ORACLE
AI World

Building Trusted Agentic AI with Oracle Integration

Agents bring the intelligence.
Oracle Integration brings the enterprise.



Speakers



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2025 was the year of agents.

Most of the business is still waiting.

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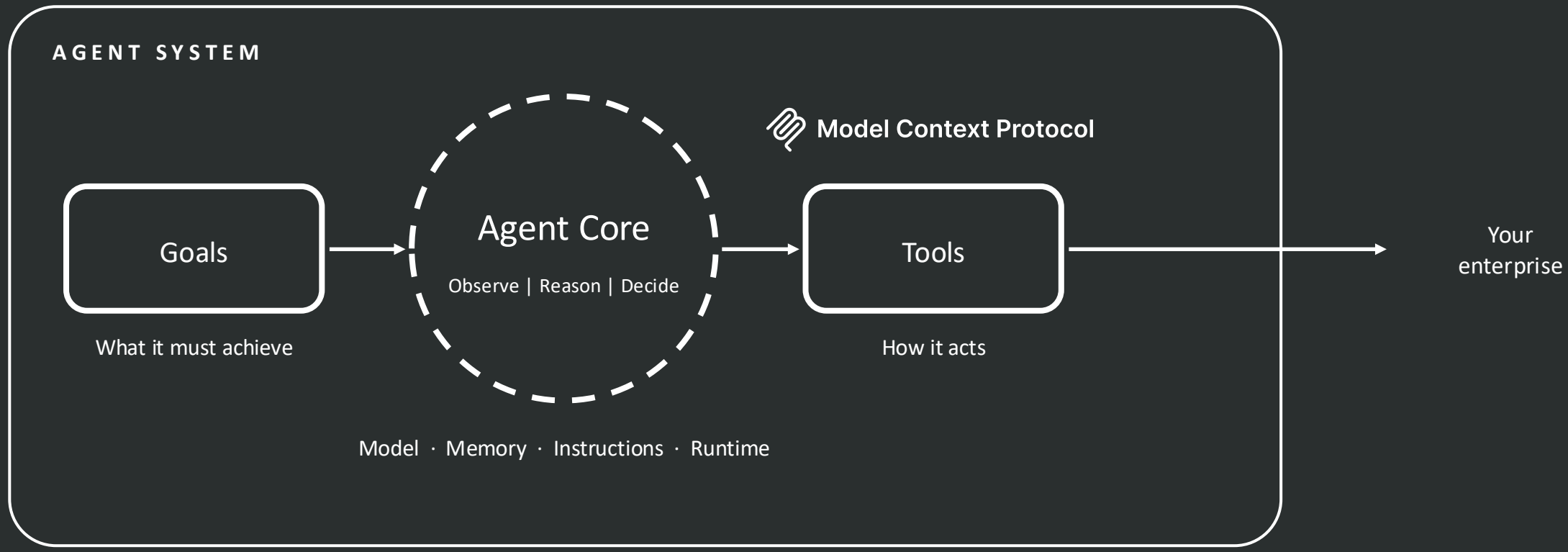
The challenge is no longer building agents.

It is trusting them with your enterprise.

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What we mean by agent

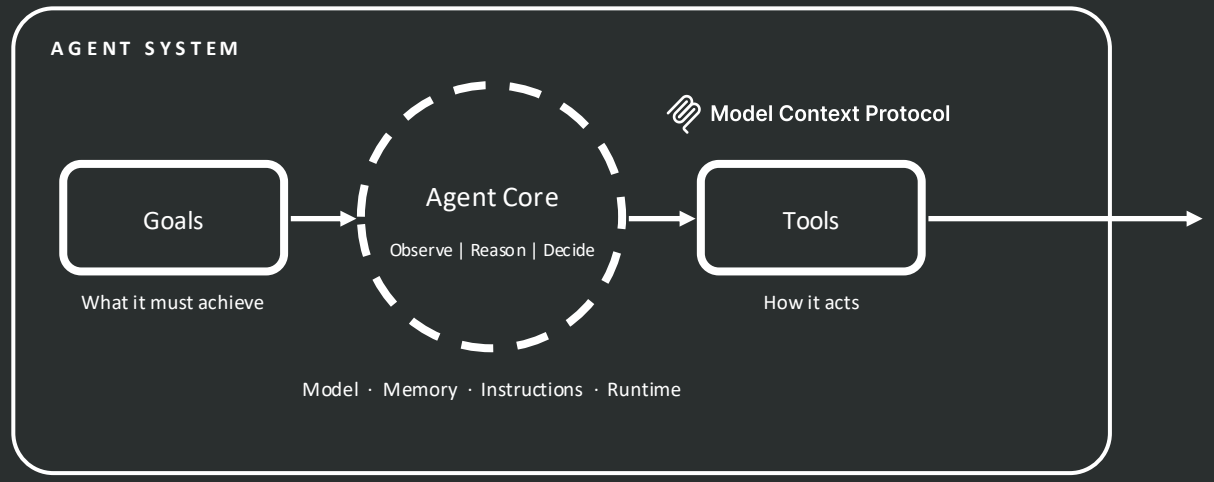
Any software that can decide what to do next and act on your enterprise



