

# All about Gen AI and AI Agents in Fusion HCM

Enabling the Gen AI features and Common Use cases



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02-Apr-2025

# Generative AI

**Generative AI or Gen AI** leverages machine learning models to create new data based on user prompts. These models are trained on vast amount of data. Gen AI generates the new data by using the knowledge it acquired from training.

# Generative AI in Fusion HCM

Based on the various scenarios in Fusion HCM, Oracle has identified below three design patterns for generative AI uses:

## Assisted Authoring

Enables workers (Emps/HRs/Line Managers) to quickly author content. For example, write a short title for Learning Item, the description will be generated.

## Suggestions

Gen AI provides an advisory role. For example, Gen AI can make recommendations for Survey Questions. The language used will reflect Org's culture.

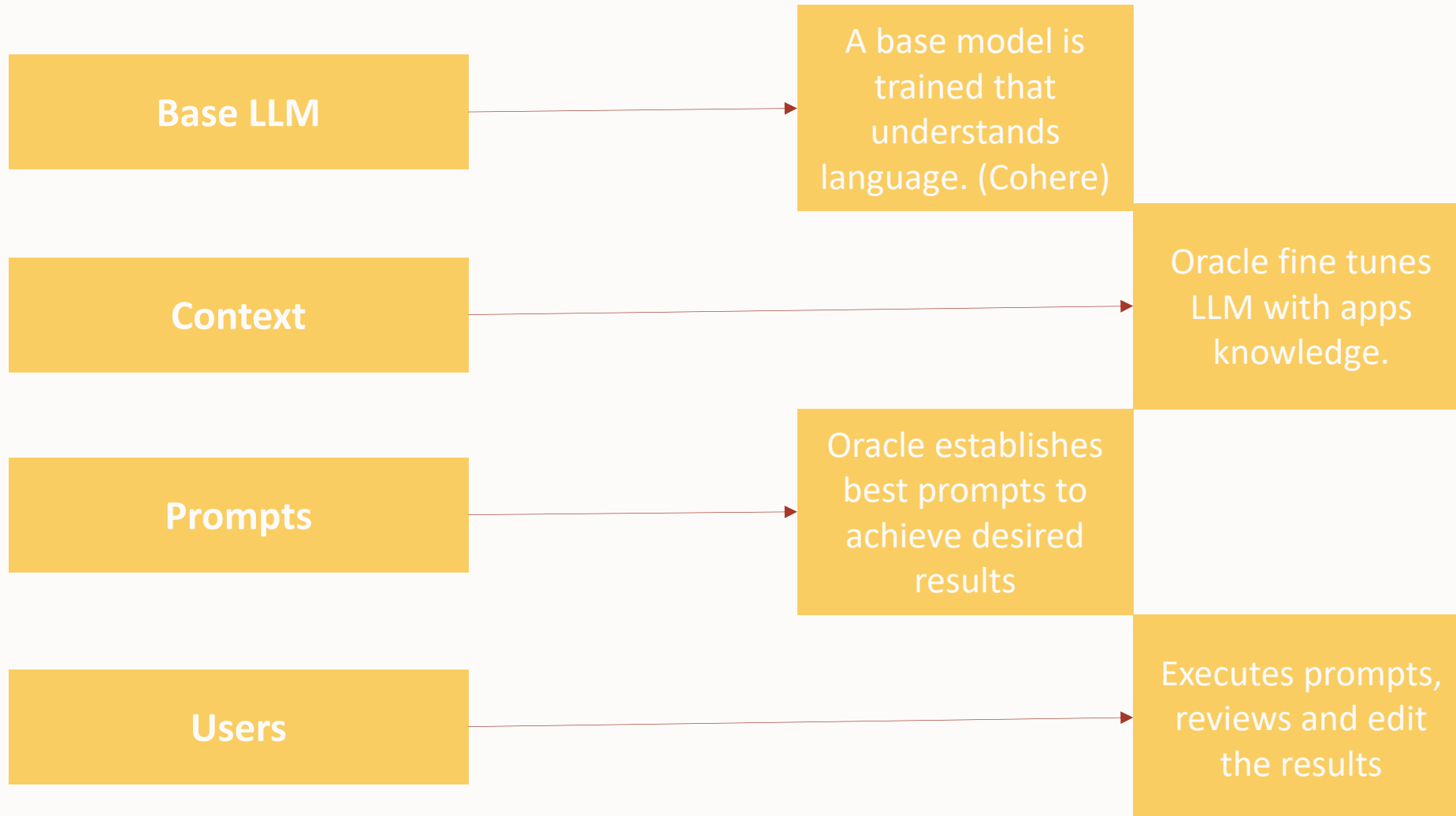
## Summarization

Gen AI helps summarize information found in performance reviews, perf documents and creates a summary for manager.

