Salesforce, which is their opportunity management system.
2. An order management team creates an order in Oracle Oracle Cloud ERP, which is their order management system.

The work that happens between steps 1 and 2 is often tedious, manual, and error prone. What if the contact on the order management team is on vacation? What if someone mistypes an important value? Think of the time that teams spend sending messages, checking progress, manually entering data, and correcting mistakes.

An automation solution that bridges the gaps between these business processes solves these issues. When a deal closes in Salesforce, an integration creates an order in Oracle Cloud ERP. This approach has many benefits:

- This work happens immediately.
- It eliminates the risk of data entry errors.
- It saves everyone time and tedium.

An automation solution that bridges the gaps between business process involves an integration, either alone or with one or more technologies.



Goal 3. Create a Composite Application

In Oracle Integration, an automation solution can act as a composite application, which another component or application can interact with.

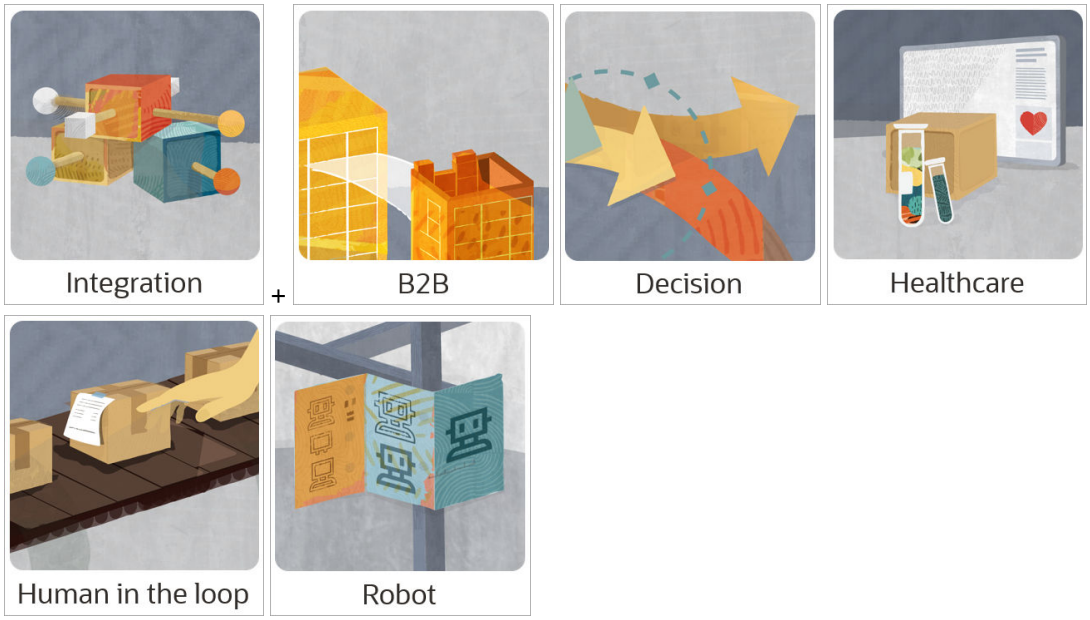
An automation solution simplifies connectivity and hides complexity. Each automation solution exposes a bespoke set of APIs and provides a single way to authenticate.

Use cases that benefit from this type of automation solution usually involve an external request that comes in and needs to access the APIs of one or more applications. For example:

- A customer wants to redeem loyalty points for a free coffee.
- Agentic AI needs to interact with a complex API, and you're concerned that agentic AI will interact with the wrong parameters.

In both use cases, you can create an automation solution that identifies the parameters that need to be accessed.

An automation solution that creates a composite application involves an integration, either alone or with other technologies.



Next Steps

If you're not sure whether you need predictable or adaptive automation, see Choose Between Predictable and Adaptive Automation.

Otherwise, if you're ready to start identifying the technologies and features to include in your automation solution, see Plan an Automation Solution.

Learn About Adaptive Automation

A divide has formed between organizations that embrace AI and those that have fallen behind in their AI efforts. The risks associated with ignoring AI are many: lost competitiveness, reduced innovation, and diminished relevance. At the same time, adopting AI without scrutiny or due diligence compromises your goals, too.

A successful AI initiative must have a solid foundation built upon quality data, governance, and trust. It must follow a careful, measured, and considered path. Oracle is with you every step of the way to offer guidance and identify pitfalls.

Agentic AI Essentials

In Oracle Integration, adaptive automation uses AI agents, which bring human-like reasoning and creativity to a task. An AI agent works like a human would: It determines which tasks are important and completes them in the order of its choosing, based on current data and conditions.

1. What is agentic AI?	**Agentic AI** completes a task or makes a decision using the following resources: • The current conditions

	• **Large language model (LLM):** Provides agentic AI with extensive knowledge but can't access proprietary information, to protect your organization's confidentiality. • **Tools:** Give agentic AI access to proprietary information according to your rules.
2. What are the guard rails for agentic AI?	• **Pattern:** Describes the behavior of agentic AI, including its required and suggested actions. • **Prompt:** Controls the behavior, output, and actions of agentic AI.
3. How do you provide human oversight?	**Human in the loop** allows people to oversee agentic AI by approving tasks, assisting agents, and reviewing deliverables generated by an AI agent.

Benefits

Adaptive automation offers many benefits to your organization.

Benefit	More information
Improve a business process	Adaptive automation finds new ways to achieve your goals while promoting creativity, innovation, and possibilities. For example, transform the opportunity-to-order process by implementing the following workflows: • Flagging opportunities with missing or inconsistent data. • Finding opportunities that have stalled and contacting the account team about them. • Identify pricing errors and other issues in a contract.
Ease the friction in the development process	When integration developers are fully booked, a business team's automation goals can experience delays. Then, by the time a development resource is available, the requirements might have changed. Agentic AI helps ease this friction. As long as the required tools are already available, a business team can create adaptive automation solutions quickly and independently, without needing help from developers.
Introduce creativity	Predictable automation applies the same rules every time, but what happens when things change? For example, when your customers' needs evolve, or the market shifts, yesterday's predictable automation solution can become irrelevant quickly. On the other hand, adaptive automation can adjust to rapidly changing conditions, thanks to the creative ability of agentic AI.

Options for Agentic AI

You have several options for adaptive automation in Oracle Integration.

Option 1. Develop agentic AI in Oracle Integration

- If you haven’t built agentic AI yet, Oracle Integration has you covered! It provides a full-scale agent framework for developing robust, scalable, and adaptive automation solutions.
- Most frameworks that offer agentic AI are either easy to set up but minimal control, or very technical to set up with significant control. However, with Oracle Integration, you get easy setup and significant control. Provide every agent with a pattern, which defines the goals for agentic AI (including guidance on how to reason, plan, and take action) and guard rails.

Option 2. Use Oracle Integration as an MCP server

- Agentic AI that you built using another agent framework can use an automation solution in Oracle Integration as a tool. Simply mark the automation solution as an MCP (Model Context Protocol) server. Any agentic AI that can discover an MCP server can connect to and interact with the automation solution.
- Using Oracle Integration as an MCP server lets you take advantage of everything you've already built and deliver consistent outcomes when needed. Additionally, you can use an integration as a layer between agentic AI and an application's APIs to mitigate the risk of giving agentic AI direct access.
- To learn more, see Oracle Integration as an MCP Server.

Agentic AI, LLMs, and Tools

Explore agentic AI and the components of their toolkit: LLMs and tools.

Resource	Use
Agentic AI	Agentic AI is an assistant that achieves a goal. In Oracle Integration, the goal of agentic AI is the automation of a business process. Agentic AI is a wrapper around AI engines and other non-AI resources. Agentic AI uses an LLM and tools to achieve its goals.
LLM (Large language model)	Agentic AI uses an LLM primarily for its reasoning abilities. An LLM is an AI engine that is skilled at auto-complete and predictions. It has problem-solving skills and vast knowledge of facts and concepts. However, an LLM doesn't have all the knowledge that agentic AI needs, including its goals. Additionally, an LLM has no access to your organization's proprietary information; this restriction protects your organization's confidentiality. Therefore, agentic AI also needs tools to do its work.
Tool	A tool provides agentic AI with information that an LLM doesn't have. Tools help with the following goals: • Gain enterprise connectivity by connecting to applications and data. • Complete work by synchronizing data or accomplishing a task. • Keep a human in the loop for approving actions, offering guidance, or handling errors. • Augment agentic AI with enterprise content for grounded answers using a built-in RAG (Retrieval-Augmented Generation) engine. • Work with other technologies, including B2B, decisions, healthcare, and robots. You can provide nuanced guidance for each tool.

How to Trust Agentic AI

Your trust in agentic AI grows when you provide clear guidance and then measure the result. Oracle Integration provides the following tools for guiding an agentic AI and evaluating its outcome. After all, AI adoption moves at the speed of trust.

Keep in mind that whether an employee or agentic AI is responsible for a business process, the process rarely runs perfectly. People and AI make mistakes. Therefore, you have to find the point at which adaptive automation becomes *good enough*. If adaptive automation makes mistakes at the same rate as a person, you might decide that it's just as trustworthy as an employee, and maybe even more useful.

Feature	Overview	More information
Prompts	Provide clear guidelines	A prompt helps an AI agent achieve a specific goal and is similar to the written work instructions that you'd provide to human workers. A prompt includes a structured set of instructions for handling tools, including the order in which to run tools. A prompt also defines the end criteria and offers guidance for handling exceptions. When crafting a prompt, start by providing the problem that the AI agent needs to solve and the information that the agent needs to solve the problem.
Pattern	Define agentic AI behavior	A pattern describes agentic AI behavior. A pattern includes **safeguards**, which are required actions, such as removing personally identifiable information (PII) from the output of agentic AI. A pattern also includes **guidelines**, which are suggested actions, such as answering questions about expense reports only. Customize the Oracle-provided patterns so that they have the appropriate complexity and fine-grained control. Or, if you've already created patterns outside Oracle Integration, use them instead.
Tools	Provide nuanced guidance for each tool	Tool builders are responsible for writing guidelines for their own tools, so agentic AI receives best practices from the people who are best suited to writing them. This guidance helps agentic AI optimize its use of each tool.
Human in the loop	Provide human oversight	Agentic AI sometimes need help and human intervention, just like employees do. To maintain business continuity even when agentic AI acts inconsistently, supervise agentic AI in the same way you would employees. Use human in the loop for this supervision. You can allow or require agentic AI to keep a human in the loop when it needs help.

Reuse Existing Automation

Your adaptive automation journey doesn't begin with a blank slate. If you've already built predictable automation solutions, you can use their components in adaptive automation.

Consider the components that agentic AI needs to do its job:

- **Good data:** Agentic AI knows only as much as the data that it has access to.
- **Access:** The ability to connect people, processes, and applications determines what agentic AI can do.

  The predictable automation solutions that you've already created give agentic AI the keys to your business processes, according to your rules.

Streamline the implementation process for adaptive automation by building on the established automation solutions that are currently powering your business. This approach reduces development time, ensures consistency across your automation solutions, and supports scalability as your automation requirements evolve from rule-based scenarios to more dynamic use cases.

Next Steps

If you need help deciding between predictable and adaptive automation, see Choose Between Predictable and Adaptive Automation.

Otherwise, if you're ready to identify the technologies and features to include in your automation solution, see Plan an Automation Solution.

Oracle Integration as an MCP Server

Even when you build agentic AI outside Oracle Integration, you can take advantage of the automation investments that you've made by using Oracle Integration as an MCP server. Any agent that works with an MCP server can then use your automation solutions as tools.

Using Oracle Integration as an MCP server allows you bring sophisticated components to adaptive automation by:

- Leveraging Oracle Integration as an enterprise tool provider for your ecosystem of agentic AI.
- Reusing your predictable automation components.

Agentic AI Platforms

Oracle offers several agentic AI platforms. Build agentic AI using the platform that makes sense for your organization, either in Oracle Integration or somewhere else.

- **Oracle AI Agent Studio**

  Part of Fusion Applications. Offers robust capabilities to full-stack developers. See Oracle AI Agent Studio Pattern.
- **Oracle AI Data Platform**

  Simplify cataloging, ingesting, and analyzing data for data professionals.
- **Oracle AI Database Private Agent Factory**

  Part of Oracle AI Database. Offers robust capabilities to full-stack developers.
- **OCI Generative AI Agents**

  Offers robust capabilities to full-stack developers. See OCI Generative AI Agents Pattern.
- **Oracle Integration**

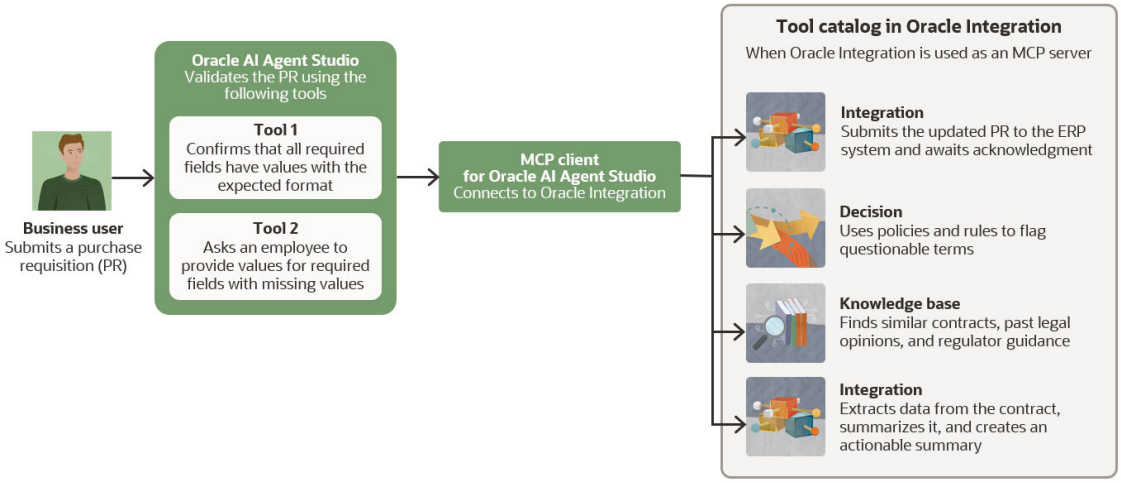
  Allows you to build and manage your agentic AI where you build and manage your other automation solutions; offers a low-code, simplified build experience; and supports fast builds. See Learn About Adaptive Automation.

Oracle AI Agent Studio Pattern

Oracle AI Agent Studio can use Oracle Integration as an MCP server. In this example, a user submits a purchase requisition (PR) to a portal, and an AI agent updates business systems appropriately.