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What we mean by agent

Any software that can decide what to do next and act on your enterprise



Your enterprise

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The challenges of scaling agent adoption

Agents are emerging across the enterprise

- from Applications
- from Business Teams
- from Partners
- from Platforms

Their work depends on your enterprise

- Systems of Record
- Data and Knowledge
- Business Operations
- People

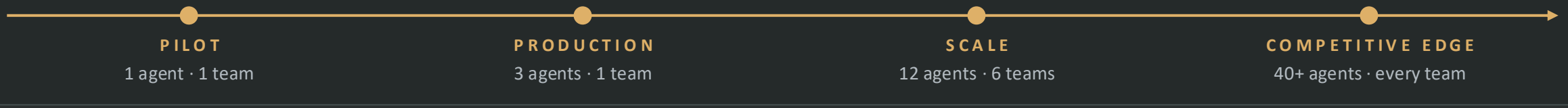
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THE JOURNEY EVERY AGENT INITIATIVE TAKES



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THE JOURNEY EVERY AGENT INITIATIVE TAKES

Connection

Is your enterprise connected?

Work spans applications and data. Agents can only use what they can reach, and they expose real gaps.



PILOT	PRODUCTION	SCALE	COMPETITIVE EDGE
1 agent · 1 team	3 agents · 1 team	12 agents · 6 teams	40+ agents · every team

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Control

Who governs every agent?

Each team sets its own credentials, policy, and audit. Every new agent multiplies the exposure.

Consistency

Connection

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1 agent · 1 team

PRODUCTION
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SCALE
12 agents · 6 teams

COMPETITIVE EDGE
40+ agents · every team

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Consistency
Connection

SCALE
12 agents · 6 teams

Cadence
Can you move fast enough?

The business can't wait. When every initiative starts from scratch, value arrives too late.

Control
Consistency
Connection

COMPETITIVE EDGE
40+ agents · every team

Their work depends on your enterprise

Systems of Record | **Data and Knowledge** | **Business Operations** | **People**

Each stage adds a problem. None of them go away.

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Built to connect and automate the enterprise

The foundation enterprises already run on, reimagined for agents

FOUNDATION

Connect

130+ adapters to every application, data source, and trading partner the business runs on

Fusion · NetSuite · SAP · Salesforce · ServiceNow · Workday · databases · events · B2B

Automate

Work that runs the same way every time, across all of those systems

Integration flows · RPA · Rule-based decisions · Human-in-the-loop · Knowledge bases

REIMAGINED FOR AGENTS

Orchestration & tools

Agents reuse your work

Agents call integrations, and integrations call agents

Governed access

One set of rules

Enforced at the gateway, not inside the agent

Agent-ready solutions

Ready to deploy

From the marketplace or publish your own

Agents bring the intelligence. Oracle Integration brings the enterprise.

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Connect the enterprise. Orchestrate the work.

Everything an agent needs from your enterprise, built over a decade of integration

CONNECT

130+ prebuilt adapters

- Oracle Fusion
- NetSuite
- SAP
- Salesforce
- ServiceNow
- Workday
- Databases
- Events and APIs
- Files and SFTP
- Trading partners

PREBUILT SOLUTIONS

100s business processes

- Procure to pay
- Order to cash
- Hire to retire
- Record to report
- Quote to order
- Supplier onboarding
- Invoice processing
- Employee onboarding

AUTOMATE

Integration orchestration
APIs, events, files, and mappings in defined flows

Robotic process automation
Robots for screens where no suitable API exists

Rule-based decisions
Explicit rules validate data and choose the path

Human-in-the-loop
Oversight routed to accountable people

B2B
Documents exchanged and tracked with partners

Knowledge bases
Curated business knowledge for agents to use

Observability and recovery
Trace every run; retry, resume, and restore with DR

AI Assistant
Build, test, and document integrations with AI

Agents don't replace this work. They reuse it.