# Generative AI in Fusion HCM – Key Points

- Oracle uses the latest Large Language Model (LLM) from Cohere.
- Cohere LLM powers the gen AI features being embedded into Fusion applications.
- Oracle FA uses prompts to deliver the GenAI capabilities.
- Prompt is nothing but a natural language request that instructs the GenAI model to generate a response based on the context passed.
- AI Configurator provides the functionality to override the seeded prompts.
- No additional licenses are required to enable and use Gen AI features.
- Currently, Gen AI is available only on certain data centers. So, the customers having FA running only in the listed data center will be able to use GenAI.
- Gen AI Service doesn't use any customer data to train the LLM.
- Most of the Gen AI features work only in Redwood. So, before using Gen AI, the redwood profile options, and Oracle Search should be enabled.
- By default, 'Assist AI' button is hidden in fusion HCM.
- As of now Author and Summarize support only 8 languages while the RAG agents support 4 languages currently.

# Generative AI in Fusion HCM – Structure



# Generative AI in Fusion HCM – Enable AI Assist (Authoring)

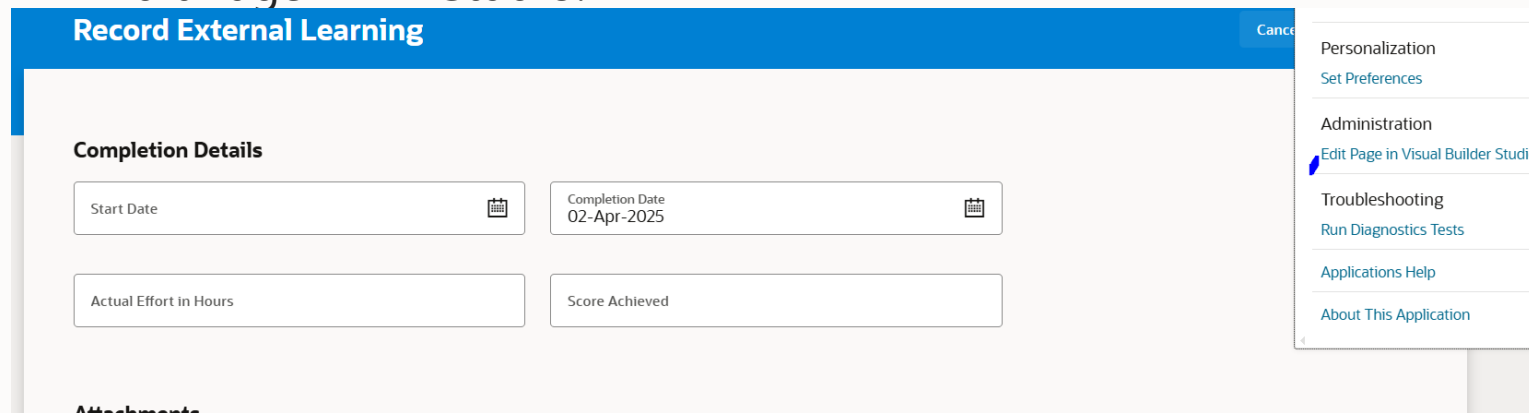
In this example, we would see how AI assist can help generating the description for recording an external learning in Oracle Learning Cloud.

