Oracle AI for Fusion Applications

How do I use AI Agent Studio?

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Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

Get Help in the Applications

Some application pages have help icons ⓘ to give you access to contextual help. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. If the page has contextual help, help icons will appear.

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Thanks for helping us improve our user assistance!

1 Overview

Overview of AI Agent Studio

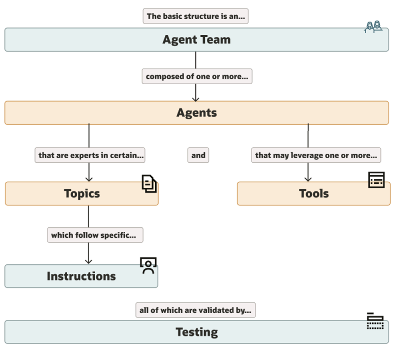
AI Agent Studio is a design-time environment that empowers you to create, configure, validate, and deploy AI agents to meet your organization's needs.

With AI Agent Studio, you can easily extend preconfigured agent templates, and even build new agents and multiagent workflows from scratch. AI Agent Studio is fully integrated into Oracle Fusion Cloud Applications, providing secure and seamless access to the knowledge stores, tools, and APIs of Fusion Applications. This integration enables agents to be deployed directly into the workflow, ensuring an efficient process.

Key Capabilities of AI Agent Studio

Feature	Description
Agent template libraries	Use templates and natural language prompts to create or fine tune agents for common business scenarios, such as opportunity-to-quote processing and shift scheduling.
Agent team orchestration	Configure multiple agents to collaborate on multistep processes, integrating user approvals where necessary.
Agent extensibility	Change and extend existing agents in Oracle Fusion Cloud Applications by incorporating new data sources, prompts, and APIs to fit specific business needs or industry requirements.
Native integration with Fusion Applications	Directly access APIs and tools in Fusion Applications, ensuring seamless deployment of agents without complex modifications.
Third-party system integration	Connect with external systems and collaborate with third-party agents for end-to-end automation with secure API support.
Trust and security framework	Automatically applies the security configurations, policies, and access controls of Fusion Applications, ensuring compliance with enterprise security standards.
Validation and testing tools	Use built-in tools to make your agent workflows reliable, repeatable, easy to explain, and secure by verifying AI-driven workflows before deployment.

Components of AI Agent Studio



Component	What It Does	Example
Agent Team	Consists of a structured sequence of steps or actions that a single agent or a group of agents follows to accomplish a specific business task or answer a user query. The agent team is the component that can be deployed for use. • Consists of conversation logic, system integration, and user support flow. • Defines how the agent acts for a particular use case — what to do, when to do it, and how to respond based on user inputs or back-end system data.	A recruitment agent (that might consist of multiple agents) schedules interviews, screens resumes, calculates salary, and generates offers, based on policies and approvals.
Agents	Leverages a large language model to reason, create action plans, and interact with users to gather information and take direction. On behalf of users, the AI agent can do tasks that enhance productivity, efficiency, and the overall user experience. An agent must be added to an agent team, so that it can be deployed for use. AI agents can be categorized into various types. • User-proxy agent: Acts on behalf of a business user to provide input to another agent or group of agents. It's sometimes referred to as a conversational agent. • Supervisor agent: Orchestrates the use of agents within an agentic workflow. • Specialist or utility agent: Focuses on a specific role or expertise and can be skilled in using a particular tool. AI agents can also have one or more of these characteristics: • Persona-based agent: Represents a specific role, such as benefits administrator, customer service representative, and finance administrator. • Tool user: Uses technology-related tools, such as calculators, web search queries, document embedding, and calendar schedulers. • Task-oriented agent: Understands their assignment or task, as a single agent or as part of a multiagent workflow.	A scheduling or calendar agent that manages your workday by following your instructions. It can accept new calendar invites and propose alternative times when needed.

Component	What It Does	Example
Topics	Defines the areas of expertise through instructions that set the boundaries and constraints for agent conversations and abilities.	An employee benefits agent can contain topics such as Health Savings Account (HSA), retirement benefits, and stock plans.
Tools	Defines the additional utilities an agent can use to accomplish a task. One or more tools are assigned to agents, and they're reusable among agents.	• Calculator tool • Email tool • Business object tool • User query tool • Document retrieval tool for retrieval-augmented generation (RAG)
Instructions	Specifies the natural language rules that define the rules or conditions applied to a given topic. Instructions are part of the prompts that are sent to the underlying large language model. They can also contain guidelines and guardrails that set the parameters of an agent response.	Instructions for the payroll deduction topic: Make sure you've information regarding the number of dependents either by asking the user or querying the system. If you don't know the answer, don't make up a response.
Testing	Enables administrators to test the agent team design, ensure correct tool, topic, and instruction configurations, and validate reasoning and sources cited by the agent.	Provide example responses to a series of questions a user would likely ask an agent and details about how the agent arrived at its response.