This pattern is ideal when:

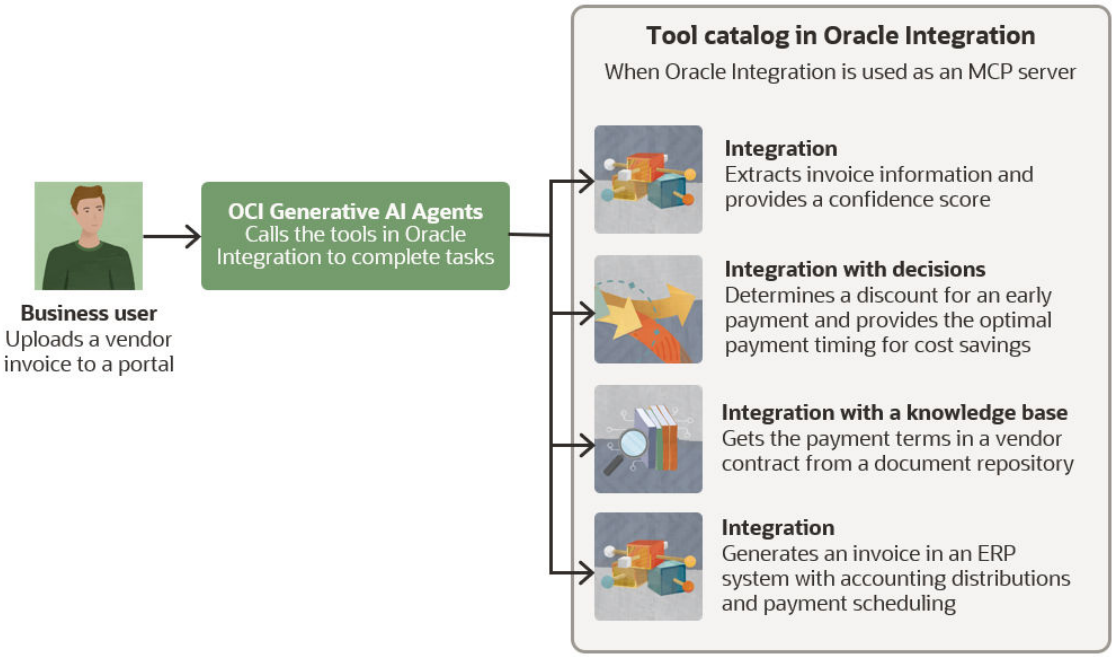
- You work with Oracle AI Agent Studio or a similar platform.
- You want to use your AI platform as the primary orchestrator of the automation and use Oracle Integration as a catalog of standard and reusable tools.
- Your workflows require intelligent validation, enrichment, and adaptive routing.



OCI Generative AI Agents Pattern

OCI Generative AI Agents can use Oracle Integration as an MCP server. In this example, an organization processes vendor invoices by automatically extracting invoice data, validating the payment terms against vendor contracts, and creating invoices in an ERP system.

This pattern is ideal when you need a lightweight, flexible orchestration layer that isn't tied to your AI platform and that uses Oracle Integration wide breadth of technologies.

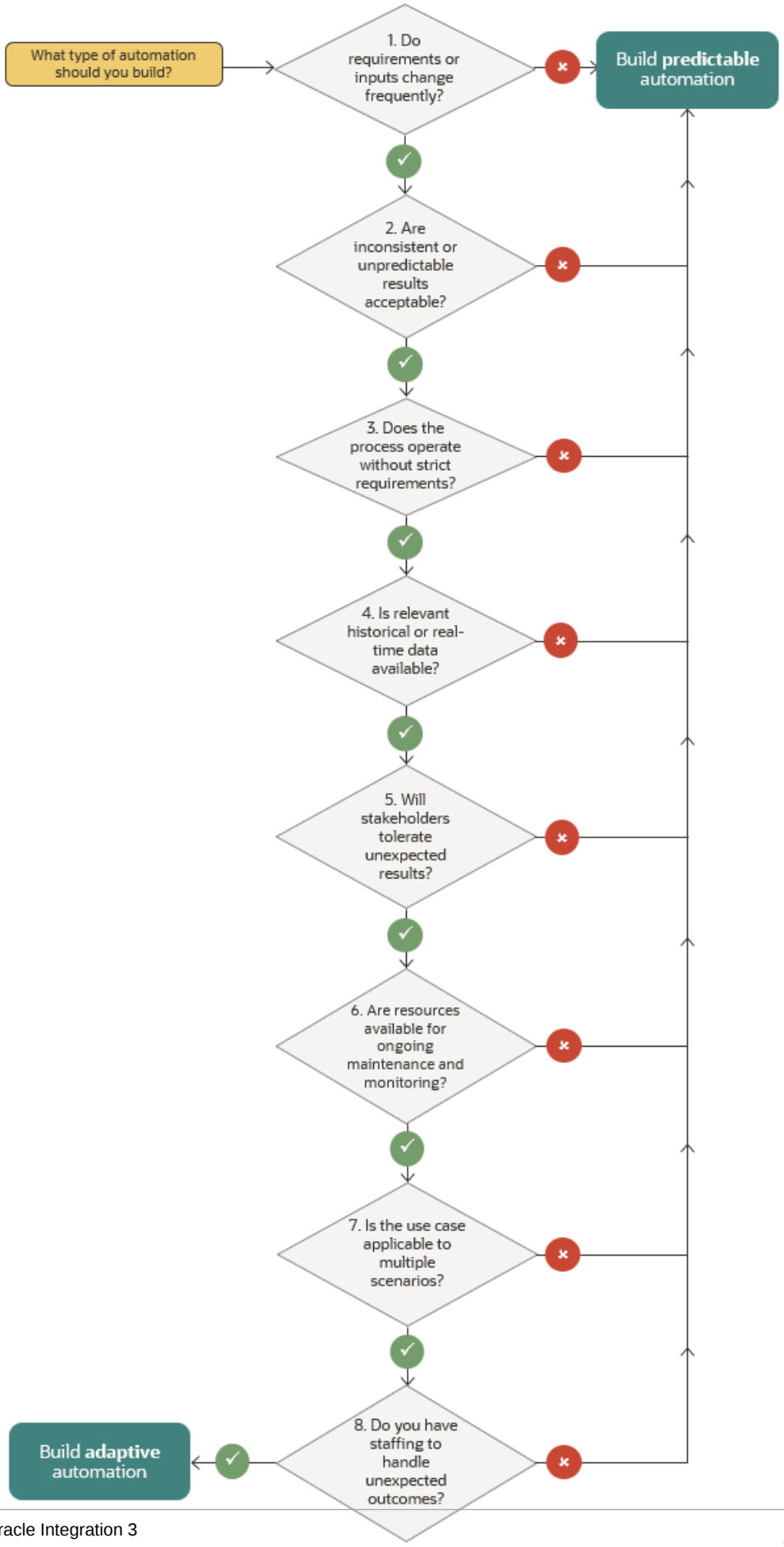


Choose Between Predictable and Adaptive Automation

Most organizations benefit from having a combination of automation solutions. However, if predictable automation can effectively automate your business processes, you generally don't need to incorporate adaptive automation.

To learn about each option, see:

- Learn About Predictable Automation
- Learn About Adaptive Automation



Question	How to interpret your answer
1. Do requirements or inputs change frequently?	• If **Yes**, adaptive automation can adjust to changing and unpredictable circumstances. • If **No**, predictable automation can probably automate your business process effectively.
2. Are inconsistent and unpredictable results acceptable?	• If **Yes**, adaptive automation introduces flexibility, which could improve outcomes. • If **No**, predictable automation delivers the same outcome, every time.
3. Does the process operate without strict requirements?	For example, regulatory, compliance, or audit requirements. • If **Yes**, adaptive automation allows for more flexibility and an approach that evolves over time. • If **No**, predictable automation includes clear and auditable logic.
4. Is relevant historical or real-time data available?	• If **Yes**, adaptive automation requires relevant and up-to-date data to learn how to work. • If **No**, predictable automation typically doesn't rely on historical and current data for its success.
5. Will stakeholders tolerate unexpected results?	Consider customers and employees. • If **Yes**, adaptive automation often improves over time but can behave in unexpected ways. • If **No**, predictable automation offers consistency and fewer surprises.
6. Are resources available for ongoing maintenance and monitoring?	• If **Yes**, adaptive automation requires occasional retraining and monitoring, much like an employee. • If **No**, predictable automation requires less monitoring.
7. Is the use case applicable to multiple scenarios?	• If **Yes**, even with some variations, adaptive automation handles change better and can adapt to varying requirements. • If **No**, predictable automation ensures stability and exact outcomes.
8. Do you have staffing to handle unexpected outcomes?	Consider the volume of work, the frequency with which humans are kept in the loop, and the impact of analyzing unexpected outcomes. • If **Yes**, adaptive automation offers many benefits that can outweigh the downsides of unexpected outcomes and human involvement. • If **No**, predictable automation usually doesn't require a human in the loop and tends to deliver more consistency.

Pros and Cons

Evaluate the tradeoffs of predictable and adaptive automation.

Type of automation	Pros	Cons
Predictable	• **Autonomous:** Operates independently, without needing to keep a human in the loop • **Reliable:** Is a dependable worker that completes the same tasks in the same order every time	• **Brittle:** Fails when it encounters something that it doesn't know how to handle • **Prescriptive:** Does only the work that it is told to do, so teams must create comprehensive requirements for integration developers • **Restrictive:** Offers fewer opportunities for innovation and efficiency • **Time intensive during development:** Requires a time investment to validate that its functionality is correct during development
Adaptive	• **Agile:** Can get up and running faster than predictable automation • **Insightful:** Can consider factors that people might not think about • **Intelligent:** Possesses human-like reasoning; can analyze requirements and choose the right path forward based on knowledge and logic • **Resilient:** Is able to continue working after encountering the unexpected, such as errors • **Transformative:** Offers opportunities for innovation and improved efficiency • **Unfailing:** Always completes a task • **Versatile:** Is a more flexible and adaptive solution than predictable automation	• **Disruptive:** Introduces a paradigm shift that isn't always welcome, particularly among teams who value the trust they have developed with the current processes • **Rigid:** Tends to work in a linear fashion, and sometimes behaves inconsistently when it works on complex workflows and tries to plan for unexpected problems • **Unaware:** Often cannot identify its own mistakes • **Unpredictable:** Behaves in ways that neither humans nor AI can anticipate, thereby introducing risk; can provide inaccurate information or complete a task incorrectly • **Time intensive during runtime:** Requires a time investment to validate that its behavior is correct during runtime

Example: Predictable and Adaptive Automation

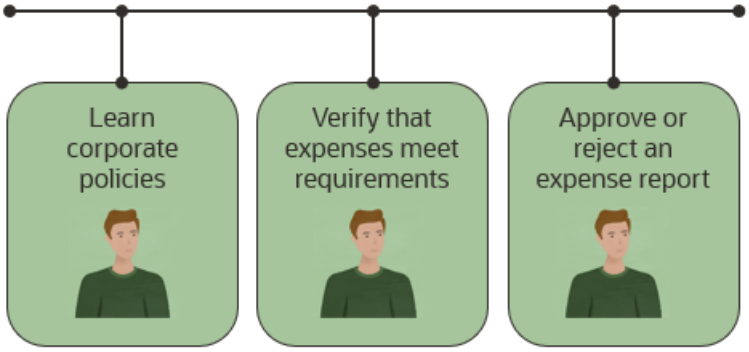
A company must reimburse their employees for their business expenses. Understand how this process works when employees, predictable automation, and adaptive automation complete the tasks.

No Automation

When you process expense reports without automation, employees complete all tasks themselves.

1. The finance team acquires detailed knowledge about the company's policies for expenses, including region-specific and level-specific guidelines and requirements for expense reports.

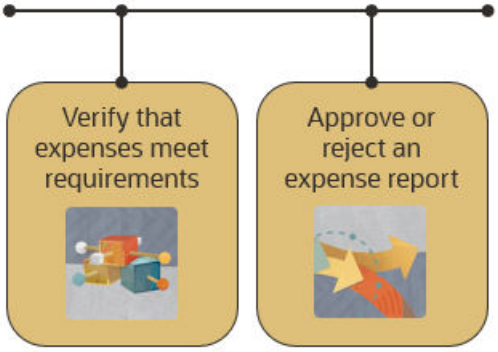
2. For each expense report, a team member verifies that receipts are attached, the values match, and the expenses meet the policies.
3. Depending on whether the expenses meet the requirements, the employee approves or rejects the expense report.



Predictable Automation

Predictable automation allows you to reliably automate much of the work of processing expense reports.

1. Every time an employee files an expense report, an integration runs and verifies the information that a human previously checked.
2. The integration passes the information to a decision, which evaluates the information.
3. Depending on the outcome, the decision approves or rejects the expense report.



Adaptive Automation

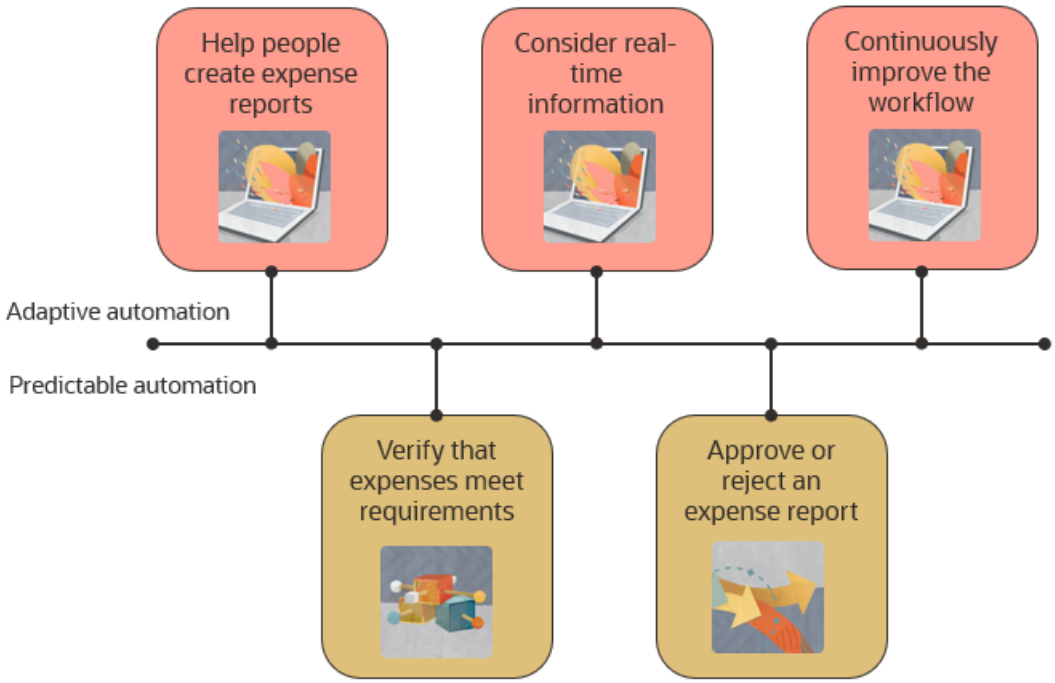
If your predictable automation solution is successfully automating the processing of expense reports, you don't need to introduce adaptive automation. However, if you expand your goals, adaptive automation might be able to help.

For example, if you need to accommodate any of the following requirements, you might want to introduce adaptive automation:

- **Fix mistakes before they happen:** Allow employees who are submitting expenses to interact with agentic AI so they can ask questions and receive advice about the expenses they're submitting.

- **Detect patterns and update policies:** Use agentic AI to monitor historical and real-time expense data and provide recommendations for optimizing expense policies.
- **Reduce manual approvals:** When predictable automation flags expense reports for employee review, bottlenecks can occur. Agentic AI can complete this review work by analyzing historical decisions, collecting additional information, and documenting its reasoning along with a decision or recommendation.
- **Consider real-time information:** Predictable automation struggles to accommodate real-world events, such as travel disruptions and currency fluctuations. Agentic AI can incorporate external information and adapt to real-time circumstances, such as approving higher expenses during emergencies.
- **Continuously improve the workflow:** Improving predictable automation can be time consuming, but agentic AI can adapt in real time. Agentic AI can solicit feedback from employees after each transaction and use this input to improve user experiences and refine policy enforcement.

For example, consider the following workflow, which includes adaptive and predictable automation.



More Examples

See Review Use Cases.

Plan an Automation Solution

When planning an automation solution, it's important to choose the right technologies and features so that your solution is robust, scalable, and maintainable.