## 1. Enable the AI Assist:

Navigate to Me → Learning → Actions → Record External Learning

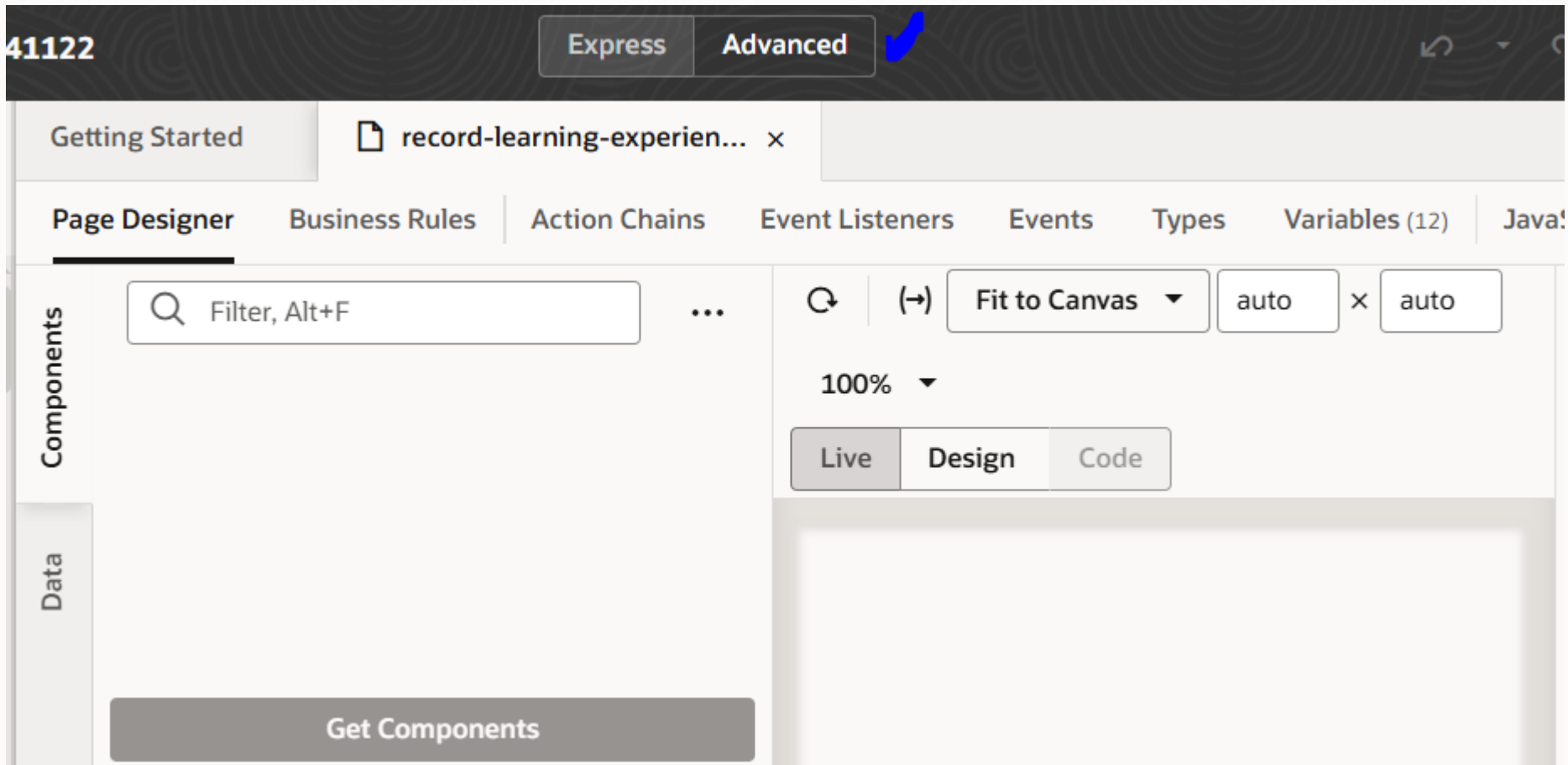


## Edit Page in VB Studio:



# Generative AI in Fusion HCM – Enable AI Assist (Authoring)

Choose Your Project in VBCS Advanced Mode:



# Generative AI in Fusion HCM – Enable AI Assist (Authoring)

Click on variables tab → Choose showAIAssist constant and set the default value to “true”:

The screenshot shows the Oracle HCM Self Service Extension authoring interface. The 'Variables (12)' tab is selected, displaying a list of constants. The 'showAIAssist' constant is highlighted. The right-hand panel shows the configuration for this constant, with the 'Default Value' set to 'true'.

Constant	Extension Read/Override
attachmentsJourneyCode	✓
attachmentsTaskCodes	✓
completionDetailsJourneyCode	✓
completionDetailsTaskCodes	✓
journeyCode	✓
justificationJourneyCode	✓
justificationTaskCodes	✓
learningItemDetailsJourneyCode	✓
learningItemDetailsTaskCodes	✓
renderNudges	✓
<b>showAIAssist</b>	✓

**Constant** ...

ID

**showAIAssist** Oracle HCM Learning Self Se...

**Label**

Show AI Assist Button

**Description**

This property controls the display of the AI Assist button on the Record Learning Experience page. Set its value to false to hide the button.

