

Fusion Application Skills/Templates for Oracle Digital Assistant Statement of Direction and FAQ

DETAILS

Statement of Direction

Oracle Fusion Apps has been evaluating its strategic direction and has determined that we will no longer be providing and/or supporting Fusion Application Templates as pre-packaged skills in the Oracle Digital Assistant (ODA) store.

This notice is to inform your company that effective within 12 months of this notice Fusion Applications will no longer support its pre-packaged templates/skills that reside in the ODA store.

Please ensure that all appropriate contacts in your company are made aware of this notice.

Thank you for being a valued customer.

If you have any questions, please refer to the attached FAQ below. If you have any questions that are not answered in these FAQ's, please contact your Oracle Sales Representative.

FAQ

Q. What does it mean to de-support or stop providing support for the Fusion Applications ODA pre-packaged templates?

A. As of November 21, 2026, Oracle will no longer be providing pre-packaged skills in the ODA store. Oracle will no longer be certifying prior releases of the skills and will no longer be providing bug fixes.

Q. When will the pre-packaged skills/templates stop being supported?

A. Within 12 months of this notice, November 21, 2026.

Q. Can I continue to use the skills I have implemented?

A. Yes, you can continue to utilize the skills you have implemented.

Q. Can I continue to modify the skills that are based on the Fusion Apps templates?

A. Yes, you can continue to modify these based on the Oracle Digital Assistant Deprecation/Obsolete predetermined schedule.

<https://docs.oracle.com/en/cloud/paas/digital-assistant/use-chatbot/platform-version.html#GUID-7C60E2CF-8A9F-4536-BE38-7E255A6DCAD8>

Q. Is there a replacement for these skills/templates?

A. Yes, Oracle AI Agent Studio. As part of our commitment to continuous innovation and providing the best AI-powered solutions, we recommend all customers transition to our next-generation platform, Oracle AI Studio, as their primary tool for building conversational and generative experiences.

<https://www.oracle.com/applications/fusion-ai/ai-agents/>

Q. Can I get support for the Fusion Apps skills/templates after 12 months of this notice?

A. No, fusion application support for its skills/templates will end after 12 months, November 21, 2026.

Q. Does the end of support announcement impact any of the services we are getting today?

A. No, support for the current catalog of skills will continue to be supported for the next 12 months, thru November 21, 2026.

Q. Will this impact my license subscription to Oracle Digital Assistant?

A. No, this will not affect your subscriptions to any of the Oracle Digital Assistance skus: B91940 - Oracle Digital Assistant Platform for SaaS - 1000 Sessions; B91939 - Oracle Digital Assistant Platform for SaaS – Hosted Named User; B91938 - Oracle Digital Assistant Platform for SaaS – Hosted Employee

Q. Will this notice result in a change in my invoice?

A. No, the de-support of the Fusion Application skills/templates will not affect any licensing of Oracle Digital Assistant (ODA), B91940, B91939, B91938. That will continue unchanged and uninterrupted.

Q. Is Oracle Digital Assistant being end-of-life (EOL) or de-supported?

A. No, Oracle Digital Assistant (ODA) is not impacted by this notice. This notice only pertains to the skills/templates provided by Fusion Apps into ODA Store.

Q. Will I continue to receive Support for the next 12 month?

A. Yes, Oracle Support will continue to respond to questions and service requests as per normal Oracle support process.

Q. What if I have more questions about this de-support announcement?

A. If you have any questions that are not answered in these FAQ's, please contact your Oracle sales representative.