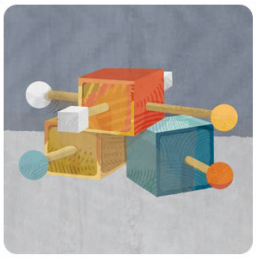
Why You Should Use This Questionnaire

Building an automation solution requires a tradeoff: You need to invest time and resources upfront for its development. In return, you'll save time and resources in the future. However, the return on investment isn't guaranteed, especially if you build the wrong solution.

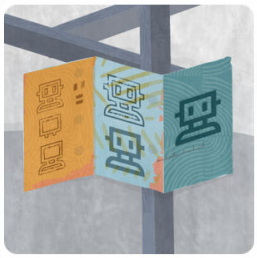
For example, what if the solution doesn't solve your problems, or it introduces new problems? Worse yet: What if you never start using the software because you don't know where to start?

This questionnaire helps you match your requirements to technologies and features so that you can build the right solution from the start.

1. Will you connect applications using integrations, robots, or both?



Integration



Robot

- If **integrations**, build an integration. See Integrate Applications.
- If **robots**, build a robot, and call it from an integration. See Build Robots.
- If **unsure**, see Explore Options for Connecting Applications.

2. Do you work with trading partners?

For example, do you need to exchange files or EDI data with trading partners?

- If **Yes**, build B2B components, and call them from an integration. To learn more, see Streamline B2B.

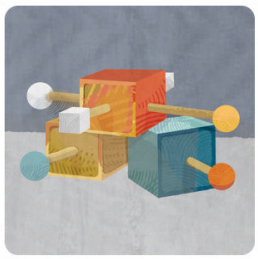
B2B

3. Do you need to automate decision logic?

For example, to comply with industry regulations, adhere to internal procedures, maintain consistent access to benefits, or calculate values uniformly.

- If **Yes**, build decision logic. You have the following options:


Decision


Integration

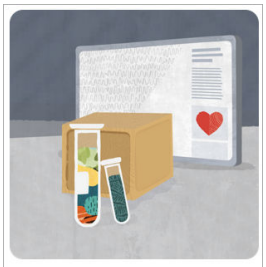

Agentic AI

- Build a **decision**, and call it from an integration.
- Include the logic in an **integration**.
- Build adaptive automation instead, and include **agentic AI**.

See Explore Options for Decision Logic.

4. Are you facilitating communication between healthcare systems and applications?

- If **Yes**, build healthcare components, and call them from an integration. See Synchronize Health Data.


Healthcare

5. Are adapters available for the applications that you need to connect?

For a list of all adapters, see the Adapters page on the Oracle Help Center.

- If **Yes**, use the adapter in your integration. See Adapters and Connectivity .
- If **No**, you can still connect the applications. Use a technology adapter, or build your own adapter using the Rapid Adapter Builder. See Adapters and Connectivity .

6. Are predefined integrations available for your use case?

Predefined integrations are available as recipes and accelerators. To find a recipe or accelerator that meets your needs, built by Oracle or a partner, all you need to do is describe your use case using natural language. The AI suggests recipes and accelerators that match your requirements. See Create a Project By Selecting an Accelerator or Recipe that the AI Suggests *Using Integrations in Oracle Integration 3*.

You can also browse the full list of recipes and accelerators using the Recipes and Accelerators page on the Oracle Help Center.

- If **Yes**, install the recipe or accelerator before you start building. See Recipes and Accelerators.

- If **No**, you can build the automation solution yourself.

7. Do you need to work with files?

For example, stage files, do file-based processing, or drop or retrieve files from an SFTP server.

- If **Yes**, use File Server, a built-in SFTP server, for file-based processing. See File Server.

  Some file-based activities are better suited for a data integration platform than Oracle Integration. See Explore Options for Data Integration.

8. Are you responsible for monitoring Oracle Integration?

You might monitor integrations, robots, or other components while you build and test, or after you deploy, or at any time while troubleshooting.

- If **Yes**, familiarize yourself with the observability features. See Observability.

9. Do you want everyone to work in a single unified workspace?

Everyone can design, manage, deploy, and monitor an automation solution in a single location.

- If **Yes**, build your automation solution in a project. See Projects.

10. Do you need a web application?

For example, to extend the functionality of another application.

- If **Yes**, build a web application using Visual Builder. See Visual Builder.

11. Do you need a disaster recovery solution?

When your Oracle Integration service instance becomes unavailable, you can easily switch over to a secondary service instance that Oracle keeps synchronized with your primary service instance.

- If **Yes**, you have several options for disaster recovery in Oracle Integration. See Disaster Recovery.

12. Which is better for your requirements: predictable or adaptive automation?

- If **predictable**, you are now finished with this questionnaire.
- If **adaptive**, keep going with this questionnaire.
- If **unsure**, see Choose Between Predictable and Adaptive Automation.

13. Where are you building agentic AI?

- If **in Oracle Integration**, keep going through this questionnaire.


Agentic AI

- If **elsewhere** and using Oracle Integration as an MCP server, you are now finished with this questionnaire. See Using Integrations as Tools in an MCP Server in *Using Agentic AI in Oracle Integration 3*.
- If **unsure**, see Learn About Adaptive Automation.

14. Does a person need to review or approve an AI agent's work?

For example, to approve the output of agentic AI or offer assistance when agentic AI encounters an error.

- If **Yes**, identify the areas where agentic AI must or can contact an employee for help, and keep a human in the loop for the task. See Keep a Human in the Loop.


Human in the loop

- If **No**, consider revisiting this decision. Agentic AI requires the same level of supervision as employees. See Keep a Human in the Loop.

15. Does the agentic AI need to access a RAG (Retrieval Augmented Generation) database?

For example, agentic AI might need access to one or more documents.

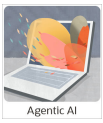
- If **Yes**, create a knowledge base. See Build a Knowledge Base.


Knowledge base

4

Explore the Technologies

Oracle Integration provides a robust set of technologies so that you can develop an automation solution that is custom built for your business requirements. Learn about the goals that each technology helps you achieve.

Technology	Description
 Integration	**API automation** Use an integration to connect and automate enterprise applications using APIs. See Integrate Applications.
 Agentic AI	**More adaptive automation** Use agentic AI to bring adaptability to automation. An AI agent completes a task according to the rules that you give it but in a manner of its choosing. See Innovate with Agentic AI.
 B2B	**Simplified e-commerce** Use B2B to simplify e-commerce by automating the exchange of data with trading partners, including processing industry-standard documents before or after an integration runs. See Streamline B2B.
 Decision	**Decision logic** Use a decision to turn unstructured policy content into rule-based decisions. See Model Decision Logic.
 Healthcare	**Synchronize HL7 data** Use Oracle Integration for healthcare to enable seamless, secure, and reliable data exchange between disparate clinical, operational, and administrative systems to inform both clinical and business decision making. See Synchronize Health Data.
 Human in the loop	**Human-centered automation** Use human in the loop to engage a person for oversight, approval, or exception handling. See Keep a Human in the Loop.
 Knowledge base	**Built-in RAG (Retrieval-Augmented Generation) engine** Use a knowledge base to augment AI with enterprise content for grounded answers. A knowledge base provides a built-in RAG (Retrieval-Augmented Generation) engine that enhances the capabilities of agentic AI. See Build a Knowledge Base.
 Robot	**UI automation** Use a robot to eliminate manual, repetitive tasks by recording its steps in an application's user interface. See Build Robots.

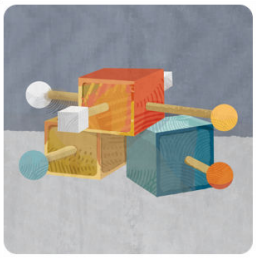
Integrate Applications

Use an integration to connect and automate enterprise applications using APIs.

Fulfill Your Business Goals

Goal	Details	How integrations help
Improve efficiency	Manual processes that take too long lead to delays and bad experiences.	Business processes finish without human intervention.
Boost effectiveness	Manual work introduces errors.	Reducing errors improves the overall effectiveness of your organization.
Gain insights	You can't fix a problem if you don't know where it's happening.	Determine where improvements are needed.

Integration Essentials

Area	More information
Definition	An **integration** completes a task or synchronizes data by connecting to applications' APIs. Use an integration to connect and automate your applications. Every automation solution that you create must contain at least one integration. As long as an application has APIs, an integration can connect it to another application, no matter where the applications are located: • In your on-premises cloud • In the Oracle cloud For example, connect to Fusion Applications, including Oracle Cloud ERP and Oracle Cloud HCM. • In a third-party cloud If an application doesn't have APIs, you can still connect it to other applications using a robot. See Build Robots.  Integration
Usage	An integration is the core of predictable automation. To learn about the goals that predictable automation helps with, see Learn About Predictable Automation. Additionally, be aware that an integration starts every automation solution. An integration is based on a pattern, which specifies how the integration starts the automation solution. The following patterns are available: • **Application**: For example, an integration that processes orders runs after receiving a file for that day's orders. • **Schedule**: For example, the integration run daily at 5 PM. • **Event**: For example, the integration runs after receiving each order. See Understand Integration Patterns in *Using Integrations in Oracle Integration 3*. To see more real-world case studies, see Review Use Cases.

Area	More information
AI-powered capabilities	Developers can use the embedded AI features to simplify their work and build integrations faster. Architects can plan more robust automation solutions, thanks to the many ways of adding AI power to integrations. To explore all AI features, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.
Primary users	Integration developers. See Users of Oracle Integration.
Availability	Integrations are available to everyone, regardless of your Oracle Integration edition. See Oracle Integration Editions in *Provisioning and Administering Oracle Integration 3*.

Good to Know

Area	More information
Deployment	Simplify your CI/CD (continuous integration and continuous delivery/deployment) pipeline by working in a project. A project is a single workspace for designing, managing, deploying, and monitoring your automation solution. A project offers fine-grained control over code promotion, including selecting the individual components and their versions to promote to higher environments. See Projects.
Error handling	Integrations support error handlers. Within each error handler, you decide what to do in the event of an error: • Catch specific errors, resolve them, and allow the integration to continue running. • Allow the integration to fail and present a meaningful error in the monitoring pages.
Monitoring and troubleshooting	Use the built-in observability features to monitor your automation solution and detect issues. See Observability.
Time-saving options	You don't have to build every automation solution from scratch. Instead, get results faster by installing a predefined automation solution. See Recipes and Accelerators.

Explore Your Next Steps

Goal	More information
Learn about and plan automation	Compare and Plan Automation Review Use Cases Design Best Practices in *Using Integrations in Oracle Integration 3*
Start building	Get Started with Integrations in *Using Integrations in Oracle Integration 3*

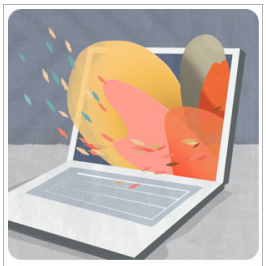
Innovate with Agentic AI

Use agentic AI to bring adaptability to automation. An AI agent completes a task according to the rules that you give it but in a manner of its choosing.

Fulfill Your Business Goals

Goal	Details	How agentic AI can help
Build automation solutions faster	Your organization needs to deliver automation solutions. However, transforming business requirements into an automation solution requires an investment in time and resources, which your organization might not have.	Agentic AI allows you to create automation solutions faster. Provide your requirements to agentic AI, and allow it to find the right path forward to achieve your goal.
Improve the flexibility of automation solutions	Traditional automation solutions do only what they're told, and nothing more. More flexible automation solutions can improve business continuity.	In a traditional automation solution, an integration developer identifies the steps to complete and hard-codes the path. In contrast, agentic AI makes a decision in real time based on the environment and the guidelines that you've provided

Agentic AI Essentials

Area	More information
Definition	**Agentic AI** completes a task according to the rules that you give it but in a manner of its choosing. Agentic AI is similar to a coworker that you delegate work to. Just like with a coworker, agentic AI requires clear instructions. Additionally, it's a good idea to confirm that the agent completed its work successfully.  Agentic AI
Usage	Agentic AI is the core of adaptive automation. Use agentic AI when you want to bring human-like reasoning and creativity to automation. To learn more about adaptive automation, see Learn About Adaptive Automation. Agentic AI can work with low or high autonomy and with low and high human control. Furthermore, agentic AI can complete tasks of all sizes, including drafting messages, following up on leads, and performing root cause analysis. To see more real-world case studies, see Review Use Cases.

Area	More information
AI-powered capabilities	When you create an AI agent, you get to choose its LLM model, giving you control over the agent's intelligence and language center. Additionally, Oracle Integration provides a robust set of adapters, including AI adapters, for easy connectivity to LLMs and other AI applications. Agentic AI needs access to your organization's proprietary information to do its job. Use the following AI-powered features to get started quickly: • Use natural language prompts to create integrations quickly. Agentic AI uses integrations as tools. • Use the RAG ingestion pipeline to quickly build knowledge bases for storing your corporate policy documents without having to understand all the details of semantic-based chunking. To explore all AI features, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.
Primary users	Agentic AI center of excellence. See Users of Oracle Integration.
Availability	Agentic AI is available in select Oracle Integration editions. See Oracle Integration Editions in *Provisioning and Administering Oracle Integration 3*.

Good to Know

Area	More information
Deployment	Simplify your CI/CD (continuous integration and continuous delivery/deployment) pipeline by working in a project. A project is a single workspace for designing, managing, deploying, and monitoring your automation solution. A project offers fine-grained control over code promotion, including selecting the individual components and their versions to promote to higher environments. See Projects.
Error handling	Agentic AI provides several ways to handle errors: • When agentic AI encounters an error or can't reason over a decision, it calls human in the loop to get help from an employee. • You can include error handling in the tools and integrations that agentic AI uses to do its job.
Monitoring and troubleshooting	Use the built-in observability features to monitor your automation solution and detect issues. See Observability.
Time-saving options	Several recipes are available to help you build tools for agentic AI quickly. When you create a tool from a recipe, Oracle Integration creates all the underlying components for you, including the form, workflow, and the tool itself. Simply complete the guidelines and the descriptions for the fields, and you can allow agentic AI to start working with the tool right away. Recipes are also available to simplify working with human in the loop and knowledge bases. You don't have to build every automation solution from scratch. Instead, get results faster by installing a predefined automation solution. See Recipes and Accelerators.

Explore Your Next Steps

Goal	More information
Learn about and plan automation	Compare and Plan Automation Review Use Cases
Start building	Welcome to Agentic AI in *Using Agentic AI in Oracle Integration 3*

Streamline B2B

Use B2B to simplify e-commerce by automating the exchange of data with trading partners, including processing industry-standard documents before or after an integration runs.

Fulfill Your Business Goals

Goal	Details	How B2B helps
Connect with trading partners	Your organization needs to automate the exchange of data with trading partners.	With B2B, you can: • Connect with trading partners through traditional and modern protocols. • Manage EDI and non-EDI business documents. • Onboard trading partners with ease. • Quickly create integrations with core business logic in a low-code environment.
Monitor the exchange of information	Whether you work with one trading partner or thousands, you don't want to lose track of anything.	With B2B, you can effectively monitor integrations and keep track of everything that you exchange with trading partners.
Ensure smooth operational management	You need to keep your operations running smoothly, even through unplanned events.	B2B supports smooth operational management, including: • Seamless resubmission. • The ability to process batches. • The scheduling of trading partner downtime.