2 Access Requirements for AI Agent Studio

Access Requirements for AI Agent Studio

You can give access to AI Agent Studio by assigning predefined duty roles to job roles. Also, make sure to enable permission groups for the roles.

Prerequisites for Permission Groups

For the Security Console to work with permission groups and related objects, set the **Enable Security Console External Application Integration** (ORA_ASE_SAS_INTEGRATION_ENABLED) profile option at the site level.

1. In the Setup and Maintenance work area, search for the **Manage Administrator Profile Values** task using the search link in the panel.
2. Search for the profile option and set the value for the **Site** profile level to **Yes**.

Assign Predefined Duty Roles to Job Roles

Assign predefined product-specific duty roles to the appropriate job roles, and make sure permission groups are enabled. You can give people access to configure AI agents in all or specific products.

> **CAUTION:** Using predefined roles might account for subscription consumption irrespective of whether you purchased the cloud service or not. See *Guidance for Assigning Predefined Roles*.

- *Provide Access to Configure AI Agents in all Products*
- *Provide Access to Configure AI Agents in Oracle Fusion Cloud Human Capital Management*
- *Provide Access to Configure AI Agents in Oracle Fusion Cloud Supply Chain & Manufacturing*
- *Provide Access to Configure AI Agents in Oracle Fusion Cloud Procurement*
- *Provide Access to Configure AI Agents in Oracle Permitting and Licensing*

Provide Access to Configure AI Agents in all Products

1. Go to **Navigator** > **Tools** > **Security Console** and create a new custom job role.

   > **Note:** Make sure to enable permission groups.

2. On the Role Hierarchy page, open the **Roles and Permission Groups** tab and add these duty roles:
   - Fai Genai Agent CX Administrator Duty (ORA_DR_FAI_GENERATIVE_AI_AGENT_CX_ADMINISTRATOR_DUTY)
   - Fai Genai Agent FIN Administrator Duty (ORA_DR_FAI_GENERATIVE_AI_AGENT_FIN_ADMINISTRATOR_DUTY)

- Fai Genai Agent GRC Administrator Duty (ORA_DR_FAI_GENERATIVE_AI_AGENT_GRC_ADMINISTRATOR_DUTY)
- Fai Genai Agent HCM Administrator Duty (ORA_DR_FAI_GENERATIVE_AI_AGENT_HCM_ADMINISTRATOR_DUTY)
- Fai Genai Agent PRC Administrator Duty (ORA_DR_FAI_GENERATIVE_AI_AGENT_PRC_ADMINISTRATOR_DUTY)
- Fai Genai Agent PRJ Administrator Duty (ORA_DR_FAI_GENERATIVE_AI_AGENT_PRJ_ADMINISTRATOR_DUTY)
- Fai Genai Agent PSC Administrator Duty (ORA_DR_FAI_GENERATIVE_AI_AGENT_PSC_ADMINISTRATOR_DUTY)
- Fai Genai Agent SCM Administrator Duty (ORA_DR_FAI_GENERATIVE_AI_AGENT_SCM_ADMINISTRATOR_DUTY)

> **Note:** If your user doesn't have the Application Implementation Consultant (ORA_ASM_APPLICATION_IMPLEMENTATION_CONSULTANT_JOB) job role, add the Manage All Intelligent Agents (ORA_FAI_MANAGE_ALL_AI_AGENTS) role from the **Roles and Privileges** tab.

3. Save the custom role and assign it, along with the Application Implementation Consultant (ORA_ASM_APPLICATION_IMPLEMENTATION_CONSULTANT_JOB) job role if needed, to users who want access.

Provide Access to Configure AI Agents in Oracle Fusion Cloud Human Capital Management

To give access to users without the Human Capital Management Application Administrator Job Role:

1. Go to **Navigator** > **Tools** > **Security Console** and create a new custom job role.

   > **Note:** Make sure to enable permission groups.

