

ORACLE

AI Agents in Oracle SCM

Revolutionizing Supply Chain and Manufacturing with Oracle AI Agents



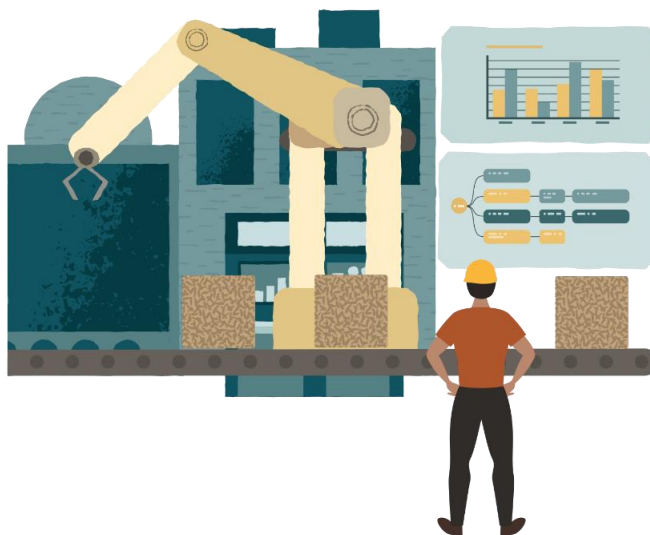
Intelligence built in, not bolted on

Since the start of the cloud revolution, Oracle has embedded artificial intelligence and machine learning into our suite of supply chain management and manufacturing applications at no additional cost to customers. Beginning in 2025, we will give our customers an opportunity to leverage the next great innovation—generative AI—by adding AI agents to our supply chain applications.

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

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

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





AI Agents for Supply Chain and Manufacturing

Oracle's AI agents use data from Oracle Cloud systems, company-specific documentation, and multiple connected data sources to generate more up-to-date, contextually relevant information and assistance than is available through use of "off-the-shelf" generative AI applications. Each AI agent exhibits unique characteristics that enable them to produce relevant services for employees in a range of roles.

AI agents across SCM

Oracle's AI agents are built into Oracle Cloud SCM, which can help foster rapid adoption across familiar applications and reduce the need for extensive employee training. AI agents can help boost efficiency and resilience across critical supply chain functions, including:

- Order Fulfillment (order management and logistics)
- Smart Operations (product lifecycle management, manufacturing, and maintenance)
- Margin and Risk Management (procurement and sourcing)
- Data-centric Decision-making (supply chain planning)

More than 20 AI agent use cases are being released in Oracle Fusion Cloud Supply Chain & Manufacturing (SCM), all operating from a common foundation to deliver consistent services across the entire supply chain. These include:

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

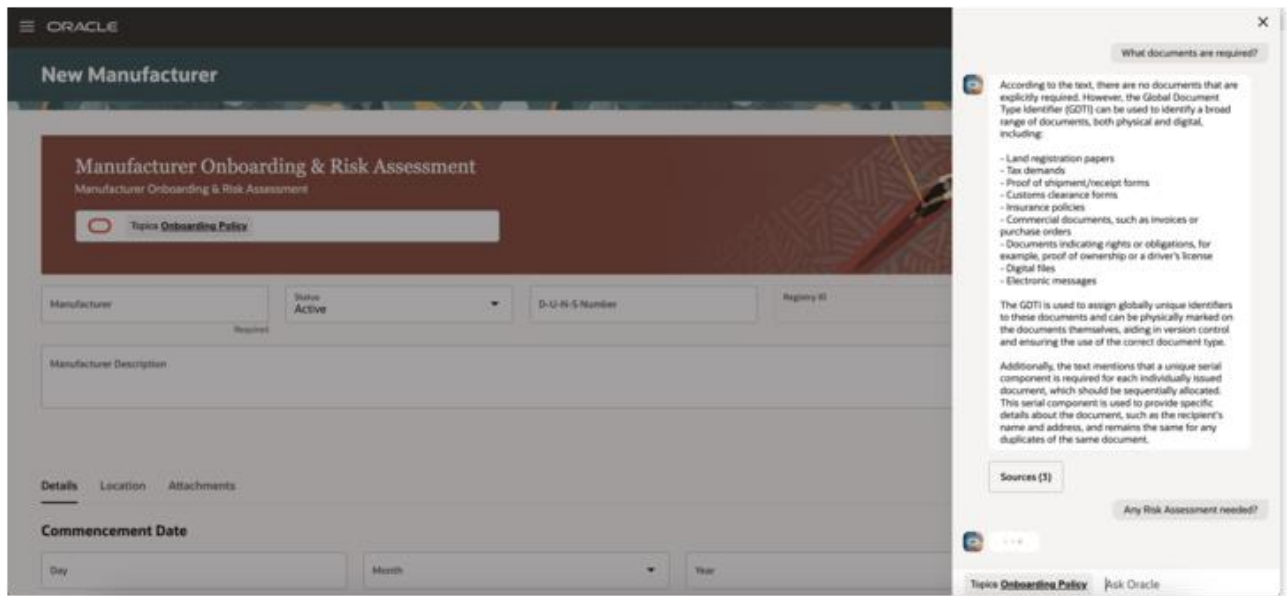
Here are a few examples of AI agent use cases and how they can support supply chain teams.