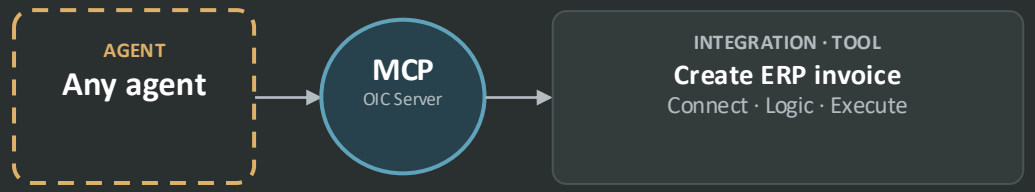
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Agents call integrations. Integrations call agents.

Use agent judgment where it adds value. Keep required work predictable.

AGENTS CALL INTEGRATIONS

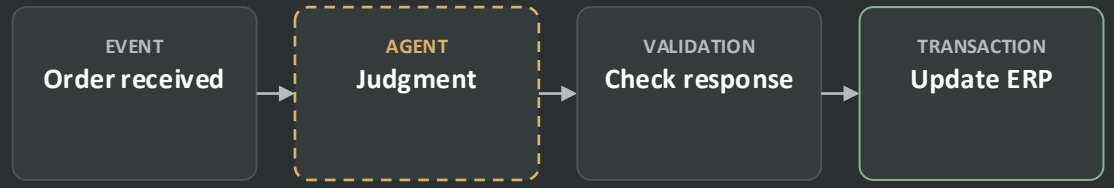
Turn integrations into agent tools



Expose integrations and automations as tools through OIC MCP Server. One call runs a defined business operation.

INTEGRATIONS CALL AGENTS

Make agents part of a larger process



A business event starts an integration that invokes an agent, validates its response, and commits the update, with HITL available as a tool.

Reuse what you already operate

Build agent tools on established connections, business rules, and approval steps.

Apply judgment at the right steps

Agent judgment at selected steps; validations and human decisions stay explicit.

Keep work moving

Track execution, recover from failures, and start agent work from events and schedules (A2A).

Agent responses may vary. Required steps run the same way every time.

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The direct-access trap repeats wherever agents connect

Direct access feels fast. It moves governance into the agent, where it cannot be controlled.

Example: a service agent can issue refunds up to $500 without approval

DIRECT ACCESS

Credentials
The agent holds an ERP key with full refund rights

Policy
One line in the prompt: “Get approval for refunds over $500”

When it tries anyway
A $2,000 refund is sent. Nothing outside the agent stops it

Evidence
Whatever this agent's framework happened to log

Control lives inside the agent

THROUGH ORACLE INTEGRATION

Credentials
Brokered by MCP Gateway; the agent never holds them

Policy
Refunds over $500 require approval evidence at the gateway

When it tries anyway
The $2,000 refund is denied and recorded until approved

Evidence
One activity record across every agent and tool

Control lives outside the agent

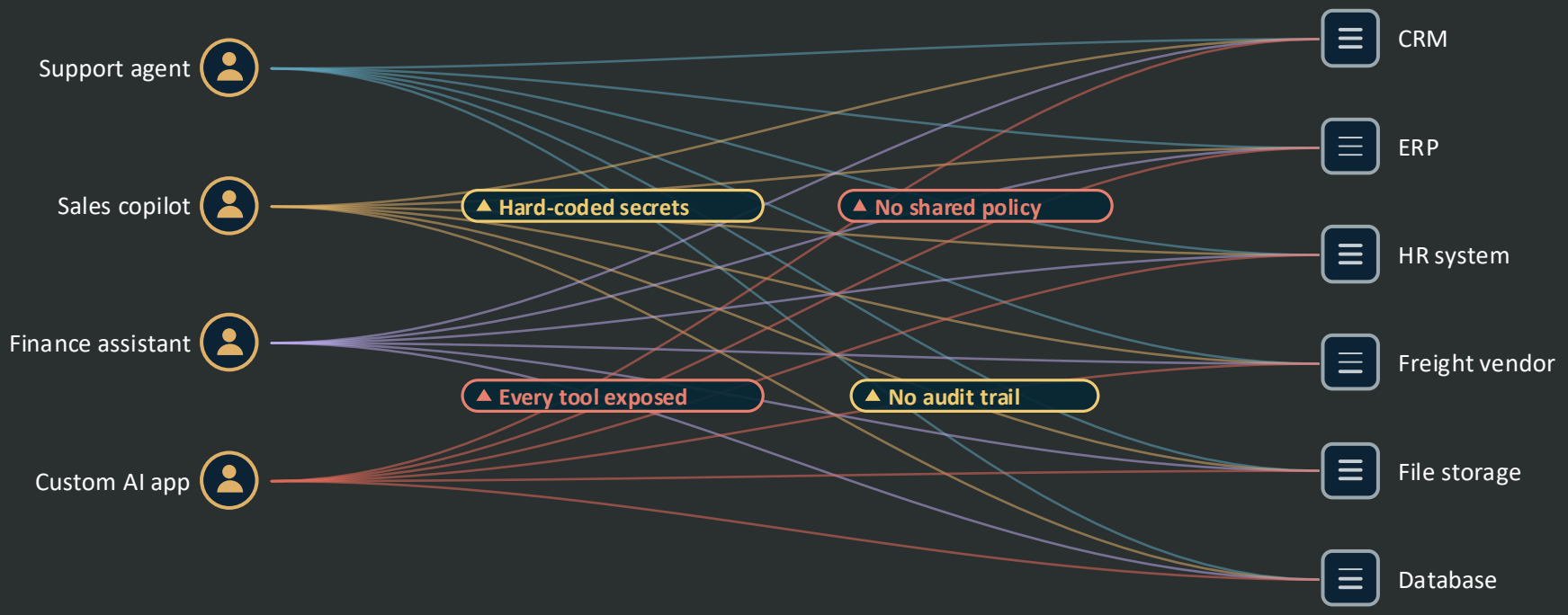
Oversight the gateway enforces: approval evidence from the workflow · end-user confirmation for sensitive tools · people alerted on policy violations

