

Artificial Intelligence

Acumatica embeds AI across the platform in tiers of increasing value — from anomaly detection to a natural-language assistant, automation, and workflow orchestration — on one foundation, so you can adopt at your own pace with the AI model you already trust.



Changing the ERP into a system of intelligence

Acumatica organizes its AI capabilities into four pillars of increasing maturity, value, and business impact: Advise, Assist, Automate, and Orchestrate, all built on connected business data, industry expertise, open innovation, and trusted governance.

Advise capabilities, including AI Anomaly Detection, sentiment analysis, and inventory signals, give you greater visibility into what is happening in your business right now.

Assist capabilities, including the AI Assistant, predictive text, case summaries, and AI product help, put human-centered productivity tools directly in the hands of your team — now with answers you can turn into dashboard widgets.

Automate capabilities, such as document recognition, stock descriptions, expense capture, and agents that trigger on business events and edit detail lines, take action on your data.

Orchestrate outcomes across your business. Use intelligent workflows and agents to coordinate processes that span teams and departments, such as month-end close, and reconciliations.

Connect Acumatica data to the AI tools you already use through Model Context Protocol (MCP) server support — no one-off integrations required.

Key business benefits

Empower users with AI — no technical expertise or coding required.

Keep sensitive data inside Acumatica with built-in field masking and governance across every AI action.

Leverage ready-to-use agents for common workflows across sales, support, and inventory.

Choose the LLM provider that fits your requirements, with your data going only to the provider you select.

Related resources

Purpose-Built AI Blog

[LEARN MORE →](#)

AI Readiness Checklist for SMBs

[LEARN MORE →](#)

Acumatica's AI-First Strategy Video

[LEARN MORE →](#)

“If the warehouse has low inventory for an item, it is immediately exposed to purchasing to place the order for more. We now have real-time visibility to pertinent data.”

– Ben Rothe, GM & CEO, Premier 1 Supplies, LLC

[> CUSTOMER STORIES](#)

Capabilities

Every capability runs on one platform foundation, with your data, permissions, and model choice under your control.

AI Anomaly Detection

Unsupervised machine learning automatically identifies unusual patterns in your data, without manual rules or thresholds, helping teams catch errors and exceptions before they compound.

AI Assistant

The chat interface lets users ask questions about their data in plain language and receive answers as text, tables, charts, scorecards, or pivot tables — no reports, queries, or IT required. Every answer traces back to its source, and the assistant knows which screen you're on and is clear about what it can and can't do. Turn any answer into a chart or table widget, review its source data, and drag it straight onto a dashboard.

AI Automation

Administrators configure AI-driven agents that read documents, apply instructions, and write results back to Acumatica records in a single step. Agents can trigger on their own from business events, data imports, or workflow actions, and can be chained together. With tool calling, agents can pull supporting data from generic inquiries and update detail lines automatically — raising prices, applying discounts, or adding items without line-by-line edits.

Pre-Built Agents

Agents automatically summarize support cases and generate closure notes, saving time on every ticket. Others cover common workflows, including Opportunity Summary, Customer Reply Refinement, and Stock Item Description.

Predictive Text & AI Product Help

In-context suggestions and guided help appear right where your team is already working, speeding up everyday tasks. A new help agent in AI Assistant answers “how do I” questions with steps tuned to the exact version you run.

Sentiment Analysis & Inventory Signals

Surface customer sentiment trends and inventory signals automatically, giving teams earlier warning of the issues that matter most.

Document Recognition & Tagging

Tag and classify incoming documents, so they route to the right workflow without manual handling. Expense receipt recognition follows your own instructions and field mappings.

Trusted Governance

Role-based permissions are honored throughout, with sensitive fields masked before anything reaches the LLM, including in tool calls, and every AI action tracked. Agents act only within the access rights of the user who triggers them, and masked values never leave Acumatica. Provider-reported token statistics help you monitor and predict AI costs.

Open AI Ecosystem

Model Context Protocol (MCP) server support exposes generic inquiries as callable tools, giving AI tools like Claude, ChatGPT, Cursor, or Gemini secure, read-only access to selected Acumatica data — no one-off integrations, and setup takes a few screens with no code. Each request runs under the signed-in user's own access rights.

SECRETS

REDIRECT URIS

CLAIMS

↺

✕

Add Shared Secret

Add JSON Web Key

Add JSON Web Key Set URL

|↔|

ⓧ

⚙ Type	Description	Expires On (UTC)	* Value
> Shared Secret	Claude		*****
Shared Secret	ChatGPT		*****

Give AI tools secure access to your Acumatica data.

ABOUT ACUMATICA

Acumatica Cloud ERP is a comprehensive business management solution that was born in the cloud and built for more connected, collaborative ways of working. Designed explicitly to enable small and mid-market companies to thrive in today's digital economy, Acumatica's flexible solution, customer-friendly business practices, and industry-specific functionality help growing businesses adapt to fast-moving markets and take control of their future.

For more information on Acumatica, visit www.acumatica.com or follow us on [LinkedIn](#).