Supplier Portal Support Advisor

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

Supplier Onboarding and Risk Assessment Advisor

This agent helps design engineers ascertain if the manufacturers that supply commodity components or parts meet risk profiles and onboarding requirements.



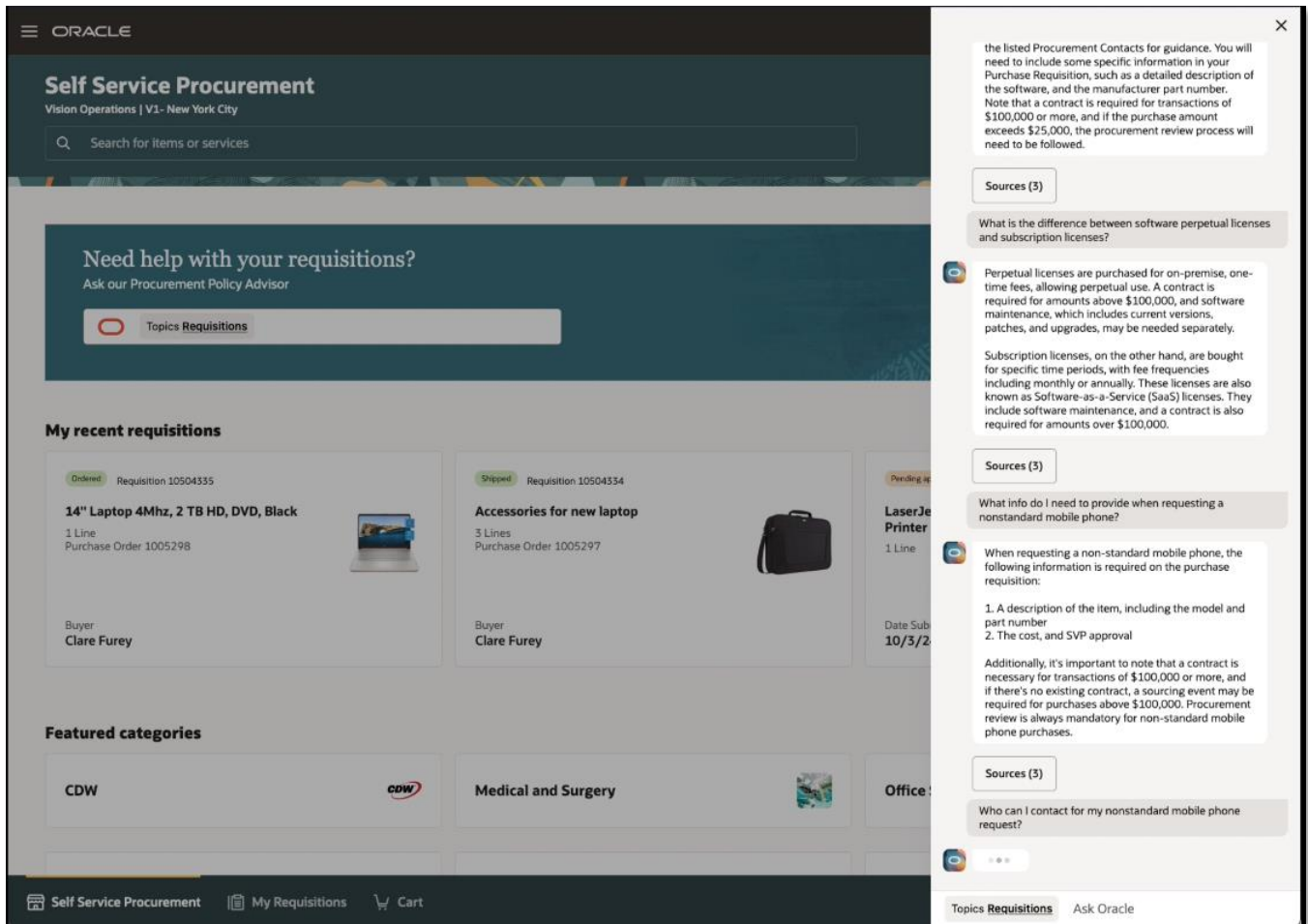
Procurement Policy Advisor

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

Supplier Code of Conduct Assistant

This agent answers questions regarding a company's code of conduct to help procurement professionals confirm that business partners don't violate policies.





Product Regulations and Compliance Standards Advisor

This agent helps companies address various regulations and standards, including Restriction of Hazardous Substances (RoHS), Registration, Evaluation, Authorization and Restriction of Chemicals (REACH), Waste Electrical and Electronic Equipment (WEE), UL Standards, GS1, Food and Drug Administration (FDA), and various ISO standards. Design engineers, product managers, supply chain professionals, new product