Swap the model, the framework, or the agent. The control stays where it is.

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Every agent wired straight to every tool.

Each with its own keys, its own rules and its own blind spots.



24
point-to-point connections

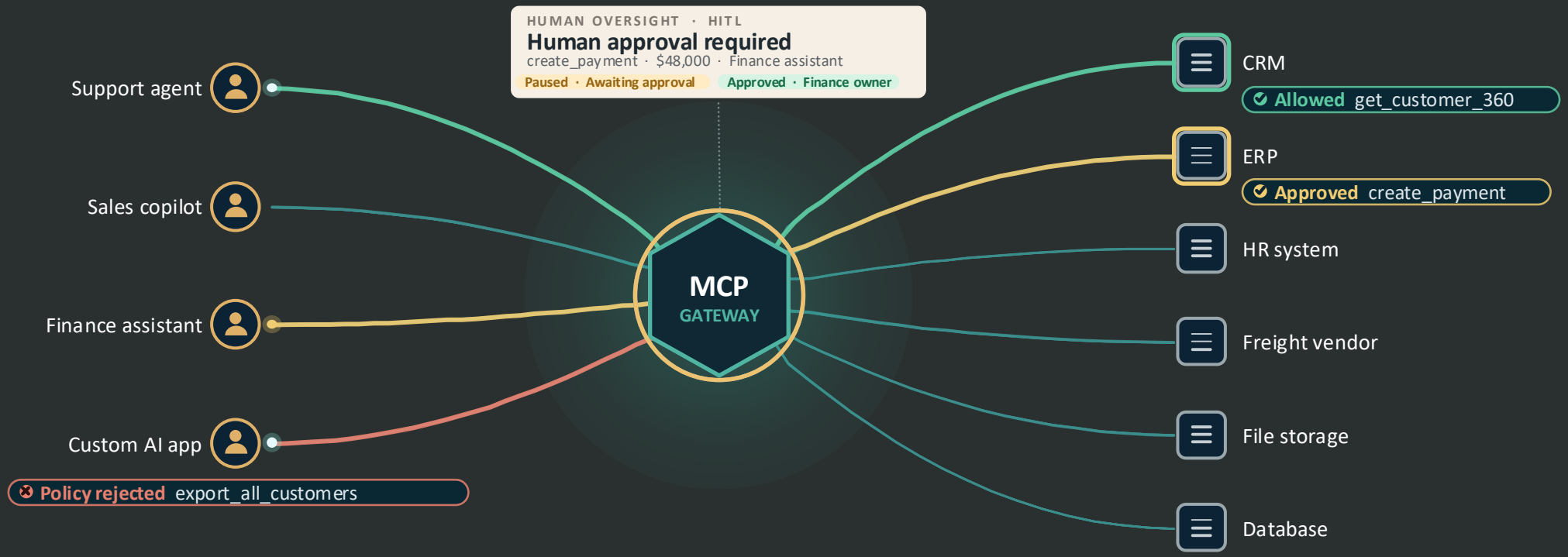
24
separate credentials

0
shared audit trails

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One governed path.

Oracle Integration MCP Gateway sits between every agent and every tool.



1
endpoint for every agent

Brokered
credentials, never shared

Every call
traced and audited

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One solution. Everything the work needs.