B2B Essentials

Area	More information
Definition	**B2B** provides business-to-business integration. B2B integrations allow your organization to use predefined and mutually agreed-upon standards to communicate with your trading partner community, including vendors, suppliers, and business partners. Exchange data and work with wire and business messages using the formats and protocols of your choice. You can integrate Oracle and non-Oracle applications. B2B functionality is combination of the following: • **Configuration:** Configure your Trading Partner Agreements (TPAs) in Oracle Integration, including creating trading partners and identifying the documents and protocol you'll use with them. • **Integrations:** Integrations power all B2B-related business processes. Integrations use the information that you configured to perform tasks, including verifying senders and files, processing documents, and sending responses.  B2B
Usage	B2B processes data from trading partners, either before or after an integration runs. Your trading partner can send the data that it *has*, and B2B transforms it into the data that you *need*. The reverse is also true: You can send the data that you *have*, and B2B processes it so that it becomes the data that your trading partner *needs*. To process the data correctly for both sides, define the following information: • **Documents:** Define the structure and format of the data to be exchanged. B2B supports EDI document standards, including X12, EDIFACT, and X12 HIPAA; as well as non-EDI standards, including XML, Fixed Length, and Custom Delimited. • **Schemas:** Establish how you and your trading partners interpret the fields in the documents that you exchange. • **Protocols:** Specify the connection type that you and your trading partner use to exchange data. B2B supports traditional protocols (including AS2, AS4, FTP, and RosettaNet) and modern protocols (including REST, XML, and flat files). See Supported Protocols and Standards in *Using B2B for Oracle Integration 3*. B2B also supports operational management, including the ability to manage trading partner downtime without impacting your day-to-day activities. When a trading partner experiences downtime, you can continue your business as usual. Oracle Integration queues the message until the trading partner is available to receive them. If you exchange files with a trading partner, be aware that File Server is a built-in SFTP server. You and your trading partners can drop files to File Server, and then Oracle Integration can read and process the files. See File Server. To see more real-world case studies, see Review Use Cases.

Area	More information
AI-powered capabilities	Integrations handle the exchange and processing of data and feature numerous AI-powered capabilities. Additionally, you can use AI to gain insights into B2B error messages and create a trading partner by providing a prompt. To explore all AI features, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.
Primary users	Integration developers. See Users of Oracle Integration.
Availability	B2B is available in select Oracle Integration editions. See Oracle Integration Editions in *Provisioning and Administering Oracle Integration 3*.

Good to Know

Area	More information
Deployment	Simplify your CI/CD (continuous integration and continuous delivery/deployment) pipeline by working in a project. A project is a single workspace for designing, managing, deploying, and monitoring your automation solution. A project offers fine-grained control over code promotion, including selecting the individual components and their versions to promote to higher environments. See Projects.
Error handling	All of the error handling capabilities for integrations are applicable to B2B integrations. See Integrate Applications. Additionally, B2B offers several features to keep your business running smoothly: • Prevent errors by identifying the data that you accept and reject. See Configure Error Rules for EDI Translation in *Using B2B for Oracle Integration 3*. • Specify the errors to always ignore or always see. For example, if a supplier cannot fully conform to a standard, you can ignore the expected error codes and allow the process to continue.
Monitoring and troubleshooting	B2B provides monitoring capabilities that are specific to exchanging data with trading partners. When you and your trading partner reach agreement on the documents that you exchange, you also identify the responses that you expect. B2B allows you to easily track these responses, such as when a supplier acknowledges the receipt of a document. After all, when you're troubleshooting an issue, you need to know what's going on with an order or a specific document exchange, not its underlying integration. B2B provides the following information at a glance: • **Business messages:** Review the documents that you've sent or received, as well as their statuses. • **Wire messages:** Review all the responses that you've sent or received, as well as their statuses. More built-in observability features are available to monitor your automation solution and detect issues. See Observability.

Explore Your Next Steps

Goal	More information
Learn about and plan automation	Compare and Plan Automation Review Use Cases
Start building	See Get Started with B2B in *Using B2B for Oracle Integration 3*

Model Decision Logic

Use a decision to turn unstructured policy content into rule-based decisions.

Fulfill Your Business Goals

Goal	Details	How decisions help
Provide consistent outcomes	When people use different criteria for decisions, outcomes are inconsistent.	Decisions use the same criteria, every time. Additionally, the people who define an organization's policies are responsible for managing decisions, allowing for easier and more straightforward development.
Create a central location for rules	Sometimes only one person knows an organization's rules, leading to confusion and delayed responses.	View and edit your policies in one place. Additionally, update a decision independently of the integration that calls it, allowing for simpler maintenance when the policies change.
Reduce burdensome work	Teams dealing with high volumes of decisions are under pressure to complete this burdensome work quickly.	Decisions allow you to automate complex workflows. Decisions support sophisticated logic, including complicated switch statements and decision tables. When decisions are automated, teams can focus on other tasks.

Decision Essentials

Area	More information
Definition	A **decision** defines the rules that automate decision making. With Oracle Integration, all your decisions are in one location, allowing for improved visibility and ease of maintenance. Additionally, the people who set an organization's policies can create decisions, allowing for more efficient and accurate decisions. You have several options for automating decision making, including decisions, integrations, and agentic AI. To learn which technology is right for your requirements, see Explore Options for Decision Logic.  Decision
Usage	• Comply with industry regulations For example, if your organization is subject to regulatory requirements that it must enforce, use decisions to automate the rules. You'll maintain compliance and won't face fines from a governing body. • Adhere to internal procedures For example, approve or reject access requests or expense reports based on predefined criteria. • Maintain consistent access to perks or benefits For example, perform real-time eligibility checks for upgrades and proactively assign rewards. • Calculate values uniformly For example, calculate an interest rate for a loan, and apply discounts consistently. To see more real-world case studies, see Review Use Cases.
AI-powered capabilities	Just as Oracle Integration supports predictable and adaptive automation, it also supports predictable and adaptive decision logic. Use decisions to implement predictable decision logic, and use agentic AI for adaptive decision logic. See Explore Options for Decision Logic. To explore all AI features, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.
Primary users	Policy and governance. See Users of Oracle Integration.
Availability	Decisions are available in select Oracle Integration editions. See Oracle Integration Editions in *Provisioning and Administering Oracle Integration 3*.

Good to Know

Area	More information
Deployment	Simplify your CI/CD (continuous integration and continuous delivery/deployment) pipeline by working in a project. A project is a single workspace for designing, managing, deploying, and monitoring your automation solution. A project offers fine-grained control over code promotion, including selecting the individual components and their versions to promote to higher environments. See Projects.
Error handling	You manage most errors for decisions through integrations. For example, when an integration calls a decision, and the decision returns an error in its response, you manage the error through the integration. Integrations support error handlers, which allow you to determine what to do when an error occurs.
Monitoring and troubleshooting	Use the built-in observability features to monitor your automation solution and detect issues. See Observability.
Time-saving options	You don't have to build every automation solution from scratch. Instead, get results faster by installing a predefined automation solution. See Recipes and Accelerators.

Explore Your Next Steps

Goal	More information
Learn about and plan automation	Compare and Plan Automation Review Use Cases
Start building	See Get Started with Decisions in *Using Decisions in Oracle Integration 3*.
Watch a video	Video

Synchronize Health Data

Use Oracle Integration for healthcare to enable seamless, secure, and reliable data exchange between disparate clinical, operational, and administrative systems to inform both clinical and business decision making.

Fulfill Your Business Goals

Goal	Details	How Oracle Integration for healthcare helps
Automate workflows so you can focus on agility, innovation, and high-priority tasks	Many organizations want to replace existing workflows with modern solutions. For example: • Replace manual and siloed workflows, such as coordinating staffing for patient visits in the home and updating the EHR. • Replace workflows with multiple sources and decision points, such as finding the correct staff, routing requests, scheduling staff to visit patients in their home, and pushing updates back to the EHR.	Oracle is the only acute EHR provider that offers a full suite of integrated healthcare and enterprise solutions. Use these solutions to take care of your patients while addressing your business needs.
Make information available to the people who need it	Organizations must enhance patient safety, support better clinical decision-making, minimize errors, and streamline workflows.	Oracle Integration for healthcare helps you ensure that accurate, consistent, and up-to-date information is available to clinicians, administrators, and patients wherever and whenever it is needed.

Healthcare Essentials

Area	More information
Definition	Oracle Integration Healthcare Edition is intended for use by authorized IT and integration professionals in healthcare organizations to facilitate the secure exchange, transformation, and routing of healthcare information between disparate healthcare IT systems. The software provides connectivity and interoperability support for healthcare messaging standards, such as HL7, HIPAA X12, and other industry protocols to enable workflow integration and data exchange in support of clinical and administrative operations – both on-premises and in the cloud. It is not intended to provide clinical decision support or replace professional medical judgment.  Healthcare

Area	More information
Usage	• Use automation to limit repetitive task burdens, such as scheduling and procuring weekly surgery supply needs, thereby enabling your staff to focus on other high priority job functions. • Drive innovation through application data extraction and lakehouse generation to consolidate and analyze data and support models for machine learning. • Align operations with your organization's needs by leveraging AI to enhance automation, enabling your care and operations teams to continually work with optimized technology workflows. • Streamline back-end business processes, synchronize data flow, integrate clinical applications, and optimize data access by easily connecting to Fusion Applications, such as Oracle Fusion Cloud Human Capital Management. • Create tailored workflows for your enterprise and your partners' enterprises so that you can support internal and partner requirements. Send or receive files, such as claims and remittance transactions, with the built-in SFTP server. You and your partners can drop files to File Server, and then Oracle Integration can read and process the files. See File Server. To see more real-world case studies, see Review Use Cases.
AI-powered capabilities	To explore all AI features, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.
Primary users	Integration developers. See Users of Oracle Integration.
Availability	Healthcare features are available in select Oracle Integration editions. See Oracle Integration Editions in *Provisioning and Administering Oracle Integration 3*.

Good to Know

Area	More information
Deployment	Simplify your CI/CD (continuous integration and continuous delivery/deployment) pipeline by working in a project. A project is a single workspace for designing, managing, deploying, and monitoring your automation solution. A project offers fine-grained control over code promotion, including selecting the individual components and their versions to promote to higher environments. See Projects.
Error handling	Integrations support error handlers. Within each error handler, you decide what to do in the event of an error: • Catch specific errors, resolve them, and allow the integration to continue running. • Allow the integration to fail and present a meaningful error in the monitoring pages.
Monitoring and troubleshooting	Use the built-in observability features to monitor your automation solution and detect issues. See Observability.
Time-saving options	You don't have to build every automation solution from scratch. Instead, get results faster by installing a predefined automation solution. See Recipes and Accelerators.

Explore Your Next Steps

Goal	More information
Learn about and plan automation	Compare and Plan Automation Review Use Cases
Start building	See Get Started with Healthcare in *Using Oracle Integration for Healthcare in Oracle Integration 3*.

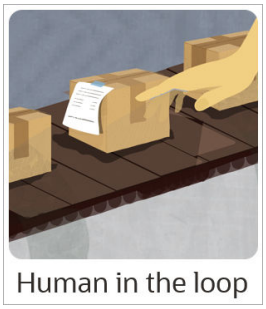
Keep a Human in the Loop

Use human in the loop to engage a person for oversight, approval, or exception handling.

Fulfill Your Business Goals

Goal	Details	How human in the loop helps
Establish accountability over agentic AI	When agentic AI must complete a high-stakes action involving risk and loss potential, your organization must establish accountability over the agent's actions.	With high-stakes actions, most organizations determine the person who is accountable for the action for the purposes of accountability and traceability. Establish this accountability and build trust in agentic AI using human in the loop.
Ensure that agentic AI operates within its assigned scope of authority	Agentic AI can behave in unpredictable ways, and you need ways to oversee it and ensure that it doesn't overstep the authority that you've granted it.	Human in the loop provides built-in oversight and straightforward ways to provide human oversight of agentic AI.
Review the plan before it's implemented	Agentic AI can write drafts, create plans, and more. However, most organizations want an employee to review the work before delivering it.	With human in the loop, employees can provide a control gate by reviewing the plan or draft that agentic AI created. While building an AI agent, provide guidance about what to do in the event of an error, such as retrying three times and then contacting an employee. Then, when an AI agent encounters an error, it can partner with an employee if needed. The employee can provide real-time input that allows the AI agent to complete its task right away.

Human in the Loop Essentials

Area	More information
Definition	Agentic AI can behave in unpredictable ways. When a consistent outcome is important or required, keep a **human in the loop** to ensure that approvals are managed consistently.  Human in the loop
Usage	When agentic AI needs to engage an employee rather than an API or other tool, keep a human in the loop. For example, an automation solution with agentic AI might need a human in the loop for the following tasks: • **Approve a high-value task**, such as when agentic AI needs to create a purchase order above a certain amount • **Get assistance from a person**, such as when agentic AI can't figure out its next steps and asks a person for help • **Review a deliverable**, such as when an agentic AI has created a marketing campaign, blog post, or customer email and needs an employee to review, update, and approve the content. People can respond to requests using natural language. For example, after reviewing a purchase requisition: "We can get new desk chairs for the office, but the espresso machine is too much of a splurge." The primary use of human in the loop is with agentic AI. However, you can also keep a human in the loop for automation that doesn't use agentic AI. To see more real-world case studies, see Review Use Cases.
AI-powered capabilities	Human in the loop supports your agentic AI operations and allows you to ensure optimal outcomes. To explore all AI features, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.
Primary users	Agentic AI center of excellence. See Users of Oracle Integration.
Availability	Human in the loop is available in select Oracle Integration editions. See Oracle Integration Editions in *Provisioning and Administering Oracle Integration 3*. Additionally, you must enable Process Automation in your instance to work with human in the loop. See Enable Process Automation with Oracle Integration 3 in *Administering Oracle Cloud Infrastructure Process Automation*.

Good to Know

Area	More information
Deployment	Simplify your CI/CD (continuous integration and continuous delivery/deployment) pipeline by working in a project. A project is a single workspace for designing, managing, deploying, and monitoring your automation solution. A project offers fine-grained control over code promotion, including selecting the individual components and their versions to promote to higher environments. See Projects.

Area	More information
Error handling	When human in the loop encounters an error, it sends the reason for the error to the AI agent. You determine how to respond (for example, retry) in the AI agent's guidelines. Additionally, all tasks that are created for keeping a human in the loop have a default expiration period that you can configure.
Monitoring and troubleshooting	Use the built-in observability features to monitor your automation solution and detect issues. See Observability.
Time-saving options	You don't have to build every automation solution from scratch. Instead, get results faster by installing a predefined automation solution. See Recipes and Accelerators.

Explore Your Next Steps

Goal	More information
Learn about and plan automation	Compare and Plan Automation Review Use Cases
Start building	Get Started with Human in the Loop in *Using Human in the Loop in Oracle Integration 3*

Build a Knowledge Base

Use a knowledge base to augment AI with enterprise content for grounded answers. A knowledge base provides a built-in RAG (Retrieval-Augmented Generation) engine that enhances the capabilities of agentic AI.

Fulfill Your Business Goals

Goal	Details	How knowledge bases help
Give agentic AI access to corporate documents	To do their jobs effectively, AI agents need access to corporate documents. RAG engines are the most effective way to collect this information. However, creating your own RAG infrastructure is complex and difficult.	If you have a RAG engine already, the AI agents in Oracle Integration can work with it. However, if you don't have a RAG engine, not to worry. You can create one easily in Oracle Integration using a knowledge base. A knowledge base let you get started quickly and provides a simplified experience, without having to learn all the ins and outs of a RAG engine, including how to chunk the data.
Control the versions of documents that agentic AI uses	Business requirements change, and so do corporate documents. You need a way to keep your knowledge base up to date with the latest documentation so that your AI agents can work effectively.	A knowledge base helps you easily identify the versions of each uploaded documents, so you can update and delete documents as needed.