**Default Value** fx (x)

true

**Usages**

No usages found in this extension

# Generative AI in Fusion HCM – Enable AI Assist (Authoring)

- Save your changes and publish them.
- Navigate back to Me → Learning → Actions → Record External Learning → AI Assist button is now visible (in disable state):

**Learning Item Details**

**Generate description with AI Assist**  
Enter the title. You can generate a more relevant description if you also add keywords in the description. When you're ready, click AI Assist.

Title Required

URL Expected Training Hours

Cost Currency ▼

AI Assist

# Generative AI in Fusion HCM – Enable AI Assist (Authoring)

- Enter a learning item title and AI Assist button is enabled.
- Click on AI Assist to get the auto generated description.

Title Oracle Global HR	Title Oracle Global HR	
URL	URL	Expected Training Hours
Cost	Cost	Currency ▼
AI Assist	AI Assist	
Description	Description Get ready to embark on a transformative learning journey with our Oracle Global HR learning item! This exciting course is designed to enhance your skills and knowledge in managing global human resources with one of the most renowned ERP systems in the world. With a focus on practical application, this learning item is an absolute must for anyone aiming to become a specialist in this field. You will not only gain a comprehensive understanding of Oracle's	

# Evolution of Generative AI in Fusion HCM

- Over time, GenAI has grown in Fusion HCM. From simple assisted authoring/summarization, now more powerful features like Search/Research/QnAs are available with use of AI Agents.
- In future, Oracle is planning to release multi-step AI agents which can handle more complex scenarios – complex workflows, end to end business processes etc.

# Retrieval Augmented Generation (RAG)

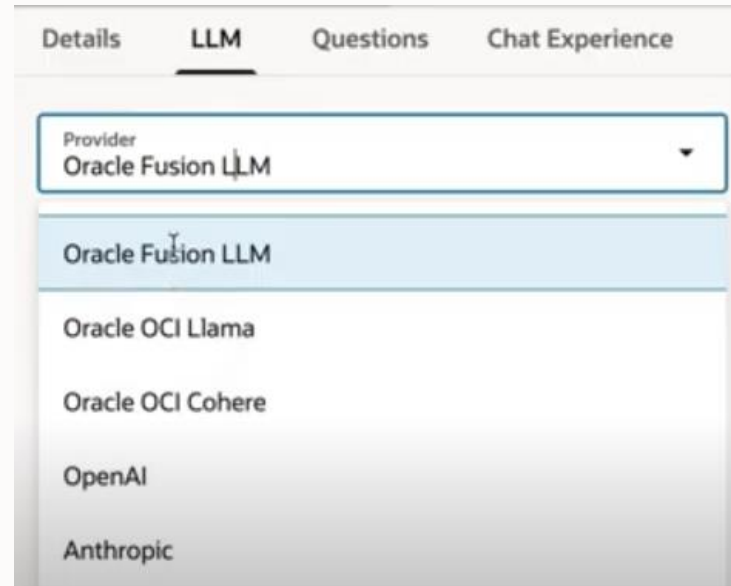
- RAG adds more context to the prompt.
- In the previous, example, we saw that based on a user context (learning item title), the output (description) was generated.
- With RAG, an additional context (documents – ex. Company policy documents) is passed to the prompt to generate the output.
- The additional contexts are not available to the LLM as trained.
- This additional context is converted into small chunks and stored.
- The prompt is then converted into vector representation and chunks are retrieved.
- Retrieved chunks are sent as context to LLM to create the output.

# Retrieval Augmented Generation (RAG)

- In Oracle HCM, there are multiple type of AI Agents:
  - AI Agents – Used to comprehend documents and provide answers as part of guided journeys.
  - Module specific Agents such as:
    - Skill Library Training Agent in Oracle Learning Cloud
    - Skills Library Enrichment Agent
    - Skills Library Translation Agent
- The basic functionality behind the scenes remain same, multiple documents/files are uploaded and then are used in guided journeys, other agents/process to answer specific questions, recommendations etc.

# Oracle AI Agent Studio

- Oracle AI Agent studio allows the fusion apps administrator to create, configure and deploy the AI agents.
- AI Agent studio provides a pre-built catalog of templates for agents.
- AI Agent Studio allows to choose a LLM provider.
- Oracle AI Agent studio allows to extend beyond fusion applications. For example, you can integrate Outlook/Gmail/Slack notification integrations.



# Thank you