Agent-ready solutions bring the pieces together, so each initiative starts further along

ONE DEPLOYABLE SOLUTION

CAPABILITIES THAT WORK TOGETHER

Bring the enterprise to agents with built-in tools

- Connections
- Integrations
- Automation
- Agent orchestration

CONTROLS INCLUDED IN THE DESIGN

Keep every action accountable with built-in controls

- Access policies
- Roles and permissions
- Human oversight
- Activity audit

KNOWLEDGE AND EXPERIENCE

Guide agents and people with built-in knowledge

- Curated context
- Skills
- Interactive views (MCP Apps)
- Business rules

Published by Oracle, by partners, or by your own teams. Deployed as a single package. Used by any compatible agent.

Deploy a solution or publish your own.

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Time to take a look…

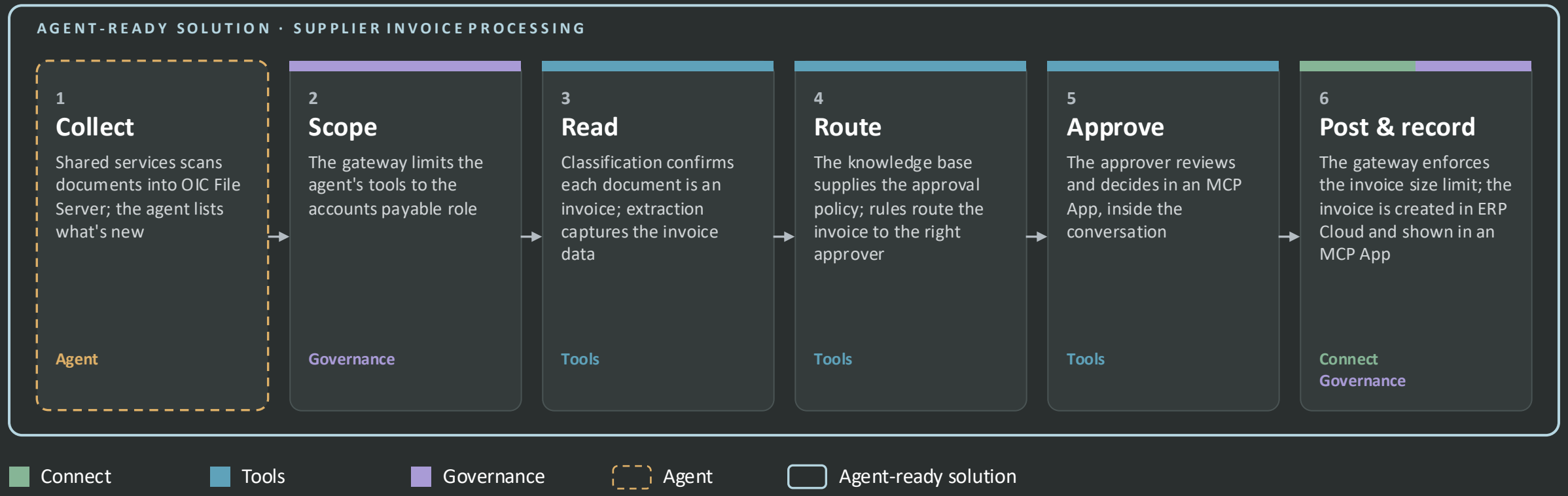
Oracle Integration
Agentic AI



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Supplier invoice processing

"Process the invoices shared services scanned today."



Tools read. Rules route. People approve. Gateway governs.

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Building Trusted Agentic AI with Oracle Integration