Knowledge Base Essentials

Area	More information
Definition	A **knowledge base** provides agentic AI with a built-in RAG (Retrieval-Augmented Generation) engine, which is often a document database. Create a knowledge base if your organization doesn't yet have a RAG framework and you need to provide agentic AI with a document database. You can create a knowledge base to work with agentic AI that you build in Oracle Integration or elsewhere. A knowledge base offers an easy way to create a RAG framework without having to understand all of its complex details, such as embeddings and chunking. Knowledge bases have robust and configurable back-ends, along with default values that help you make decisions quickly and start uploading your documents through a drag-and-drop interface. If your organization already has a RAG engine, such as a vector database into which you've ingested documents, agentic AI in Oracle Integration can connect to it and search against it. For example, you might have uploaded all your expense policies to the database.  Knowledge base
Usage	Working with a knowledge base involves two phases: • **Ingestion:** Add your documents to the vector database. Oracle Integration provides a predefined integration for ingestion, so you can easily drag and drop documents into your knowledge base. Most people convert PDFs to Markdown for this task. Oracle handles the chunking for you. After uploading the documents, run test queries to confirm success. • **Retrieval:** Ask an agent a question, and allow the agent to retrieve an answer from the knowledge base. You can even specify the number of results to receive. The output includes the search results, a matching score, the document version, and a link to the source document.
AI-powered capabilities	You can easily create tools for agentic AI using the recipes provided by Oracle Integration. Additionally, when you ingest a knowledge base, an LLM performs the semantic chunking so that you don't have to. To explore all AI features, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.
Primary users	Agentic AI center of excellence. See Users of Oracle Integration.
Availability	Knowledge bases are available in select Oracle Integration editions. See Oracle Integration Editions in *Provisioning and Administering Oracle Integration 3*. Additionally, you must configure OpenSearch to use knowledge bases.

Good to Know

Area	More information
Deployment	Simplify your CI/CD (continuous integration and continuous delivery/deployment) pipeline by working in a project. A project is a single workspace for designing, managing, deploying, and monitoring your automation solution. A project offers fine-grained control over code promotion, including selecting the individual components and their versions to promote to higher environments. See Projects.
Error handling	A recipe that creates a retriever integration for obtaining information from a knowledge base also can be used to handle errors.
Monitoring and troubleshooting	Use the built-in observability features to monitor your automation solution and detect issues. See Observability.
Time-saving options	You don't have to build every automation solution from scratch. Instead, get results faster by installing a predefined automation solution. See Recipes and Accelerators.

Explore Your Next Steps

Goal	More information
Learn about and plan automation	Compare and Plan Automation Review Use Cases
Start building	Get Started with Knowledge Bases in *Using Agentic AI in Oracle Integration 3*

Build Robots

Use a robot to eliminate manual, repetitive tasks by recording its steps in an application's user interface.

Fulfill Your Business Goals

Goal	Details	How robots help
Reduce manual, repetitive tasks	Without automation, people spend time completing manual, repetitive tasks.	Robots let you automate, even when an application has no APIs. And no need to install a separate desktop suite. Oracle Integration has everything you need.
Eliminate automation silos	When API and UI automation teams work independently, automation silos form.	Oracle Integration facilitates collaboration between RPA and business IT teams, so organizations can deliver automation solutions together.

Robot Essentials

Area	More information
Definition	A **robot**, also known as robotic process automation (RPA), completes a task by working in an application like a person does.  Robot
Usage	Employees are essential to your business's success. However, employees often feel burdened by manual and repetitive tasks. The work is tedious and boring, without opportunity to add value. When your organization is dealing with manual, repetitive tasks, give this work to a robot so that people can add value in other ways and so that you can improve the overall efficiency of your business processes. For example, a robot can help with the following tasks: • Downloading a report from an application that doesn't have APIs • Modifying business objects in an application that doesn't have APIs • Getting information from a business object (such as an invoice or purchase order) in an application that doesn't have APIs Build a robot only when you can't automate using an integration. See Explore Options for Connecting Applications. To see more real-world case studies, see Review Use Cases.
AI-powered capabilities	Robots are brittle. Even small changes to a user interface can break them. AI can help. When a robot fails, an AI engine can analyze the structure of the page that it's working on and suggest updates to your robot. These built-in AI features help you keep your business on track by improving the stability of your robots. To explore all AI features, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.
Primary users	Robot center of excellence. See Users of Oracle Integration.
Availability	Robots are available in select Oracle Integration editions and regions. See Oracle Integration Editions and Availability in *Provisioning and Administering Oracle Integration 3*.

Good to Know

Area	More information
Deployment	Simplify your CI/CD (continuous integration and continuous delivery/deployment) pipeline by working in a project. A project is a single workspace for designing, managing, deploying, and monitoring your automation solution. A project offers fine-grained control over code promotion, including selecting the individual components and their versions to promote to higher environments. See Projects.

Area	More information
Error handling	You have the following options for managing robot-related errors: • Decide what happens when an error occurs using an option in a foreach loop. See Add a Foreach Loop in *Using Robots in Oracle Integration 3*. • Use the error handling framework for an integration. See Integrate Applications. When a robot fails, get intelligent recommendations from an AI engine to fix the robot. This feature is especially helpful when UI elements have changed in a web application.
Monitoring and troubleshooting	Use the built-in observability features to monitor your automation solution and detect issues. See Observability.
Time-saving options	You don't have to build every automation solution from scratch. Instead, get results faster by installing a predefined automation solution. See Recipes and Accelerators.

Explore Your Next Steps

Goal	More information
Learn about and plan automation	Compare and Plan Automation Review Use Cases
Start building	Get Started with Robots in *Using Robots in Oracle Integration 3* Best Practices and Guidelines in *Using Robots in Oracle Integration 3*
Watch a video	Video

Choose Between Similar Options

Multiple technologies sometimes provide the same function. Learn which technology to choose for your requirements.

Topics:

Explore Options for AI Solutions

When you want to use AI to complete a task, such as extracting data from a document, you have several options. You can use a service that is trained for the task, or use a general purpose AI model to extract the data.

Questions to Consider

1. Do you have access to an AI service that is trained for the task?

   For example, if you need to extract data from a W-4 form, have you created a model in OCI Document Understanding for this task?

2. Do you need the output data in a structured format, such as a schema?

How to Decide

- If you answer **Yes** to both questions, use the AI service for the task.
- If you answer **No** to either or both questions, decide where you want to invest your time:
  - Do you want to create a model for the AI service, OR do you want to provide guidance to agentic AI for the task?
  - If you need the output data in a structured format, do you want to fine-tune the AI service, OR do you want to provide detailed examples to the agentic AI?

Explore Options for Connecting Applications

You can connect applications and data using **integrations**, which use API-based automation, and **robots**, which use UI-based automation. Integrations and robots achieve the same results but have different implementations and benefits.

Learn when to use each type of automation so that you develop the beset automation for your use case.

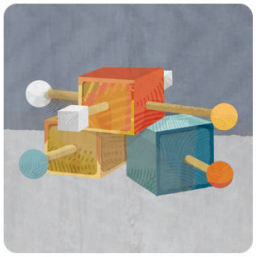
When to Use an Integration

When automating a business process, if an application supports an integration, you should design an integration. Integrations offer the most scalable and robust automation solutions.

When **all** of the following statements are true, design an integration:

- The applications that you're automating have APIs.
- The APIs can access and update the fields that the business process uses.
- You have access to all of the APIs.
- Your organization has the staffing resources to design an integration.

See Integrate Applications.


Integration

When to Use a Robot

You typically build a robot when one or more blockers prevent you from designing an integration.

For example, build a robot for any of the following scenarios:

- No APIs: The applications that you're automating have no APIs; or their APIs can't access and update the fields that the business process uses.
- Operational and logistical challenges: The applications that you need to automate have APIs, but you can't access them. The APIs might be temporarily inaccessible until a team can enable them, or an integration developer might not be available to build the integration.

In both cases, you could postpone the automation work until your organization can support the design of an integration. Or, you can eliminate these bottlenecks and automate your business now by rapidly prototyping a robot.

See Build Robots.


Robot

Pros and Cons

Technology	Pros	Cons
Integration	More scalable and robust than a robot	Not all applications meet its API requirements
Robot	Lets you automate even when an application has no APIs Supports the rapid prototyping of an automation solution	Less scalable and robust than an integration Lower throughput than an integration

Future Considerations

You typically build a robot when one or more blockers prevent you from designing an integration.

In the future, when the APIs are accessible and the integration developers have availability, you can replace the robot with an integration and incorporate more robustness and scalability into the automation, without impacting your business process. See Replace a Robot with an Integration in *Using Robots in Oracle Integration 3*.

Explore Options for Data Integration

Oracle offers multiple integration patterns, including real-time replication, data lake ingestion, and application integration. For each pattern, choosing the right tool delivers optimal results.

Explore Key Integration Patterns

Oracle supports a number of integration patterns, including application and data integration. You can use AI to scale all of them.

Pattern	Description
Real-time data replication	Use Oracle Cloud Infrastructure GoldenGate to ensure maintain data availability, establish continuous integration, and deliver timely insights.
Data lake ingestion and integration	Use the Data Studio in Oracle Autonomous Database to govern access to data, transform and enrich data, and share insights, including to an LLM for training.
Application integration and AI orchestration	Use Oracle Integration to establish connectivity for AI data, automate AI actions, and deliver predictable automation.

Differences Between Application Integration and Data Integration

Familiarize yourself with the typical time requirements, usage, and size of application integration and data integration jobs.

- **Application integration**
  - **Time requirements:** Business applications must be synchronized in real-time.
  - **Typical usage:** Synchronizing enterprise data, bridging the gaps between business processes, or simplifying connectivity.
  - **Size:** Typically smaller-scale synchronization requirements.
- **Data integration**
  - **Time requirements:** Business applications can be synchronized on a scheduled basis (not in real time).
  - **Typical usage:** Evolving your tech stack, such as performing an initial migration that involves downtime, strategic planning, and communication.
  - **Size:** Typically larger-scale synchronization projects.

Can You Use Oracle Integration for Data Integration?

Oracle Integration is designed for application integration, not data integration. However, if using a data integration tool isn't feasible, you might be able to use Oracle Integration to achieve your data integration goals.

Explore Options for Decision Logic

You can model decision logic using decisions, agentic AI, and integrations. Learn when to use each technology to build decision logic.

When to Use a Decision

When you model decision logic using a decision, you can deliver predictable, repeatable outcomes. Use a decision when **all** the following statements are true:

- The decision logic is complex, or it might require updates in the future.
- The outcome of the decision logic must be the same every time.

See Model Decision Logic.


Decision

When to Use Agentic AI and a Knowledge Base

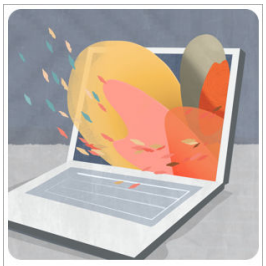
When you upload corporate policies to a knowledge base and allow agentic AI to use the documents to make decisions, you bring human-like reasoning and creativity to your decisions. Use a agentic AI and a knowledge base when **all** the following statements are true:

- The decision logic is complex.
- The corporate policies are likely to change frequently.
- The decision logic must consider real-time data and current circumstances.

This approach offers several benefits over using a decision:

- **No need for decision logic:** Just write your policies as you normally do in a document.
- **Easier updates:** All you need to do is update your policy document and then upload the document to the knowledge base.

See Innovate with Agentic AI.


Agentic AI

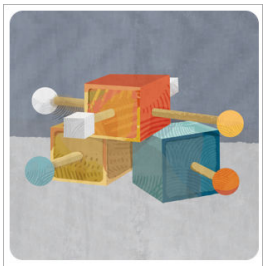

Knowledge base

When to Use an Integration

You can include simple decision logic using a switch action in an integration. Use this approach when **either** of the following statements are true:

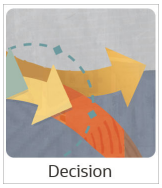
- The decision logic is simple, and it won't require updates in the future.
- The logic is technical only, such as enforcing a character limit.

See Route Expressions with Switch Action Branches in *Using Integrations in Oracle Integration 3*.



Explore Options for Data Transformation Logic

You can transform data using either lookups or decisions. Learn when to use each option.

Option	Typical usage and guidance	Example
Lookup in an integration 	A lookup translates multiple inputs into a certain output. Use a lookup for simple data translation. See About Lookups in *Using Integrations in Oracle Integration 3*.	Map **Code X** in **System A** to **Code Y** in **System B**
Decision table in a decision 	A decision models data transformations in a decision table and return the same output as a lookup. Use a decision table for more complex logic. See Configure Decision Tables in *Using Decisions in Oracle Integration 3*.	Calculate a discount percentage. This task could involve iterative steps, inputs, and multiple outputs.

5

Explore the Features

Learn how the key features in Oracle Integration support your automation solution.

Feature	Description
Adapters and Connectivity	Connect everything, everywhere, with adapters. An adapter simplifies connectivity, so you can design an integration that connects to an application's REST APIs without having detailed knowledge of the APIs.
Disaster Recovery	Provide business continuity by quickly failing over to a standby instance.
File Server	Access a built-in SFTP file server that acts as an inbox and outbox for the files you process.
Observability	Build trust in an automation solution using the robust monitoring tools.
Projects	Design, deploy, and monitor in one place: a project.
Recipes and Accelerators	Get started fast with a predefined automation solution.
Visual Builder	Create web applications without any coding.

If you currently use Oracle SOA Suite and want to learn more about Oracle Integration, see Connect to Oracle SOA Suite.

Adapters and Connectivity

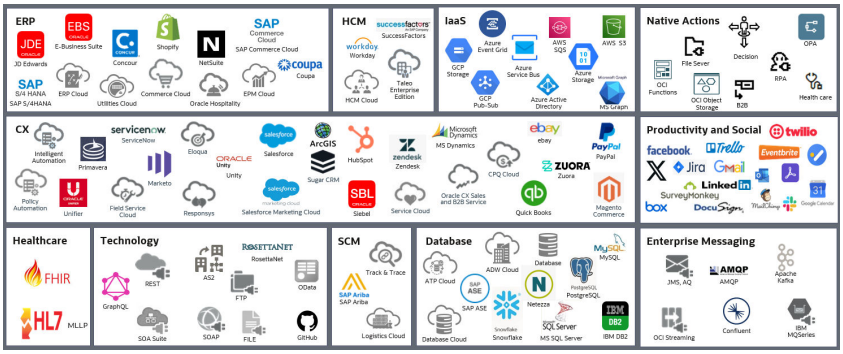
Connect everything, everywhere, with adapters. An adapter simplifies connectivity, so you can design an integration that connects to an application's REST APIs without having detailed knowledge of the APIs.

Fulfill Your Business Goals

Goal	Details	How adapters and connectivity help
Streamline connectivity	You need to easily connect diverse applications and resources, no matter where they're located.	Adapters and the connectivity features let you connect everything easily and efficiently: • Applications in the Oracle cloud, including Oracle Cloud ERP, Oracle Cloud HCM, and other Fusion Applications. • Applications in third-party clouds • Applications in multi-cloud environments • Applications and resources in a virtual cloud network (VCN) within the Oracle Cloud • OCI AI services • Applications in your on-premises cloud

Goal	Details	How adapters and connectivity help
Reduce complexity	You need to interact with an application's business objects and resources, but the application's APIs can be overwhelming.	Adapters simplify connectivity, allowing you to interact with APIs without having to understand their complexity.
Work with customizations	If you've customized an application, you need to be able to work with these customizations, such as additional fields, tables, APIs, or business logic.	Adapters support end point customizations, allowing you access to the full breadth of functionality in your applications.