2. Go to the Role Hierarchy page.
   - Open the **Roles and Privileges** tab, and add the Manage HCM Intelligent Agent (ORA_HRC_HCM_AI_AGENT_MANAGEMENT_DUTY) duty role.
   - Open the **Roles and Permission Groups** tab, and add the Fai Genai Agent HCM Administrator Duty (ORA_DR_FAI_GENERATIVE_AI_AGENT_HCM_ADMINISTRATOR_DUTY) role.
3. Save the custom role and assign to the appropriate job roles.

To give access to users with the Human Capital Management Application Administrator Job Role:

1. Go to **Navigator** > **Tools** > **Security Console** and create a new custom job role.

   > **Note:** Make sure to enable permission groups.

2. On the Role Hierarchy page, open the **Roles and Permission Groups** tab, and add the Fai Genai Agent HCM Administrator Duty (ORA_DR_FAI_GENERATIVE_AI_AGENT_HCM_ADMINISTRATOR_DUTY) role.
3. Save the custom role and assign to the appropriate job roles.

Provide Access to Configure AI Agents in Oracle Fusion Cloud Supply Chain & Manufacturing

To give access to users without the Supply Chain Application Administrator Job Role:

1. Go to **Navigator** > **Tools** > **Security Console** and create a new custom job role.

   > **Note:** Make sure to enable permission groups.

2. On the Role Hierarchy page, open the **Roles and Privileges** tab and add these roles:
   - SCM Intelligent Agent Management Duty (ORA_RCS_SCM_AI_AGENT_MANAGEMENT_DUTY)
   - SCM Intelligent Agent Management Duty (ORA_RCS_SCM_AI_AGENT_MANAGEMENT_DUTY_HCM)
3. Open the **Roles and Permission Groups** tab and add the Fai Genai Agent SCM Administrator Duty (ORA_DR_FAI_GENERATIVE_AI_AGENT_SCM_ADMINISTRATOR_DUTY) duty role.
4. Save the custom role and assign this custom role to the appropriate job roles.

To give access to users with the Supply Chain Application Administrator Job Role:

1. Go to **Navigator** > **Tools** > **Security Console**.
2. Search for the Supply Chain Application Administrator (ORA_RCS_SUPPLY_CHAIN_APPLICATION_ADMINISTRATOR_JOB) job role, and edit it.
3. Enable permission groups and save the job role.

Provide Access to Configure AI Agents in Oracle Fusion Cloud Procurement

To give access to users without the Procurement Application Administrator Job Role:

1. Go to **Navigator** > **Tools** > **Security Console** and create a new custom job role.

> **Note:** Make sure to enable permission groups.

2. On the Role Hierarchy page, open the **Roles and Privileges** tab and add these roles:
   - PRC Intelligent Agent Management Duty (ORA_PO_PRC_AI_AGENT_MANAGEMENT_DUTY)
   - PRC Intelligent Agent Management Duty (ORA_PO_PRC_AI_AGENT_MANAGEMENT_DUTY_HCM)
3. Open the **Roles and Permission Groups** tab and add the Fai Genai Agent PRC Administrator Duty (ORA_DR_FAI_GENERATIVE_AI_AGENT_PRC_ADMINISTRATOR_DUTY) duty role.
4. Save the custom role and assign this custom role to the appropriate job roles.

To give access to users with the Procurement Application Administrator Job Role:

1. Go to **Navigator** > **Tools** > **Security Console**.
2. Search for the Procurement Application Administrator (ORA_PO_PROCUREMENT_APPLICATION_ADMIN_JOB) job role, and edit it.
3. Enable permission groups and save the job role.

Provide Access to Configure AI Agents in Oracle Permitting and Licensing

To give access to users without the PSC Application Administrator Job Role:

1. Go to **Navigator** > **Tools** > **Security Console** and create a new custom job role.

   > **Note:** Make sure to enable permission groups.

2. On the Role Hierarchy page, open the **Roles and Privileges** tab and add these roles:
   - PSC Intelligent Agent Management (ORA_PSC_AI_AGENT_MANAGEMENT_DUTY)
   - PSC Intelligent Agent Management (ORA_PSC_AI_AGENT_MANAGEMENT_DUTY_HCM)
3. Open the **Roles and Permission Groups** tab and add the Fai Genai Agent PSC Administrator Duty (ORA_DR_FAI_GENERATIVE_AI_AGENT_PSC_ADMINISTRATOR_DUTY) duty role.
4. Save the custom role and assign this custom role to the appropriate job roles.