James Wall

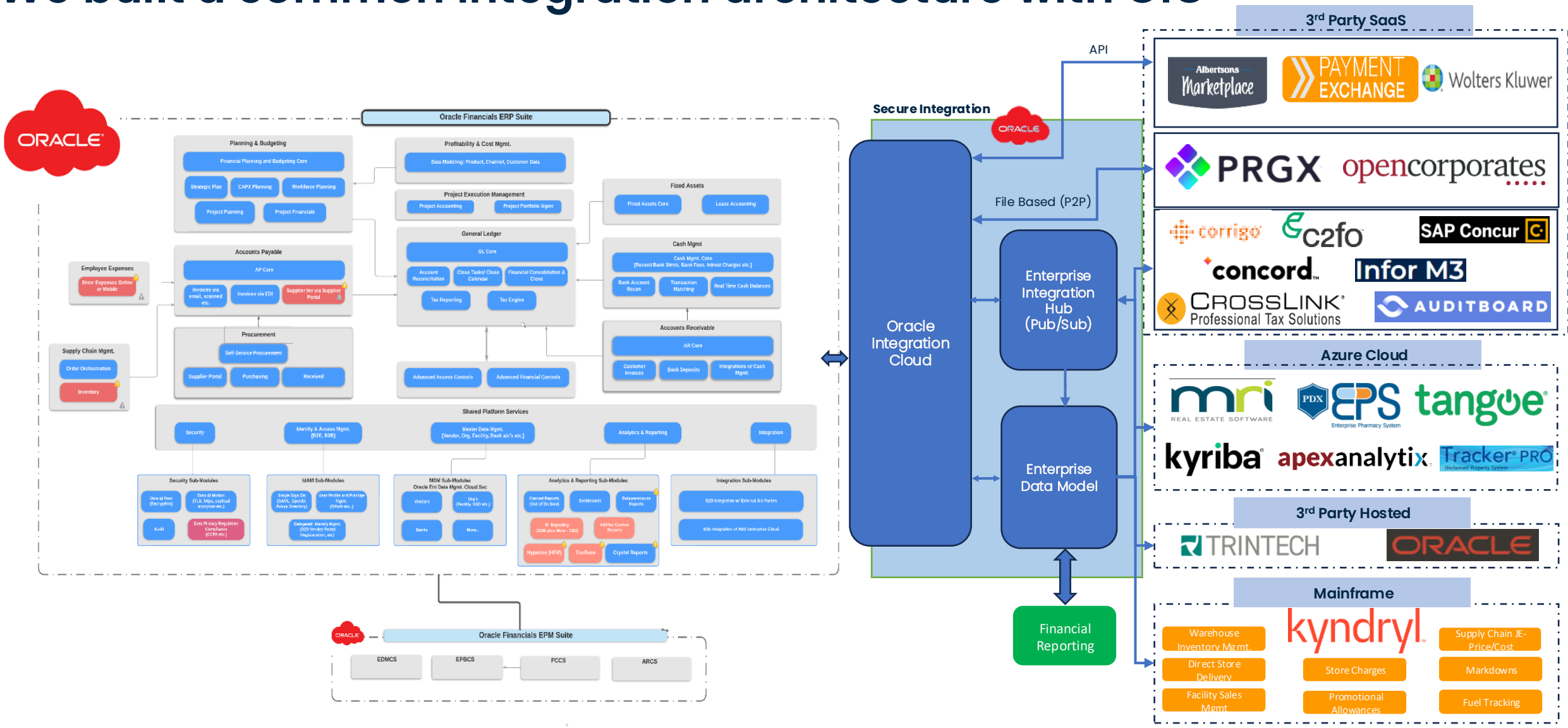
Senior Director

Technology & Engineering

Oracle AI World - Las Vegas

October 26, 2026

We built a common integration architecture with OIC



Autonomous OIC Integration Incident Agent

Observe → reason → act → verify — escalate only when human judgment is required.

ALBERTSONS COcompanies

ORACLE INTEGRATION AI AGENT

01 FAILURE SIGNAL

AP Invoice
Source event / upstream

OIC Integration
AP Invoice → Fusion Payables
ORCHESTRATION

FAILED INSTANCE

CONTEXT PACKET
- Tracking ID + business keys
- OIC error + activity stream
- Payload + integration version

OBSERVABILITY EVENT

02 OIC AGENTIC CONTROL PLANE

Autonomous Incident Agent

CLOSED LOOP

ReAct reasoning • governed MCP tool calls • deterministic OIC actions

1 OBSERVE
Detect failure
Read error, trace and payload

2 INVESTIGATE
Fetch Fusion record
Check reference data

3 REASON
Classify + correlate
Probable root cause
Retry-safety score

4 ACT + VERIFY
Retry / route / augment & retry / pause
Verify Fusion result
Update incident

CLASSIFY: TRANSIENT | AUTH | VALIDATION | DUPLICATE | REF DATA | FUSION RULE | DOWNSTREAM

EVIDENCE + TOOLS

- **OIC MCP Tools** — monitor • trace • resubmit
- **Fusion REST** — invoice • site • terms
- **Success History** — payload diff • patterns
- **ITSM + Notify** — incident • Teams / email

GOVERNED AUTONOMY via OIC MCP Gateway
RBAC • controlled tool access • retry allowlist • confidence gate • payload masking • full audit

Every decision carries evidence, confidence and an auditable action trail.

03 GOVERNED OUTCOMES

SAFE TO ACT?
policy + confidence

AUTO-RESOLVE
Safe retry → resubmit + verify
Known defect → consolidate + route

NET45 missing | 37 → 1 incident

NEEDS HUMAN
Block unsafe action

OIC HITL – Route evidence, capture decision, continue or stop

Supplier site 10293 inactive

Notify only when intervention changes the outcome

OIC turns observability into governed action — not another alert.