Adapter and Connectivity Essentials

Area	More information
Definition	An **adapter** is the connector that an integration uses to connect to an application's APIs. An adapter simplifies connectivity. You don't need to understand an API's connection or security requirements. Instead, simply select your requirements from the drop-downs in the adapter's wizard in Oracle Integration. You have the following options for adapters: • **Application-specific adapters** Oracle provides an always-growing list of application-specific adapters. Each application-specific adapter lets you to perform specific actions with an application. For a list of all adapters, see the Adapters page on the Oracle Help Center. Here's a glimpse of some of the more popular adapters.  • **Actions for OCI AI services** Oracle Integration is part of a larger Oracle toolkit, including Oracle Cloud Infrastructure (OCI) AI services. You can connect directly to many OCI services without even needing an adapter. Just drop the action for one of the services into your integration to invoke the service. You can browse the actions on the Adapters page on the Oracle Help Center. • **Technology adapters** If an application-specific adapter isn't available or doesn't meet your requirements, you can still connect to just about any application using one of the technology adapters. Technology adapters include the REST Adapter, SOAP Adapter, FTP Adapter, and File Adapter. • **Build your own adapter** If an application-specific adapter isn't available or doesn't meet your requirements, use the Rapid Adapter Builder to build your own adapter. See Learn About the Rapid Adapter Builder in Oracle Integration in *Using the Rapid Adapter Builder with Oracle Integration 3*. **Note** Adapters let an integration connect to applications that have REST APIs. When applications don't have APIs, build a robot instead of an integration. See Build Robots.

Area	More information
Specialized connectivity	When you need to connect to applications and resources that are on premises or in a virtual cloud network (VCN), configure the appropriate adapter to work with the following connectivity features: • **Connectivity agent** Connect to resources that are in an on-premises network or private cloud using the connectivity agent. See About Creating Hybrid Integrations in *Using Integrations in Oracle Integration 3*. • **Private endpoint** Connect to private resources that are in your VCN using a private endpoint. See Connect to Private Resources in *Provisioning and Administering Oracle Integration 3*.
Usage	An adapter lets you invoke an application's APIs in real time, allowing you to move data between systems in a number of ways. For example: • Pull data from a source application using a trigger connection. • Send data to a target application using an invoke connection. • Process multiple items at the same time using batch operations. To see more real-world case studies, see Review Use Cases.
AI-powered capabilities	Many AI features are available for adapters. Here are a few to be aware of: • Save time by entering natural language and letting AI generate integrations, prepare queries, configure business objects, and configure endpoints. • Easily connect to AI applications, including Anthropic and OpenAI, using application-specific adapters. To explore all AI features, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.
Primary users	• Integration developers connect to applications using adapters, actions for OCI AI services, connectivity agents, and private endpoints. • Administrators of the service instance configure the connectivity agent and a private endpoint. See Users of Oracle Integration.
Related technologies	You work with adapters and connectivity features only when building integrations. See Integrate Applications.
Availability	Adapters and the connectivity features are available to everyone, regardless of your Oracle Integration edition, with the following exceptions: • Some adapters are available in select editions. See Oracle Integration Editions in *Provisioning and Administering Oracle Integration 3*. • The actions for connecting to OCI AI services are available in select regions. See AI Feature Availability in *Provisioning and Administering Oracle Integration 3*.

Explore Your Next Steps

Goal	More information
Learn about and plan automation	Compare and Plan Automation Review Use Cases
Watch a video about Rapid Adapter Builder	Video

Disaster Recovery

Provide business continuity by quickly failing over to a standby instance.

Fulfill Your Business Goals

Goal	Details	How disaster recovery helps
Maintain business continuity	Your business processes must continue running, even when a failure or disaster occurs.	Oracle-managed disaster recovery offers one-click failover from your primary instance to a standby instance. Because it's Oracle-managed, you don't have to manage DNS changes, load balancing, design-time data synchronization, object storage buckets, and other responsibilities. If your organization also uses Fusion Applications, be aware that disaster recovery is available in the same regions for Oracle Integration and Fusion Applications.

Disaster Recovery Essentials

Area	More information
Definition	When your Oracle Integration service instance is not accessible, **Oracle-managed disaster recovery** provides single-click failover to a secondary service instance, with no additional responsibilities to get the standby instance up and running. Oracle keeps your secondary instance synchronized with your primary service instance. Oracle-managed disaster recovery is available for an Oracle Integration service instance. It offers increased flexibility and options. However, if Oracle-managed disaster recovery isn't available for your edition, region, or technologies, you can implement customer-managed disaster recovery, for which you synchronize instances yourself. See What's Supported? and What's Not Supported? in *Configuring a Customer-Managed Disaster Recovery Solution for Oracle Integration 3*.
Usage	Oracle-managed disaster recover allows you to maintain business continuity throughout a power outage, natural disaster, or other situation. Consider the following situations: • You have conducted a failover of your Fusion Applications instance and want your Oracle Integration service instance to follow. • Your OCI Identity and Access Management instance is unavailable, and you want to failover your OCI Identity and Access Management and Oracle Integration service instances so you can continue working on the secondary region. To see more real-world case studies, see Review Use Cases.
Primary users	Administrators of the service instance. See Users of Oracle Integration.
Related technologies	Oracle-managed disaster recovery provides support for a number of technologies and features. See What's Supported? and What's Not Supported? in *Configuring an Oracle-Managed Disaster Recovery Solution for Oracle Integration 3*.

Area	More information
Availability	Disaster recovery is available in select editions, in select regions, and for select technologies. It incurs extra cost. See the following: • Oracle Integration Editions and Availability in *Provisioning and Administering Oracle Integration 3*. • What's Supported? and What's Not Supported? in *Configuring an Oracle-Managed Disaster Recovery Solution for Oracle Integration 3*.

Explore Your Next Steps

- Compare and Plan Automation
- Review Use Cases

File Server

Access a built-in SFTP file server that acts as an inbox and outbox for the files you process.

Fulfill Your Business Goals

Goal	Details	How File Server helps
Meet file processing requirements	Your organization must create file-based integrations and needs a place to store files.	Build file-based integrations quickly.
Provide an SFTP server	Managing your own SFTP server is complex and daunting. You must set up hardware, maintain the server, and configure and manage multiple users, groups, and folders.	File Server provides a managed storage solution with free file storage, and Oracle manages the operational tasks for you. Additionally, File Server has a powerful administrative console that contains the core set of features that you expect from an SFTP server, all in an intuitive user interface.

File Server Essentials

Area	More information
Definition	**File Server** is an SFTP server that is bundled with Oracle Integration. With File Server, you get 500 GB of storage at no extra cost, allowing you to store, share, and receive files, including files for SaaS integrations and third-party transfers.
Usage	File Server supports a number of use cases, including the following: • Share a file with a trading partner. • Export bulk data to a file, process the file, and send its data to a target system. • Start an integration when a file is uploaded to a folder.

Area	More information
AI-powered capabilities	File Server is a typical component in many AI-powered automation solutions, such as integrations that connect to OCI AI services. To explore all AI features, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.
Primary users	Integration developers. See Users of Oracle Integration.
Related technologies	File Server is most commonly used with the following automation technologies: • Integrate Applications • Streamline B2B • Synchronize Health Data
Availability	File Server is available to everyone, regardless of your Oracle Integration edition. You must enable File Server for your Oracle Integration service instance. See Enable File Server in *Provisioning and Administering Oracle Integration 3*.

Explore Your Next Steps

- Compare and Plan Automation
- Review Use Cases

Observability

Build trust in an automation solution using the robust monitoring tools.

Fulfill Your Business Goals

Goal	Details	How observability helps
Improve operational inefficiency	Improving your business processes is important but difficult when you have no insights into the processes.	Insights are available at your fingertips so you can optimize your automation solutions and business processes and improve operational excellence.
Improve performance	When an integration doesn't perform as expected in production, you need to be able to take action and improve its performance.	Identify problems before you deploy to production by measuring an integration's performance, including completing performance and load testing.
Reduce business disruptions	When an automation solution experiences an error or times out, you need to get it fixed quickly to minimize disruption.	Easily identify errors, timeouts, and performance issues. Additionally, set up daily or hourly emails about failures so that problems are delivered directly to your inbox.

Observability Essentials

Area	More information
Definition	The **observability** features help you monitor your automation solutions, manage your throughput and workloads, get notified when errors occur, and troubleshoot the errors. Observability features are available at the project level and at a global level.
Usage	The observability features help you figure out what happened. For example, you can: • Monitor a single instance of an automation technology, such as an integration or robot, and track its progress. • View aggregated data for all instances of an automation technology, and track their average running time, the percent of instances that resulted in errors, and more.
AI-powered capabilities	To explore all AI features, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.
Primary users	Operations team, though most users spend at least some time monitoring an automation solution, either during development, testing, or production. See Users of Oracle Integration.
Related technologies	Observability features are available for all automation technologies: • Integrate Applications • Innovate with Agentic AI • Streamline B2B • Model Decision Logic • Synchronize Health Data • Keep a Human in the Loop • Build a Knowledge Base • Build Robots
Availability	The observability features are available to everyone, regardless of your Oracle Integration edition.

Explore Your Next Steps

- Compare and Plan Automation
- Review Use Cases
- Get Started with Observability in *Using Integrations in Oracle Integration 3*

Projects

Design, deploy, and monitor in one place: a project.

Fulfill Your Business Goals

Goal	Details	How projects help
Bridge the gaps between automation strategies	When teams create separate automation solutions and have limited opportunities for collaboration, automation silos can form.	With Oracle Integration, all automation teams can work together on automation solutions that achieve their goals. Whether your organization needs API-based automation, UI-based automation, decision logic, B2B simplification, agentic AI, or something else, everyone can work in a project.
Manage the lifecycle of assets in one place	Confusion arises when developers build components in one place, and operations teams deploy and monitor in two separate places. Additionally, to deploy automation solutions, teams must develop custom CI/CD (continuous integration and continuous delivery/deployment) pipelines, which often require custom work.	Projects support every aspect of lifecycle management: • Teams build, manage, and monitor an automation solution in one place, a project. Additionally, teams can build faster by reusing components. • Operations teams can unify their observability by monitoring an entire automation solution in one place. • Operations team can simplify the CI/CD (continuous integration and continuous delivery/deployment) pipeline. Deployment features are built into projects, so you can easily manage the releases of automation solutions, including their deployment to higher environments. You can also integrate your projects with a GitHub repository. Additionally, projects offer fine-grained control over code promotion, including selecting individual components and versions to promote to higher environments.
Control access to sensitive information	When an automation solution contains sensitive information, you must control the visibility of the data.	Control access to components using fine-grained role-based access control, available only within projects.

Project Essentials

Area	More information
Definition	A **project** provides a single unified workspace for all stakeholders to design, manage, deploy, and monitor automation solutions. A project also provides robust life-cycle management of automation solutions and streamlined updates to predefined automation solutions.
Usage	Many organizations create one project for each automation solution. However, you have additional options for organizing projects. For example, create a project for all components for a product or line of business, or designate a project for storing only shared components. Pick one model for your projects, or mix and match.
AI-powered capabilities	When creating a project, describe your use case using natural language or type a feature name, and let the AI-powered search capabilities find the recipes and accelerators that match your requirements. See Create a Project By Selecting an Accelerator or Recipe that the AI Suggests in *Using Integrations in Oracle Integration 3*. To explore all AI features, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.

Area	More information
Primary users	Everyone who works with an automation technology, including building, testing, or deploying an automation solution. See Users of Oracle Integration.
Related technologies	You can create all automation technologies in a project: • Integrate Applications • Innovate with Agentic AI • Streamline B2B • Model Decision Logic • Synchronize Health Data • Keep a Human in the Loop • Build a Knowledge Base • Build Robots
Availability	Projects are available to everyone, regardless of your Oracle Integration edition.

Explore Your Next Steps

- Compare and Plan Automation
- Review Use Cases

Recipes and Accelerators

Get started fast with a predefined automation solution.

Fulfill Your Business Goals

Goal	Details	How recipes and accelerators help
Shorten your time to market	Building an automation solution from scratch requires time and resources, leading to a longer implementation journey and time to market.	The fastest automation solution to deliver is the one that comes prebuilt—a recipe or accelerator.
Adopt new features while following best practices	New features are continually delivered in Oracle Integration, and understanding how the features can fit into an automation solution can be challenging.	Recipes and accelerators are often delivered with new features and are built on Oracle-vetted practices. Therefore, installing a recipe or accelerator lets you explore a real-world use of the feature and optimize your adoption of the feature while reducing risk and driving faster results.
Evolve and customize automation solutions	Business applications continue to evolve. You need solutions that continue to evolve and that you can customize while maintaining the ability to upgrade them.	Recipes and accelerators delivers continuous improvements without disruption and also support multiple versions. Your recipes and accelerators will continue evolving as applications evolve, and you can adopt new versions at your own pace. Additionally, accelerators offer upgrade-safe extensibility. You can extend a solution with your unique business rules through governed, upgrade-safe extension points.

Recipe and Accelerator Essentials

Area	More information
Definition	Recipes and accelerators provide predefined automation solutions. • A **recipe** gives you a head start by providing a best-practice implementation of a common and specific use case. The use case is typically one part of an overall automation solution. • An **accelerator** offers a complete end-to-end automation solution and might illustrate how a new feature fits into an automation solution. An accelerator offers several key benefits: – **Extendable:** Extend an accelerator by adding more technologies. – **Customizable:** Customize an accelerator to meet your unique business needs. – **Upgrade secure:** When a new version of the accelerator is released, you can upgrade to it without losing any of your customizations. Oracle Integration provides more than 250 recipes and dozens of accelerators. Oracle partners provide a number of recipes and accelerators, too.
Usage	Before building, see if a predefined solution can help you get started quickly. You have the following options for browsing recipes and accelerators: • Find everything, including solutions from Oracle and Oracle partners, in the Integration Store within Oracle Integration. • When creating a project, use natural language to to find a relevant recipe or accelerator as a starting place. • Find solutions from Oracle on the Recipes and Accelerators page on the Oracle Help Center. When you're ready to get started, download a recipe or accelerator directly from the Integration Store and update it as needed: • Update a recipe as much as you need to meet your business requirements. If you want to start over, just download the recipe again. • Extend an accelerator from the provided touchpoints so that you can meet your business needs and while keeping the accelerator upgrade secure. An accelerator can save you a lot of time. After all, an accelerator is the fastest automation solution to implement because it already exists. You typically can get it up and running quickly because all you have to do is point to the applications that are involved.
AI-powered capabilities	When creating a project, describe your use case using natural language or type a feature name, and let the AI-powered search capabilities find the recipes and accelerators that match your requirements. See Create a Project By Selecting an Accelerator or Recipe that the AI Suggests in *Using Integrations in Oracle Integration 3*. Additionally, several recipes demonstrate how to use the OCI AI services, allowing you to see firsthand how to implement such patterns. To explore all AI features, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.
Primary users	Integration developers, plus the creators of any other technologies that are included in the recipe or accelerator. See Users of Oracle Integration.

Area	More information
Related technologies	Recipes and accelerators can contain any technology: • Integrate Applications • Innovate with Agentic AI • Streamline B2B • Model Decision Logic • Synchronize Health Data • Keep a Human in the Loop • Build a Knowledge Base • Build Robots
Availability	Most recipes and accelerators are available for everyone, but some are available only in the Healthcare edition. If you need to install a healthcare recipe or accelerator, switch to the Healthcare edition.

Explore Your Next Steps

- Compare and Plan Automation
- Review Use Cases

Visual Builder

Create web applications without any coding.

Fulfill Your Business Goals

Goal	Details	How Visual Builder helps
Extend applications	Sometimes an application can do most but not all of what you need. Without Visual Builder, you have to hand-code additional applications to fill the gap.	You can use Visual Builder's low-code environment to quickly build a web application, allowing you to build custom workflows for your applications.
Deliver consistent experiences	Users do better with consistent experiences. However, a custom application that looks different from the application it's extending leads to confusion and bad experiences.	End users won't even know that they're working in a custom web application, thanks to the custom templates in Visual Builder. For example, the predefined template for Fusion Applications provides a look and feel that is consistent with Fusion Applications.

