Work with Generative AI in NetSuite using SuiteScript

NetSuite SuiteScript GenAI API

The SuiteScript Generative AI API (N/llm module) empowers developers to build intelligent, feature-rich customizations in NetSuite by integrating generative AI capabilities directly into SuiteScript code. Through seamless integration with the OCI Generative AI Service and support for advanced large language models (LLMs) such as Cohere Command R, the N/llm module enables prompt-style requests and real-time response handling within scripts. This functionality enhances decision-making, automates routine ERP tasks, and unlocks dynamic user experiences that were previously unattainable.

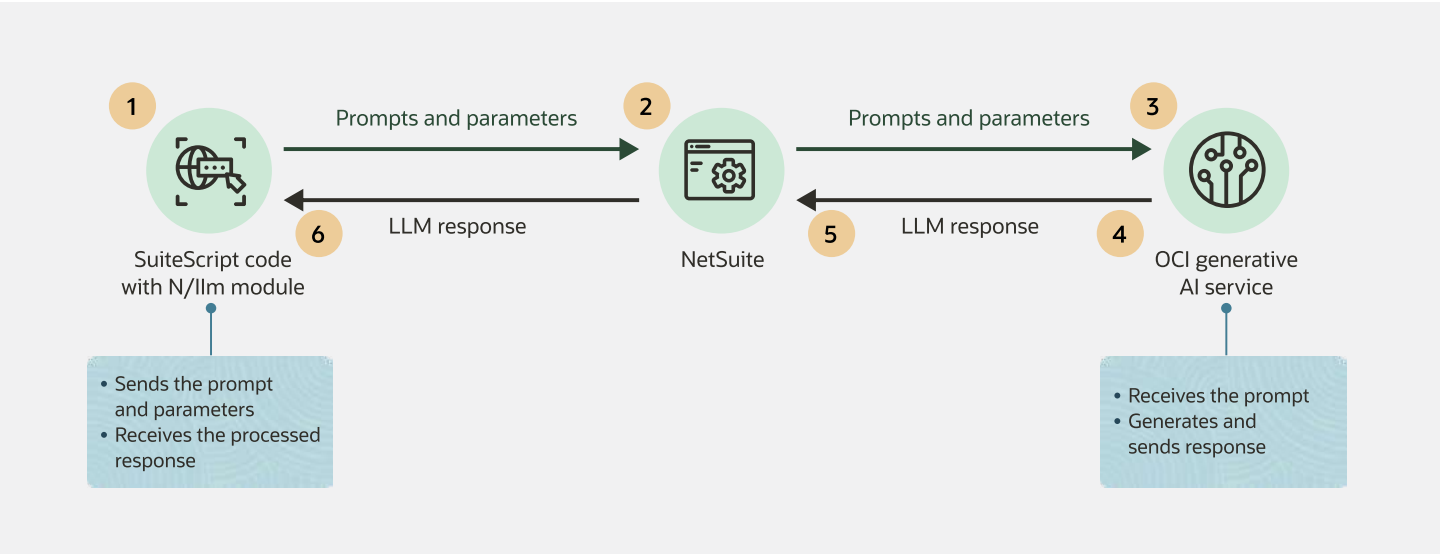
Key Benefits

- **Extend NetSuite.** Gain more value from the suite by embedding GenAI capabilities in the NetSuite extensions and customizations you create.
- **Enhanced Productivity.** Integrating LLMs into your custom ERP logic embeds AI functionality directly into business processes, allowing end users to complete tasks more efficiently and with fewer errors.
- **More Informed Decision-Making.** LLMs can analyze large volumes of structured and unstructured data, summarize insights, and present clear, natural language results—right within the NetSuite user interface.
- **Efficient Coding.** The N/llm module can be called by scripts generated by AI-powered development environments.

Example of How It Works

Analyze customer service messages with SuiteScript and the N/llm module to discern the customer's concern and level of urgency.

1. Script Setup. The N/llm module can be used in a SuiteScript 2.1 script to build an application that analyzes customer service messages. The script can be developed in an IDE like VSCode or generated using a SuiteScript-aware prompt to use contextual data, such as message content, customer history, or case status, fetched from NetSuite records.
2. Prompt Submission. The NetSuite runtime accepts the customer message text and any relevant metadata and/or parameters, formats it as a prompt, and sends it to the OCI Generative AI Service via the N/llm module.
3. LLM Processing. The OCI Generative AI Service processes the prompt using the specified LLM or, by default, Cohere Command R. Note that data is processed within Oracle's infrastructure and is never shared with third parties or used for external model training.
4. Response Retrieval. OCI returns a structured response, such as sentiment classification, issue categorization, or recommended next action.
5. SuiteScript Integration. The response is made available to your SuiteScript application, where it can be handled synchronously or asynchronously depending on script parameters.
6. Application Logic. The script parses and validates the AI output, then updates the customer support case with tags, such as "urgent" or "billing issue." The system can then trigger a relevant workflow, such as escalation or a templated reply.
7. User Interface Display. Analyzed insights, such as "sentiment: negative, category: technical issue," are surfaced directly in the NetSuite UI—for instance, inside the case record or in a support dashboard.



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