LOWER MTTR • ALERT NOISE • SUPPORT EFFORT



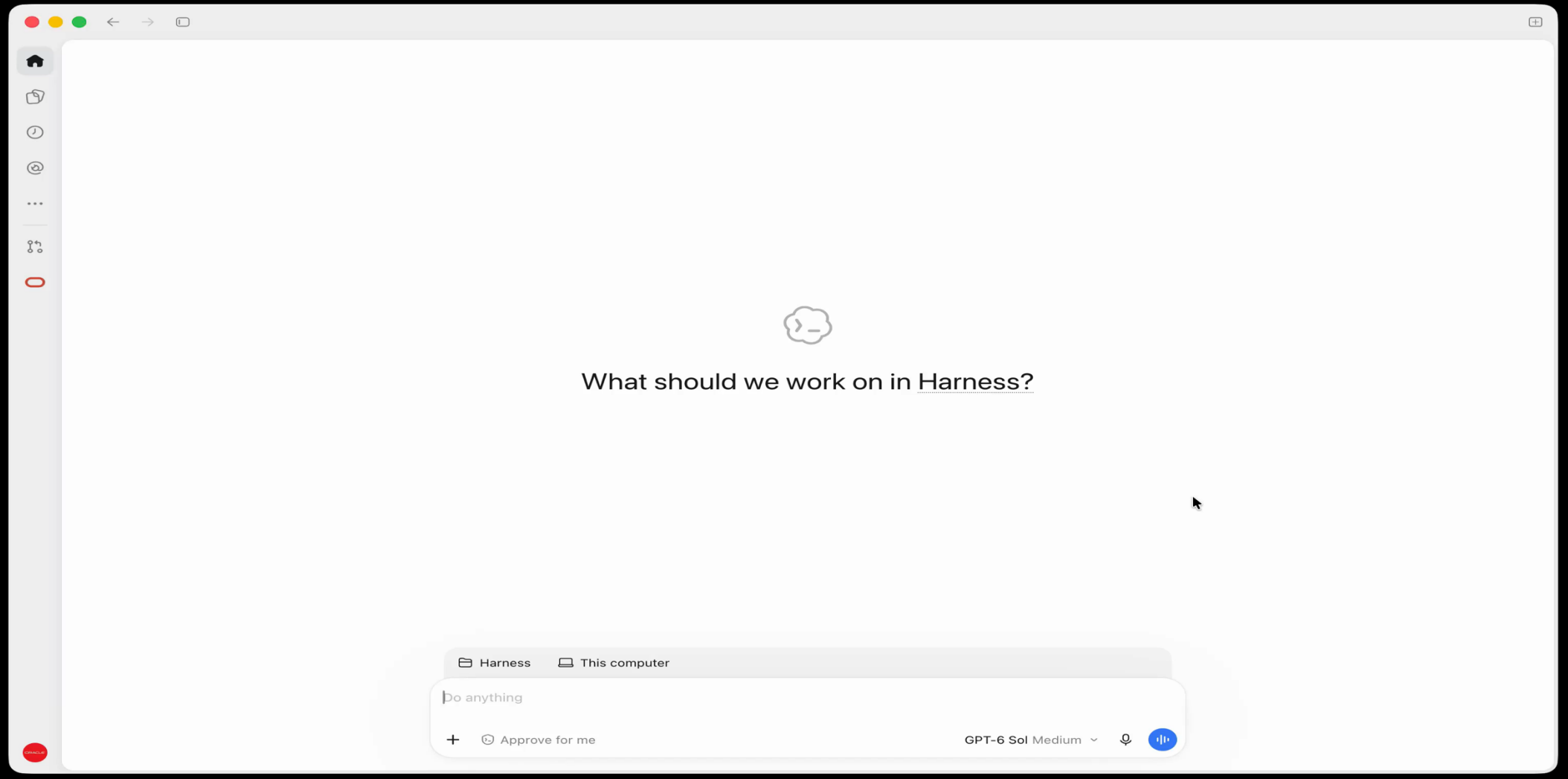
Oracle Health MCP Apps

Oracle Integration Agentic AI



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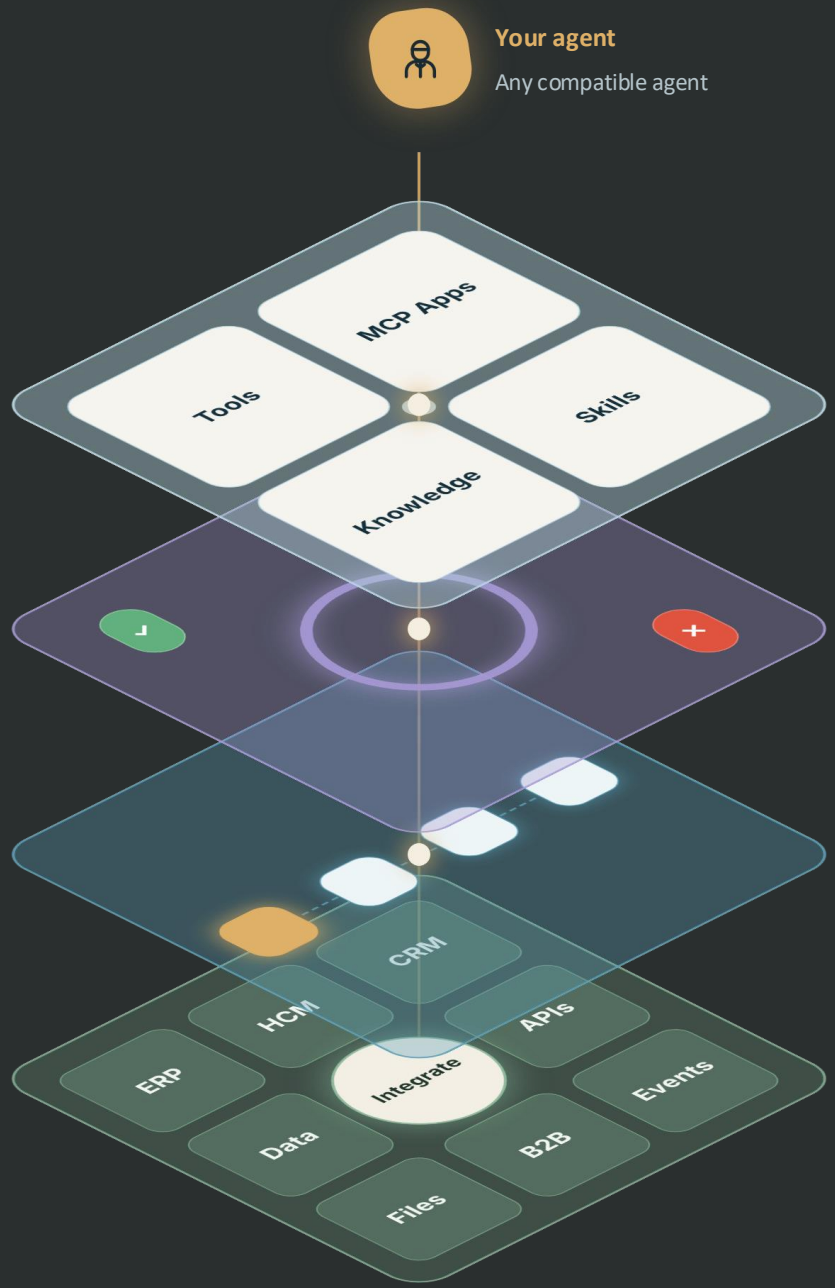
Oracle AI Workspace



YOUR ENTERPRISE · ANY AGENT

Agents bring the intelligence.

Oracle Integration brings the enterprise.



04
Agent-ready solutions
Configure and deploy

03
Governed access
Control and audit

02
Orchestration & tools
Orchestrate and reuse

01
Connect & automate
Integration and automation

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Where to start

01 See what is already arriving

Inventory the agents reaching your systems today, including the ones that turned up inside software you already bought, and establish whose authority each of them acts under.

02 Govern one process before choosing an agent

Take a single domain process you already understand well. Expose its systems as governed tools, decide the approvals and the limits once, and prove the pattern on work whose outcome you can judge.

03 Scale agent adoption across your enterprise

Bring more agent teams onboard. Connect the applications and data they need, orchestrate work across agents and people, and apply consistent governance policies. Accelerate delivery with agent-ready solutions that bring tools, knowledge, and controls together.

Scale agent adoption. Turn intelligence into enterprise value.

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Next steps

1. **Visit the Oracle Integration Page**
   www.oracle.com/integration

2. **Attend a free hands-on training**
   www.blogs.oracle.com/soacommunity/links

3. **Start a free cloud trial**
   www.oracle.com/cloud/free/



Oracle Integration

Next steps

1. **Download the Oracle AI World mobile app**

2. **Share your feedback in-app**
   Scan the QR Code and complete all qualifying surveys

3. **Earn a giveaway**
   Proceed to the Swag Station in the Hub after completing your surveys



In-app surveys


ORACLE