Visual Builder Essentials

Area	More information
Definition	**Visual Builder** lets you rapidly build web applications without having to do any coding. Create simple or complex applications that can perform create, retrieve, update, and delete (CRUD) operations. And, if you're proficient in JavaScript, you can dive into and work directly with the code.
Usage	Visual Builder provides all the necessary tools for you to build custom workflows for applications, including Fusion Applications. • Configure and customize Oracle Cloud applications using the same development environment that Oracle Cloud applications are built on. • Use cloud-based visual tools to rapidly create and host web and mobile applications with minimal coding required. – Use the what-you-see-is-what-you-get (WYSIWYG) page designer to drag and drop UI components and visually create your pages. – Create custom reusable business objects that store data and implement business logic. – Publish your application with the push of a button and make it available to users. • Easily connect REST APIs to integrate data from other applications into yours. For more complex needs, developers can extend the functionality of the application using standard JavaScript, HTML, and CSS. Visual Builder also provides the infrastructure for securing access to your application, data, and the Oracle Cloud services that your application consumes.
AI-powered capabilities	To explore all AI features, see AI Innovation and Oracle Integration in *Using Integrations in Oracle Integration 3*.
Availability	Visual Builder is available to everyone, regardless of your Oracle Integration edition. You must enable Visual Builder for your Oracle Integration service instance. See Use Visual Builder in Oracle Integration in *Provisioning and Administering Oracle Integration 3*.

Explore Your Next Steps

- Compare and Plan Automation
- Review Use Cases

Connect to Oracle SOA Suite

If you currently use Oracle SOA Suite (either on premises or in the cloud using Oracle SOA Cloud Service or Oracle SOA Suite on Marketplace), adding Oracle Integration to your setup unlocks new features and capabilities.

- Oracle SOA Suite is a customer-managed deployment that is available either on-premises or in Oracle Cloud Infrastructure.

  In contrast, Oracle Integration is an Oracle-managed PaaS platform. With Oracle Integration, Oracle manages responsibilities such as upgrades, patching, high availability, performance tuning, and scaling.
- Oracle Integration provides a rich set of SaaS adapters to connect natively to Oracle SaaS applications (both on premises and in the cloud).

These include Oracle Cloud ERP, Oracle Cloud HCM, Oracle E-Business Suite, Oracle CX Sales and B2B Service, and others. See the Adapters page on the Oracle Help Center for the growing list of Oracle Integration adapters.

- Oracle Integration provides a low-code platform where you can easily build drag-and-drop integrations between cloud and on-premise applications.

To retain your investment in Oracle SOA Suite, you can connect your existing SOAP-based and REST-based composite applications to Oracle Integration. Creating the connection is easy using the connectivity agent and Oracle SOA Suite Adapter. Then, you can develop new integrations in Oracle Integration that connect your existing Oracle SOA Suite composite applications to other products and services. Over time, you can reimplement your Oracle SOA Suite composite applications and artifacts in Oracle Integration. See:

- Oracle SOA Suite Adapter Capabilities in *Using the Oracle SOA Suite Adapter with Oracle Integration 3*.
- About Creating Hybrid Integrations Using Oracle Integration in *Using Integrations in Oracle Integration 3*.

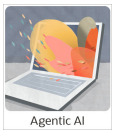
> **Note**
>
> If you are using Oracle SOA Suite on-premises, you can reduce your overhead by moving fully to the cloud. Migrating to Oracle SOA Suite on Marketplace provides a Platform as a Service (PaaS) computing platform solution for running applications in the cloud. It includes a complete set of service infrastructure components for designing, deploying, and managing composite applications. See Differences Between Oracle SOA Suite On-Premises and Oracle SOA Suite on Marketplace in Oracle SOA Suite on Marketplace.

For documentation about the Oracle SOA Suite offerings on different platforms, see Oracle SOA Suite on the Oracle Help Center.

6

Review Use Cases

Explore ways that automation can help your business.

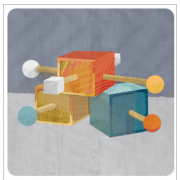
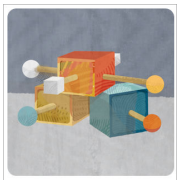
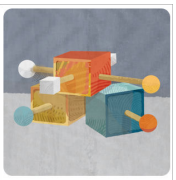
Use case	 Integration	 Agentic AI	 B2B	 Decision	 Human in the loop	 Knowledge base	 Robot
Use Case: Create Invoices	✓			✓	✓		✓
Use Case: Disaster Recovery Simulation	✓						
Use Case: Employee Recruitment	✓	✓		✓		✓	
Use Case: Extract Data Using OCI AI Services	✓				✓		
Use Case: Order to Cash	✓		✓				
Use Case: Procure to Pay	✓		✓				
Use Case: Respond to Messages	✓			✓	✓		
Use Case: Stage Reports from Fusion Applications	✓						
Use Case: Sync Versus Async Integrations	✓						
Use Case: Update Invoices	✓						✓

Use Case: Create Invoices

Creating an invoice for employee purchases can be a tedious, time-consuming, and error-prone experience. Learn how to automate this workflow using Oracle Integration.

Overview

Prerequisite: Your organization receives invoices from vendors.

Step 1. Find new invoices	Step 2. Extract invoice data	Step 3. Review the extracted data	Step 4. Confirm the PO amount	Step 5. Approve the purchase	Step 6. Create an invoice
 Integration Start according to a schedule or when a vendor sends an invoice Use File Server as the SFTP repository	 Integration Use a built-in action to extract data from the invoice using OCI Document Understanding	 Integration Review the confidence score of the extracted data  Human in the loop If the confidence score is low, verify that the data is accurate	 Robot Check whether the authorized and billed values match	 Decision Determine whether the PO amount is above or below the limit for automatic approvals  Human in the loop Approve orders that are above the limit	 Integration Create an invoice in the enterprise resource planning software using an application-specific adapter

Prerequisite. Receive invoices

- Your organization's vendors send invoices to your organization. For example:
  - Email

    Vendors send invoices as PDF attachments to a specific email address. All emails have a predetermined subject line.
  - SFTP server

    Vendors upload invoices to **File Server**, which is the built-in SFTP server.

Step 1. Find new invoices

- An **integration** detects when a vendor sends an invoice. For example:
  - Daily, an **integration** checks the email inbox for new messages with the predetermined subject line.
  - Every time an invoice is uploaded to **File Server**, a system event is automatically created. An **integration** listens for the creation of the system event and then runs.

Step 2. Extract invoice data

1. The **integration** extracts data from the invoice using AI.

2. The integration calls the **OCI Document Understanding** service, which gets the purchase order number (PO number) and purchase order amount (PO amount) from each invoice.

Step 3. Review the extracted data

1. The **integration** reviews the confidence score produced by OCI Document Understanding.
2. If the score is less than 1, the integration creates a task using **human in the loop**.
3. An employee compares the data extract from OCI Document Understanding with the invoice.
   - If the data is correct, the employee approves the data extract.
   - If the data isn't correct, the employee updates the information in the provided form.

Step 4. Confirm that the PO amount is accurate

1. The **integration** passes the PO number and PO amount to a **robot**, which checks whether the amount that was authorized matches the amount that you were billed for.
2. The **robot** opens your organization's legacy procurement system and uses the PO number to find the original invoice for the order.
3. The **robot** compares the PO amount from the integration with the PO amount in the procurement system and tells the **integration** whether the values match.

   Note: Using a robot is required for this use case because the legacy procurement system doesn't have APIs. However, if you're working with an application that has APIs to obtain this information, you can use an integration for this step instead.

Step 5. Approve the purchase

- If the values match, the **integration** sends the PO amount to a **decision**, which determines whether the PO amount is above or below the limit for automatic approvals.
  - If the invoice is below the limit, the **decision** automatically approves the creation of an invoice.
  - If the invoice is above the limit, the **integration** creates a task using **human in the loop**.

    The employee reviews the task, which includes key details for the purchase.
    * If the purchase meets the company's rules, the employee approves the invoice.
    * If the purchase doesn't meet the company's rules, the employee can reject some or all of the purchases by typing a response using natural language. For example: "We can get new desk chairs for the office, but the espresso machine is too much of a splurge."

Step 6. Create an invoice

1. After the decision or an employee approves the purchase, the **integration** creates an invoice in the enterprise resource planning software, such as Oracle Cloud ERP.
2. The **integration** uses the application-specific adapter, such as the Oracle ERP Cloud Adapter, to connect to the application and create the invoice.

Use Case: Disaster Recovery Simulation

Prepare for disasters by performing regular disaster recovery simulations.

Overview

This use case assumes that your organization uses Oracle-managed disaster recovery. See Introduction to an Oracle-Managed Disaster Recovery Solution in *Configuring an Oracle-Managed Disaster Recovery Solution for Oracle Integration 3*.

Step 1. Create a business continuance strategy	Step 2. Perform a disaster recovery simulation	Step 3. Conduct an operational site rotation (optional)
Perform a paper exercise, in which you document your failover processes and work with auditors to review the plan.	On a periodic basis, schedule a failover test in which you implement the processes documented in your business continuance strategy, including a failover and failback.	On a periodic basis, switch to a different center of operations so that you can more easily failover in the event of a disaster.

Customer-managed disaster recovery is also available. See What's Supported? and What's Not Supported? in *Configuring a Customer-Managed Disaster Recovery Solution for Oracle Integration 3*.

Step 1. Create a business continuance strategy

1. Understand your roles and responsibilities with regard to disaster recovery and Oracle Integration. See User Responsibilities in *Configuring an Oracle-Managed Disaster Recovery Solution for Oracle Integration 3*.
2. Create a plan that fulfills your responsibilities and ensures resilience, minimal disruption, and regulatory compliance.
3. Implement mechanisms for reviewing and improving the plan over time.

Step 2. Perform a disaster recovery simulation

- On the day of the simulation, fail over to the other instance, and then failback. See Set Up and Perform Disaster Recovery in *Configuring an Oracle-Managed Disaster Recovery Solution for Oracle Integration 3*.

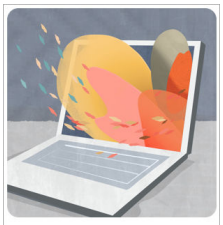
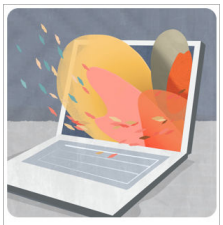
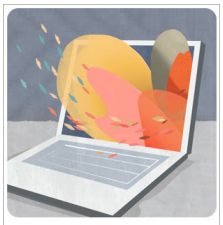
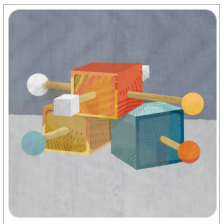
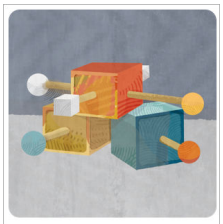
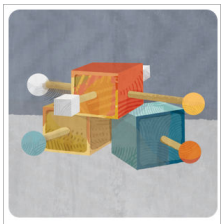
Step 3. Conduct an operational site rotation (optional)

- On a periodic basis, such as every 6 months, switch to a different center of operations. See Set Up and Perform Disaster Recovery in *Configuring an Oracle-Managed Disaster Recovery Solution for Oracle Integration 3*.

Use Case: Employee Recruitment

You can use agentic AI to automate the employee recruitment process. An AI agent compares resumes to a job description, evaluates qualifications, performs bias checks, and creates comprehensive recruitment reports.

Overview

Step 1. Receive scores	Step 2. Schedule interviews	Step 3. Check references
		
		
	Create candidate profiles, and schedule screening interviews	Check candidates' references
Receive scores for applicants' resumes		

Prerequisite. Upload resumes

1. A hiring manager collects the resumes that candidates have submitted for a job opening.
2. The hiring manager uploads the resumes to a chat interface and provides the code for the job opening. The hiring manager asks for an alphabetic rating for each candidate based on the job description and resume, as well as an analysis of any potential bias.

Step 1. Receive scores

1. **Agentic AI** uses the following tools to achieve its goal:
   - **Integration with OCI Document Understanding:** Classifies resumes and extracts structured data from them.
   - **Integration:** Analyzes the job description and extracts key requirements and criteria.

- **Integration:** Retrieves hiring policies and industry standards from a knowledge base.
- **Decision:** Scores candidates based on the job requirements and the extracted resume data.
- **Integration with OCI Language AI:** Analyzes the evaluation process for potential bias indicators.

2. **Agentic AI** provides the scores and a bias analysis to the hiring manager through the chat interface.

Step 2. Schedule interviews

1. In the chat interface, the hiring manager identifies the candidates to screen by phone.
2. **Agentic AI** calls an **integration** to create candidate profiles in Oracle Cloud HCM for each applicant.
3. **Agentic AI** calls an **integration** that emails the candidate and asks to schedule an interview. The email contains a link to a web page that is connected to your calendar, so the candidate can choose a convenient interview time.

Step 3. Check references

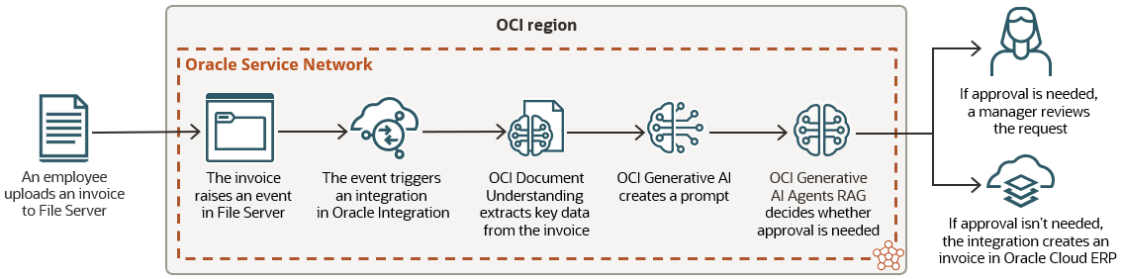
- The hiring manager identifies their top candidate(s) in the chat interface.

  Agentic AI calls an **integration** that connects to a background check service to start the reference verification process.

Use Case: Extract Data Using OCI AI Services

Use Oracle Integration with OCI AI services to introduce AI capabilities into your automated business processes. In this use case, the OCI AI services extract key data from an invoice, and an integration uses the data to create the invoice in Oracle Cloud ERP.

Overview



Step 1. Upload an invoice	Step 2. Extract data	Step 3. Update Oracle Cloud ERP
		
Upload an invoice to File Server	Extract information from the invoice and create a prompt for approving the invoice	 Review the prompt, and determine whether to approve, reject, or get help from an employee using human in the loop

Prerequisite. Upload company policy

An employee uploads the company's expense policy document to OCI Generative AI Agents RAG. The document explains when invoices can be auto-approved, auto-rejects, or subject to manager approval.

Step 1. Upload an invoice

1. An employee uploads an invoice to File Server.
2. The uploaded file raises a **File created** system event in Oracle Integration.

Step 2. Extract data

1. An **integration** that subscribes to the **File created** system event runs when the event is created.
2. The **integration** uses OCI AI service actions to call the following services:

- **OCI Document Understanding:** This service extracts key details from the invoice, including the items to purchase and the purchase amounts.
- **OCI Generative AI:** This service creates a prompt, such as: "Approval needed for a keyboard that costs $22 and a mouse that costs $19."