introduction coordinators, and others need to reference these regulations throughout a product's lifecycle, but they are often hard to find and implement. The Product Regulations and Compliance Standards Advisor helps by pinpointing relevant regulations and standards and answering generic user questions regarding requirements.



Discretionary Discounting Advisor

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

Price Change Advisor

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

Packaging and Sustainability Assistant

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

Sustainability Policy Guide

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

Customer Sales Representative Guide

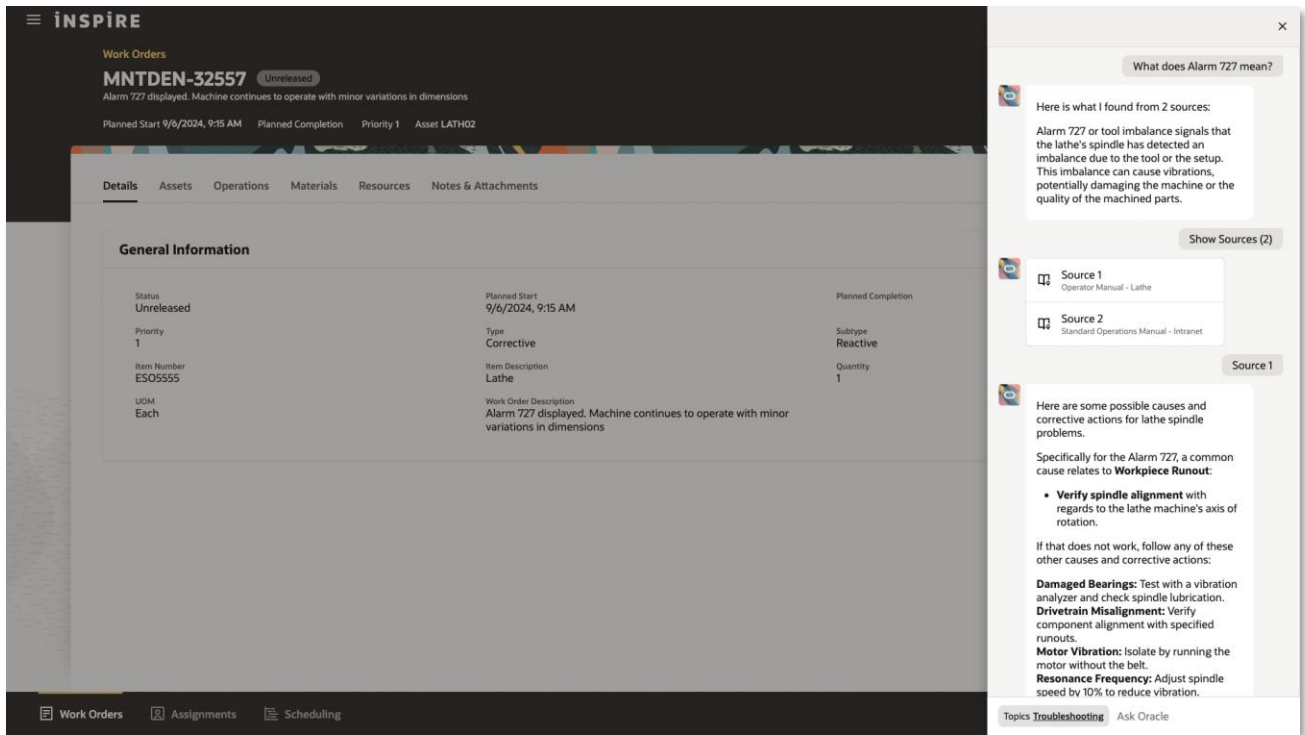
This agent helps customer service agents quickly determine the right course of action and resolution method for a growing list of issues that can arise while processing orders. Initial use cases will focus on summarizing order and return policy documents to assist customer service reps in making faster decisions.