To give access to users with the PSC Application Administrator Job Role:

1. Go to **Navigator** > **Tools** > **Security Console** and create a new custom job role.

   > **Note:** Make sure to enable permission groups.

2. On the Role Hierarchy page, open the **Roles and Permission Groups** tab and add the Fai Genai Agent PSC Administrator Duty (ORA_DR_FAI_GENERATIVE_AI_AGENT_PSC_ADMINISTRATOR_DUTY) duty role.

3. Save the custom role and assign this custom role to the appropriate job roles.

3 Before You Begin

Choose How to Create AI Agents

Here are some examples of how you choose between creating agents from scratch or using preconfigured templates, based on your use case.

Use Case	How to Create AI Agents
You want to turn on Benefits Agent, which allows employees to ask questions about their benefits, within AI Agent Studio. To ensure that this agent can understand the benefits specific to the organization, the documents specific to that organization must be uploaded.	Create an AI agent using a preconfigured agent team template. You can edit the existing agent, without adding any additional tools. **Note:** You can either use or copy a template and edit it. When you copy an agent template, you can automatically add a suffix to all workflow components to easily differentiate them.
You want to create a custom agent to help with onboarding by answering new hire questions and providing deep links to internal new hire resources if the agent is unable to answer. You can tailor the agent's topics and prompts to ensure they effectively address the specific needs of new hires.	Create a custom agent from scratch, and add the necessary tools and topics.
You want to create a Contract Assistant Agent to generate a new contract with auto-filled fields. This assistant will be provided with multiple contract templates to generate the new contract. The agent also reviews existing contracts to perform risk analysis, recommend changes and route the contract for final approvals. For these activities that need distinct expertise (template management, legal validation, recommendation, and workflow routing), the administrator will need to build a supervisor agent that collaborates with other worker agents.	You can use either of these methods: • Create a team of custom agents from scratch, with one agent acting as a supervisor to manage the others. • Use a preconfigured agent team template, and add more agents to it, selecting one of the agents to be the supervisor agent.

Get Started with AI Agent Studio

You can start with a preconfigured agent template or create your own agent team.

Here's a broad outline of the tasks involved in creating an agent team. You can edit these same components when using a preconfigured agent template.

Task	Details
Define tools	To effectively define the tools required by an agent, you need to first identify the types of questions users might ask and then decide which tools the agent needs to answer those questions accurately. These are the available tools: • Oracle Fusion Cloud Applications business object - These business objects are data fields stored within Fusion Applications that AI agents can access as a part of agent configuration. Examples include the cost of a specific item, the time period that the benefits cover, and the date when a specific field was last updated by the user. AI agents can access Fusion Applications business objects, APIs, and rules without more configurations. You can control what data the agents can access. Just pick the business objects and their fields to use or ignore. AI agents respect native Fusion Applications security and role-based access controls, ensuring enterprise data protection and privacy. • Document upload - You can upload specific documents to be used by the AI agent, and provide natural language instructions on how the agent should use these documents. The agent can then search for information in the documents to provide a more exact answer to a user's question. • User profile - You can get information about the logged-in user, such as their geographic region or tenure at the company. • Calculator - The calculator performs numeric computations, such as calculating time-off balances. • Email - This tool can access the email client to send emails that include summaries of interactions or details pulled from a knowledge store. • Deep link - A deep link will send a user directly to the part of Fusion Applications where they can update underlying information. For example, if the user moved and wants to update their home address in the HR system, a deep link can quickly route the user to the page for making that update.
Define topics	Topics define the focus of the agent to a specific area of expertise. For example, within Benefits Administrator agent, we might define topics such as health policy coverage, vision policy coverage, and benefits enrollment. Use Topics to efficiently streamline your interactions with the agent. • Specify the instructions that help the agent decide which tools to use. • Enable the agent to better understand user intent by letting it identify and select the relevant topic based on the user's question. • Give each topic a clear, specific name, and include natural language instructions to ensure it's used correctly. You can reuse topics across agents.

Task	Details
Build new agents	Define the capabilities and scope of the agent. • Agent name • Product area the agent will work in • Natural language instructions to allow the workflow, or other agents, to understand the capabilities of this particular agent
Add a user (human) in the loop	If required, add an approval step for some actions that your AI agent will perform. The review step can be added at any point in the process for oversight and control over key actions, such as sending an email or updating a record.
Test the agents	Make sure to test the agent before deploying to production. Ask a test query, and determine the accuracy and relevance of the agent's response. You can also see the instructions the agent is following, and the actions the agent has taken to arrive at the response.
Deploy the agent team	After defining and testing your agent team, you can deploy it directly from AI Agent Studio. • Embed the agent conversation chat experience into any website or application. • Trigger the agent from an external resource using Webhooks, or seamlessly embed the chat experience into HTML and React web pages.