Step 3. Update Oracle Cloud ERP

- The **integration** sends the prompt to OCI Generative AI Agents RAG, which compares the prompt to the company policy and determines the next steps:
  - If the invoice can be automatically approved, such as because the items are within the defined purchase amounts, the **integration** creates an invoice in Oracle Cloud ERP.
  - If the invoice can be automatically rejected, such as if an employee is trying to purchase jewelry, the **integration** rejects the invoice.
  - If the invoice is subject to manager approval, such as because the items exceed the defined purchase amounts, the **integration** calls **human in the loop**, which creates a task for a manager.

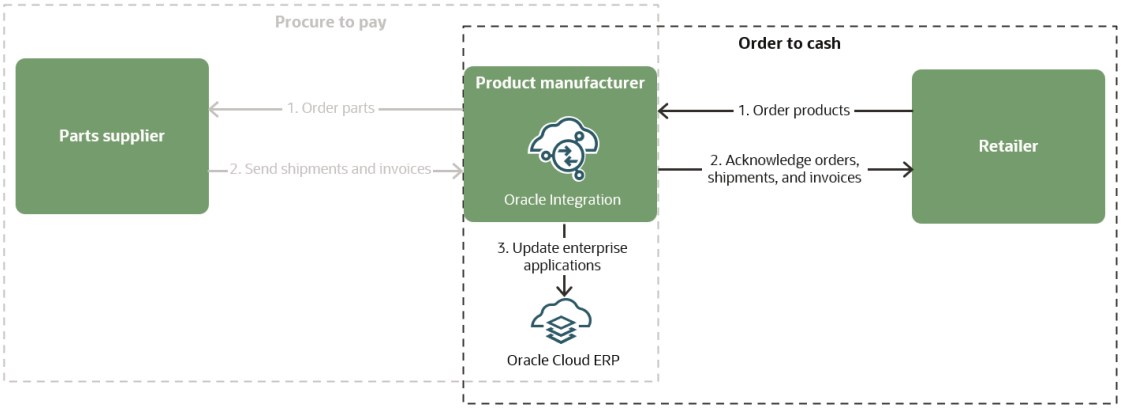
    The manager's task contains the extracted data from the invoice.

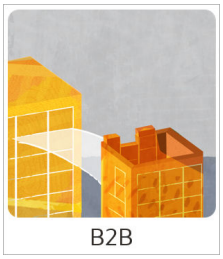
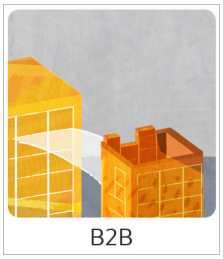
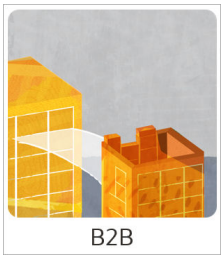
Use Case: Order to Cash

In an order-to-cash process, a retail company orders products from a product manufacturer, which fulfills the order and receives payment.

Overview

For details about the procure to pay use case, see Use Case: Procure to Pay.



Step 1: Receive an order	Step 2: Process the order	Step 3: Shipment and invoice	Step 4: Receive payment
			
			Receive payment for the order
Receive an EDI order file from a retailer on File Server An integration sends messages according to the B2B configuration	Process the order file using an integration, and send a message according to the B2B configuration	Send shipment and invoice messages according to the B2B configuration	

Step 1. Receive an order

Your company is a product manufacturer that sells your products to a retailer, which sells them to customers.

1. The retail company uploads an EDI order file to **File Server**.
2. **Integrations** created by you and the retailer send the following messages over the AS4 protocol according to the **B2B** configuration:

Sender	Message	Reason
Retailer	`850 Purchase Order`	Identify the items to order
Your company	(After verifying the file and sender) `MDN` (Message Disposition Notification)	Confirm receipt of the file

Step 2: Process the order

1. A receive **integration**, which was created based on the trading partner's transport configuration, detects the uploaded file.
2. The receive **integration** performs the following tasks:
   a. Identifies the trading partner and the agreement to process the `850 Purchase Order`.
   b. Parses the `850 Purchase Order` to perform validations.

c. Sends the following message over the AS4 protocol according to the **B2B** configuration:

Sender	Message	Reason
Your company	`997 Functional Acknowledgment`	Informs the retailer whether the validation was successful or experienced an error

3. The agreement runs a back-end **integration**, which was configured for the agreement. The integration performs the following tasks:
   a. Translates the file using the **B2B** schema.
   b. Converts the file into the XML format required by Oracle Cloud ERP and uses the Oracle ERP Cloud Adapter to write the purchase order for the incoming `850 Purchase Order`.
   c. Receives the EDI order file and converts it the format that the ERP system requires.
4. An **integration** sends the following message over the AS4 protocol according to the **B2B** configuration:

Sender	Message	Reason
Your company	(If the file meets all requirements and your company can fulfill the order) `855 Purchase Order Acknowledgment`	Accept the purchase order

Step 3: Shipment and invoice

1. Your organization ships the order to the retailer.
2. An **integration** sends the following messages over the AS4 protocol according to the **B2B** configuration:

Sender	Message	Reason
Retailer	`997 Acknowledgment`	Confirm receipt of the `855`
Your company	`856 Advance Ship Notice`	Provide the shipment contents and logistics
Retailer	`997 Acknowledgment`	Confirm receipt of the `856`
Your company	`810 Invoice`	Send an invoice for the order
Retailer	`997 Acknowledgment`	Confirm receipt of the `810`

Step 4: Receive payment

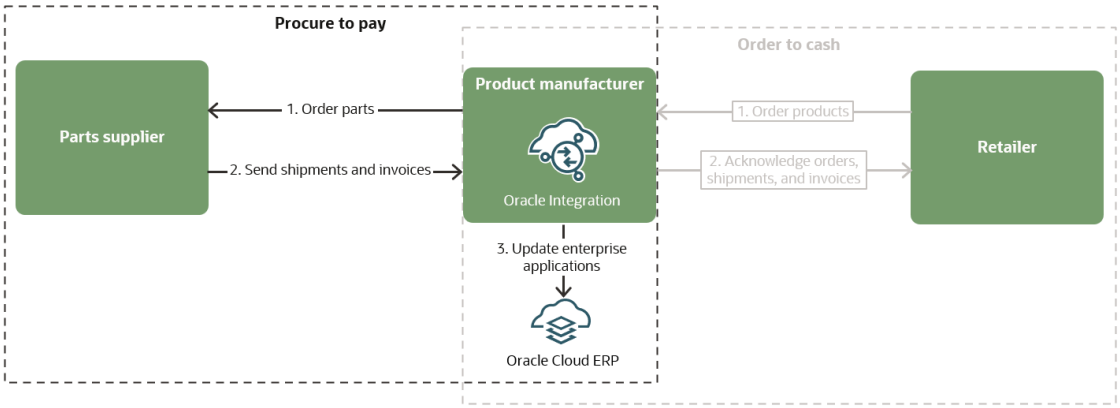
The retail company pays you for the order.

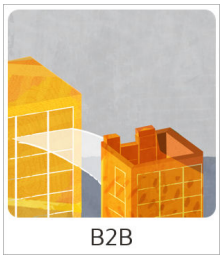
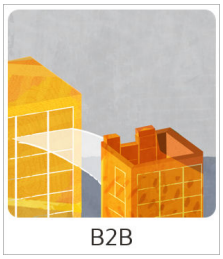
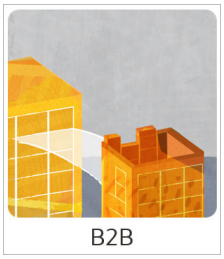
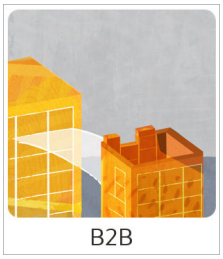
Use Case: Procure to Pay

In the procure-to-pay process, a product manufacturer orders parts from a parts supplier, which fulfills the order and receives payment.

Overview

For details about the order to cash use case, see Use Case: Order to Cash.



Step 1. Place an order	Step 2. Receive updates	Step 3. Shipment and invoice	Step 4. Send payment
			
			
Post an order file to File Server for new parts Send messages according to the B2B configuration	Send messages to the parts manufacturer according to the B2B configuration	Send messages to the parts manufacturer about the shipment and invoice according to the B2B configuration	Pay for the order

Step 1. Place an order

Your company is a product manufacturer that needs to order parts from a parts supplier.

1. You upload an EDI file to **File Server**.

2. **Integrations** created by you and the retailer send the following messages over the AS4 protocol according to the **B2B** configuration:

Sender	Message	Reason
Your company	`850 Purchase Order`	Identify the items to order
Parts manufacturer	(After verifying the file and sender) `MDN` (Message Disposition Notification)	Confirm receipt of the file

Step 2. Receive updates while the order is processed

1. A receive **integration**, which was created based on the parts manufacturer's configuration, detects the uploaded file.
2. The receive **integration** performs the following tasks:
   a. Identifies the parts manufacturer and the agreement to process the `850 Purchase Order`.
   b. Parses the `850 Purchase Order` to perform validations.
   c. Sends the following message over the AS4 protocol according to the **B2B** configuration:

Sender	Message	Reason
Parts manufacturer	`997 Functional Acknowledgment`	Informs the parts manufacturer whether the validation was successful or experienced an error

3. The agreement runs a back-end **integration**, which was configured for the agreement. The integration performs the following tasks:
   a. Translates the file using the **B2B** schema.
   b. Converts the file into the XML format required by Oracle Cloud ERP and uses the Oracle ERP Cloud Adapter to write the purchase order for the incoming `850 Purchase Order`.
   c. Receives the EDI order file and converts it the format that the ERP system requires.
4. An **integration** sends the following message over the AS4 protocol according to the **B2B** configuration:

Sender	Message	Reason
Parts manufacturer	(If the file meets all requirements and your company can fulfill the order) `855 Purchase Order Acknowledgment`	Accept the purchase order

Step 3. Shipment and invoice

1. The parts manufacturer ships the order to you.
2. An **integrations** send the following messages over the AS4 protocol according to the **B2B** configuration:

Sender	Message	Reason
Your company	`997 Acknowledgment`	Confirm receipt of the `855`
Parts manufacturer	`856 Advance Ship Notice`	Provide the shipment contents and logistics
Your company	`997 Acknowledgment`	Confirm receipt of the `856`
Parts manufacturer	`810 Invoice`	Send an invoice for the order
Your company	`997 Acknowledgment`	Confirm receipt of the `810`

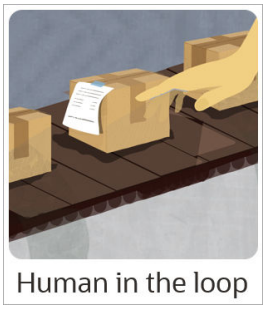
Step 4. Send payment

You pay the retail company for the order.

Use Case: Respond to Messages

Responding to customer communications can be a time-consuming activity. Learn how to automate the interaction using Oracle Integration.

Overview

Step 1. Analyze a message	Step 2. Send a response	Step 3. Update the enterprise applications
 Determine when a customer contacts your organization and pass the information to a decision	  Determine the best next steps, which might involve involving a human	 Update enterprise applications

Prerequisite. Receive a message

- A customer contacts your organization, such as by sending an email, posting on social media, or leaving a review.

Step 1. Analyze the message

1. An **integration** detects the communication and calls AI services, which analyze the communication, determines the sentiment of the message, and identifies the product or feature that the person wrote about.
2. The **integration** passes the analysis to a **decision**.

Step 2. Send a response

- The **decision** determines the best next steps. For example:
  - Send an automated response.
  - Identify the correct employee to respond, and send the customer's message to them using **human in the loop** so the employee can craft a custom reply.
  - Create a ticket in the help desk software.

Alternatively, a decision could calculate a value, such as the risk of churn. The decision can analyze sentiment classification, previous customer feedback, the date they signed up for the service, and any other relevant and available data points.

Step 3. Update the enterprise applications

- An **integration** updates your enterprise applications, including adding the customer engagement to your CRM, using application-specific **adapters**.

Use Case: Stage Reports from Fusion Applications

Many organizations require a staging area to temporarily store reports generated in Fusion Applications. After a report is staged, you can perform additional actions on the report.

Prerequisite. Generate a report

- At the end of a pay period, an employee generates a report that extracts all the invoices that must be manually updated in Fusion Applications.

Step 1. Copy the report to File Server

1. An **integration** runs.

   For example, the integration can start when an event is raised in Fusion Applications for the report, or the integration can run according to a schedule.
2. The **integration** copies the report to **File Server**.

Post-requisite. Perform an additional action on the report

- Your organization uses the report as needed, such as by using a robot to update the invoices. See Use Case: Update Invoices.

  Other uses include:

  - Accessing the report without having to open Fusion Applications.
  - Keeping the report for archiving purposes.
  - Distributing the report to stakeholders.
  - Sending the report to an on-premises application.

Use Case: Sync Versus Async Integrations

An application integration can be synchronous or asynchronous. Learn when to use each type.

Use case: Synchronous integration

Synchronous integrations are ideal when someone is waiting for a response, or the process is subject to a business service level agreement (SLA). For example:

- Data arrives at point A and must reach point B within 1 minute.
- A call center employee must get a customer's information from Salesforce.
- A customer places an online order and expects to receive an order number in their browser window.
- An employee must update their address in the human resources software.

A synchronous integration must finish running in a matter of minutes.

Use case: Asynchronous integration

Asynchronous integrations are ideal from a performance perspective. They use resources intelligently, allowing an automation solution to run as soon as it is able to, based on the current conditions. All fire-and-forget use cases should use asynchronous integrations. For example:

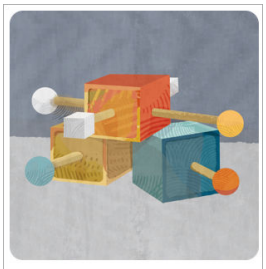
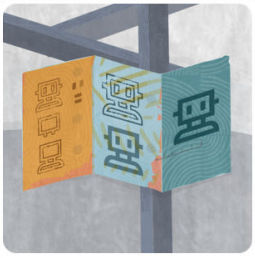
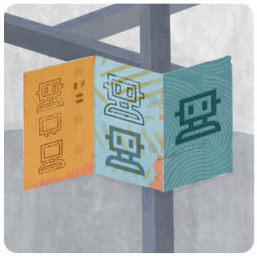
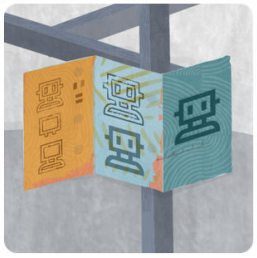
- A sales person closed a deal and needs to generate an invoice for the new customer.

An asynchronous integration has a number of hours in which to run.

Use Case: Update Invoices

Manually updating invoices is repetitive and dull. Learn how to automate this workflow using Oracle Integration.

Overview

Step 1. Find an invoice	Step 2. Verify the invoice	Step 3. Update the invoice	Step 4. Repeat
			
 Pass information about invoices to a robot, which finds the first invoice	Verify the values in the invoice	Update the invoice	Update the other invoices passed by the integration

Step 1. Find an invoice

1. An **integration** passes information for a set of invoices, including their numbers, amounts, and supplier names, to a robot.

   To learn how you can stage a report that contains information about the invoices, see Use Case: Stage Reports from Fusion Applications.

2. A **robot** finds the first invoice using its invoice number.

Step 2. Verify the invoice

- The **robot** verifies that the invoice numbers, amounts, and supplier names match the values passed from the integration.

Step 3. Update the invoice

- If the values match, the **robot** updates the invoice.

Step 4. Repeat

- The **robot** repeats the steps for each invoice that the integration passed it.