Claim Policy Advisor

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

Maintenance Troubleshooting Advisor

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



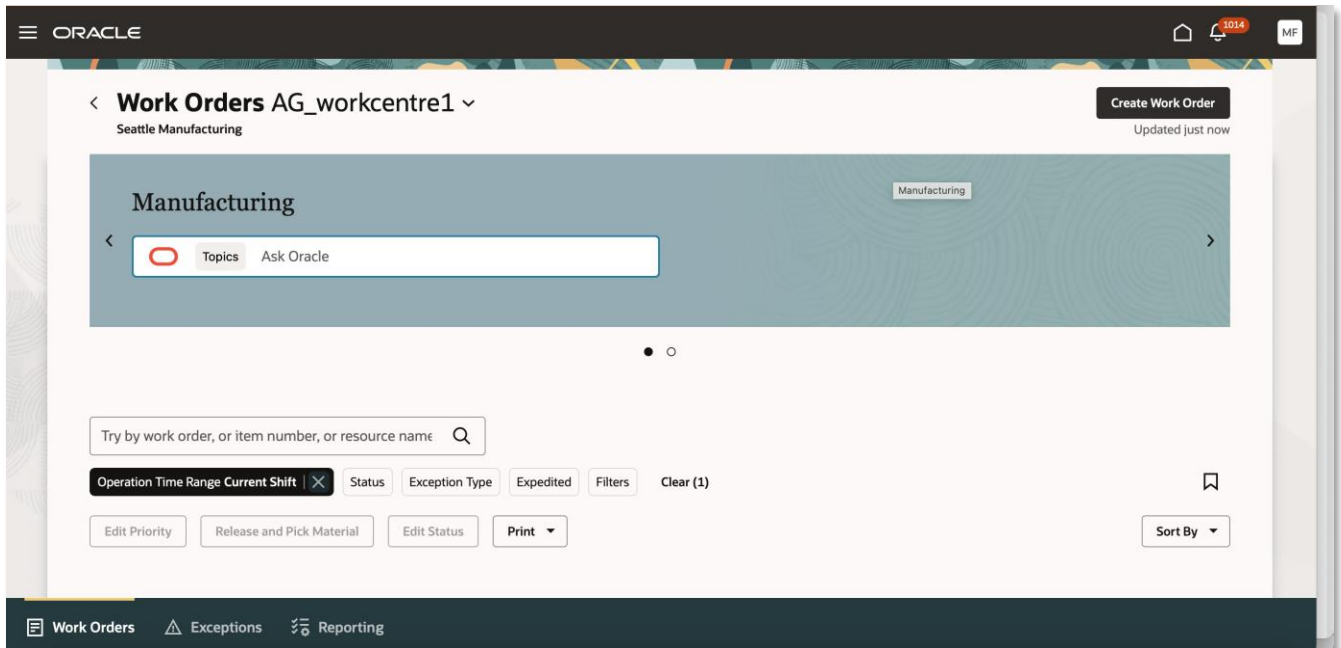
Manufacturing Operational Procedure Guide

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

Quality Inspection Advisor

This agent provides information about quality standards based on general quality documentation so employees can get quick, precise answers without manually reviewing hundreds of pages.





Material Handling Assistant

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

Supply Chain Collaboration Policy Agent

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

Delivery Instructions and Restrictions Assistant

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



Master Data Governance and Standards Advisor

This agent will summarize data standards and governance policies to help enforce adherence to master data standards and preserve data quality. Product authors and data stewards can use this AI agent to get advice on data standards, dictionaries, and business glossary documents put in place by the internal master data governance board and council.



Embedded intelligence

Empowering business to achieve more

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

Learn more

Request a demo

Connect with us

Call +1.800.ORACLE1 or visit oracle.com. Outside North America, find your local office at: oracle.com/contact.

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