RAG Agents to AI Agent Studio

If you've previously created any RAG agents in Fusion Applications, we recommend replacing your existing agent with a new one created in AI Agent Studio. For details, see *Migrate Document Tools of RAG Agents*.

4 Create AI Agents

Create AI Agents Using Preconfigured Agent Team Templates

1. Go to **Navigator** > **Tools** > **AI Agent Studio**.
2. Select **Use Template** from the required agent team and provide details for the new agent team.

   > **Tip:** To automatically add a suffix to all artifacts in your agent team, choose **Copy Template** instead of **Use Template**. When you copy a template, you're taken directly to the agent team canvas where you can edit the agent team settings, agents, tools, and topics. The **Use Template** option takes you through a step-by-step process for configuring each artifact in the agent team.

   Details Tab

Field	Description
Family	Select the family to which this agent team belongs.
Product	Select the product within the family to which this agent team belongs.
Maximum Interactions	Indicate the number of times an agent within this agent team can interact with the topics and tools assigned to it.

   LLM Tab

Field	Description
Provider	The default LLM provider is selected automatically.

   Questions Tab

Field	Description
Starter Questions	Enter initial questions for the agent team.
Follow-up Questions	Enable this to indicate that the agent team can ask follow-up questions based on the user's conversation history.
Provider	The default LLM provider is selected automatically.
Prompt	Enter the prompt to be used for the follow-up questions. For example:

Field	Description
	using {chatHistory} generate 3 follow up questions in json format. JSON Schema format mentioned below. Remove the ``json markdown from the output. Here is the JSON Schema format the output should adhere to: **[{"question": "<put first question generated here>"}, {"question": "<put second question generated here>"}, {"question": "<put third question generated here>"}]**
Insert functions or variables	Add additional variables to the prompt. For example, to add the current system date to your prompt, select the **Current Date Time** option.

Security Tab

Field	Description
Add	Select the roles which will have access to this agent team.

3. Continue to edit and add details for the agent and other artifacts such as tools and business objects available within the agent team.

   > **Note:** The agents and other artifacts included within an agent template are optimized to provide the best usage of the agent team. We recommend not to change the basic functionality of the artifacts because that might impact your agent team's performance.

4. If needed, use the **Debug** icon ( ) to test the agent team. For any required fine-tuning, you can edit the agent team using the **Agent Team Settings** icon ( ).
5. Publish your agent team.

Users can view the published agentic workflows from the AI Agents page. To open this page, add **agent-explore** to the end of the URL for AI Agent Studio. For example, **https://example.com/myApp/redwood/human-resources/ai-studio/agent-explore**.

Create Custom AI Agents from Scratch

Here's an example of how to build a conversational HR benefits administrator agent. Employees can ask this agent questions related to medical, vision, dental, retirement, and stock plans.

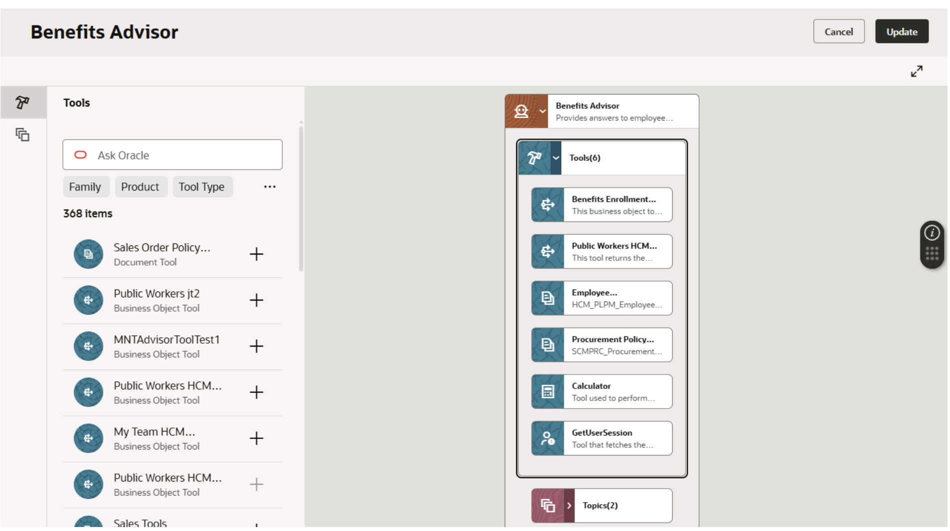
1. Go to **Navigator** > **Tools** > **AI Agent Studio**.

2. From the Tools tab, add the required tools.

   For the HR benefits administrator agent, these are some of the tools needed.
   - Document tools, with the organization's health and financial benefits documents.

     > **Note:** Before you add any document tools to an agent, make sure you've done these things:
     > - Set the status of the document tool as **Ready to Publish**.
     > - Run the **Process Agent Documents** scheduled process from the Scheduled Processes work area.
     > - After the scheduled process completes, set the status of the document tool as **Published**.

   - Business object tools, to fetch the employee enrollments data.
   - Calculator tool, to check balance amounts and percentages.
3. From the Topics tab, add the required topics. Make sure you include instructions about these key areas.
   - What the topic is about
   - Tools to use with the topic
   - Examples of possible questions
   - Any guidelines and guardrails
4. From the Agents tab, add an agent.
   - In **Maximum Interactions** field, specify the number of times the agent can interact with the topics and tools assigned to it.
   - Add the prompt for the agent, and select any additional expressions from **Insert functions or variables**.
5. Assign the required tools and topics to the agent, and create it.
6. From the **Agent Teams** tab, create an agent team, and add the agent to it.



7. If needed, use the **Debug** icon (▷) to test the agent team. For any required fine-tuning, you can edit the agent team using the **Agent Team Settings** icon (⚙).
8. Publish your workflow.

Users can view the published agentic workflows from the AI Agents page. To open this page, add **agent-explore** to the end of the URL for AI Agent Studio. For example, **https://example.com/myApp/redwood/human-resources/ai-studio/agent-explore**.

5 Migrate RAG Agents to AI Agent Studio

Migrate Document Tools of RAG Agents

If you've created any RAG agents in Oracle Fusion Cloud Applications previously, we recommend that you replace your existing agent with an agent you create in AI Agent Studio.

You can migrate the Document tool you created for your existing agent to AI Agent Studio.

1. Go to the **Configure RAG Agents** work area.

   > **Tip:** You can use global search to get to the work area.

2. From the Tools tab, click  to migrate your tool.
3. Enter a unique tool name and code. That will help you easily find your migrated tool in AI Agent Studio.

After migrating your tool, create a new agent in AI Agent Studio using an appropriate template, add your migrated tool, and publish your agent. After testing and verifying your new agent, you can delete the original agent in the **Configure RAG Agents** work area.

6 AI Agent Studio FAQs

Why can't I see all agent teams in the Agent Teams tab of AI Agent Studio?

That's because only published agent teams are displayed by default. Use the **Draft** button to view agents that aren't published yet.

Why is my agent not fetching data from the document added to it?

Check if you've marked your document as published. If not, publish your document. To do so, from the Tools tab in AI Agent Studio, set the status of your document as **Ready to Publish**, and then run the **Process Agent Documents** scheduled process. After the scheduled process completes, from the Tools tab, select your document, and set its status as **Published**.

Also remember, the best practice is to create one Document tool per logical document. For example:

- Java Resumes Tool - One logical document containing all Java resumes.
- Python Resumes Tool - One logical document containing all Python resumes.

When should I use a single-agent workflow vs a multiagent workflow?

- Use a single-agent workflow for straightforward business requirements, such as retrieving answers from a single policy document.
- Opt for multiagent workflows when dealing with more complex scenarios. For example, when multiple documents need to be parsed, or when the answers vary based on the user asking the question. In these cases, multiple agents are used, and the user’s question is directed to the appropriate worker agent for processing.

What types of files can I upload as part of Document tools in AI Agent Studio?

You can upload PDF, TXT, and Markdown files.

What's the difference between editing a topic versus editing a system prompt?

When you update a topic, the changes are available across agents because you can reuse topics across agents. When you're updating a system prompt, the changes are available only for the agent being edited.

> **Tip:** We recommend updating topics instead of prompts, so that you can reuse the topics.

Why does the External REST Tool only support HTTPS transactions?

The tool is limited to only HTTPS to maintain data privacy in transit.

Why is the Roles list in the Security tab empty?

That's probably because permission groups aren't enabled for your duty role. Security administrators can enable permission groups for the duty role assigned to you, in Security Console. For details, see *Access Requirements for AI Agent Studio*.