

The Intelligent Communications Fabric for Cisco Webex

Oracle Communications enables enterprises to secure, orchestrate, and innovate across every conversation — from infrastructure to the cloud.

“Every Webex interaction can reflect the intelligence, security, and identity of your enterprise.”

A New Era of Enterprise Communications

Cisco Webex increasingly serves as a primary entry point for enterprise communication — connecting customers, employees, and partners. As organizations modernize with cloud and AI-enabled workflows, they need more than conferencing and chat. They need a unified, intelligent, and secure voice foundation that covers their entire environment.

Enterprise voice extends beyond Webex. Carriers, contact center platforms, compliance recording, payments, fraud prevention, voice AI, and branded call protection all operate in parallel. While Webex is often the hub, voice traverses multiple systems — and aligning these layers with trust and intelligence is a practical challenge for IT and operations.

Oracle Communications addresses this with an intelligent communications layer that connects Webex Calling, Webex Contact Center, carriers, external contact center tools, AI services, compliance systems, and enterprise voice infrastructure into a coordinated experience — enabled by two complementary options: the Oracle Intelligent Communications Orchestration Network and the Enterprise Session Delivery portfolio.

The Oracle Intelligent Communications Orchestration Network delivers cloud-native orchestration and intelligence. Enterprise Session Delivery provides sovereignty, deterministic policy control, and hybrid resilience. Together, they offer a cohesive approach.

Five Core Challenges for the Modern Enterprise

These five capabilities define Oracle’s vision — universal across both enterprise-integrated and cloud-native architectures.

1. Security by Design—Across Webex, Carriers, and Enterprise Networks

Within the Oracle Intelligent Communications Orchestration Network, security is built-in, supporting authentication, encryption, and protection for Webex-initiated interactions across clouds, carriers, contact centers, and AI services.

For organizations requiring local control, sovereignty, or hybrid compliance, the Oracle Enterprise Session Border Controller extends enterprise-class protections and policy enforcement at the edge, enabling secure Bring-Your-Own-Carrier (BYOC) scenarios and consistent end-to-end trust.

2. AI Innovation Everywhere — in the Cloud and at the Edge

The Oracle Intelligent Communications Orchestration Network brings real-time intelligence to Webex Calling and Webex Contact Center, orchestrating generative, predictive, and conversational AI services across Webex, contact center platforms, and enterprise systems without customer-managed infrastructure.

For low-latency needs or regulated workflows, the Oracle Communications Converged Application Server provides intelligence at the edge, supporting transcription, sentiment analysis, fraud insights, call classification, and agent assist close to users and data.

3. Open Ecosystem & Infinite Flexibility

Oracle's architecture is open by design. The Oracle Intelligent Communications Orchestration Network integrates with Webex Calling and Webex Contact Center, global telecom carriers, other unified communications and contact center platforms, AI engines, payment partners, and compliance recording solutions.

For hybrid or multi-cloud deployments, the Oracle Enterprise Communications Broker extends interoperability to on-premises phone systems, SIP trunks, contact centers, and enterprise networks, allowing Webex to coexist, evolve, or lead without vendor lock-in.

4. Data Control & Compliance Leadership

Oracle's orchestration provides centralized policy governance and visibility across cloud-connected services operating around Webex, helping standardize routing, analytics, compliance workflows, and AI integrations.

Where stricter oversight is required, Oracle Enterprise Operations Monitor and Session Delivery Management Cloud add deep audio/SIP analytics, Quality-of-Service monitoring, fraud tracing, and compliance reporting across hybrid and multi-cloud networks.

5. Business Impact that Scales — Beyond Webex Telephony to Enterprise-Wide Intelligence

Together, Oracle's cloud-native and hybrid portfolios position Webex as a cornerstone of a secure, intelligent enterprise communications strategy.

Enterprises can realize benefits such as:

- Automating voice workflows
- Reducing operational complexity
- Enabling more intelligent customer engagement
- Delivering proactive performance insights
- Strengthening brand presentation in calls
- Supporting AI-assisted decision making
- Providing secure, resilient connectivity across regions

The Oracle Intelligent Communications Orchestration Network accelerates modernization and AI adoption, while Enterprise Session Delivery safeguards mission-critical and regulated environments. Combined, they deliver impact at enterprise scale.

Two Paths. One Unified Fabric. Your Strategy, Your Way.

Oracle supports Webex enterprise voice via two architectural options, each supported by a distinct Oracle portfolio tailored to regulatory, operational, and modernization priorities. Your Oracle team can advise on the approach that best fits your environment.

1. Cloud-Native Architecture

Built on Oracle Cloud Infrastructure, the Oracle Intelligent Communications Orchestration Network enhances enterprise flexibility for Webex. The platform connects unified communications, contact center, AI engines, payment workloads, and compliance systems into a single intelligent control plane, reducing infrastructure friction and supporting innovation with Oracle security and reliability.

Our cloud solution enables Webex enterprises to modernize at their own pace, integrating cloud platforms, AI agents, and analytics while preserving existing carrier relationships and on-prem voice investments. It provides a faster, safer path to transformation through policy-driven orchestration, prebuilt integrations, and intuitive administration.

Seamless Modernization Across Cloud and AI Platforms

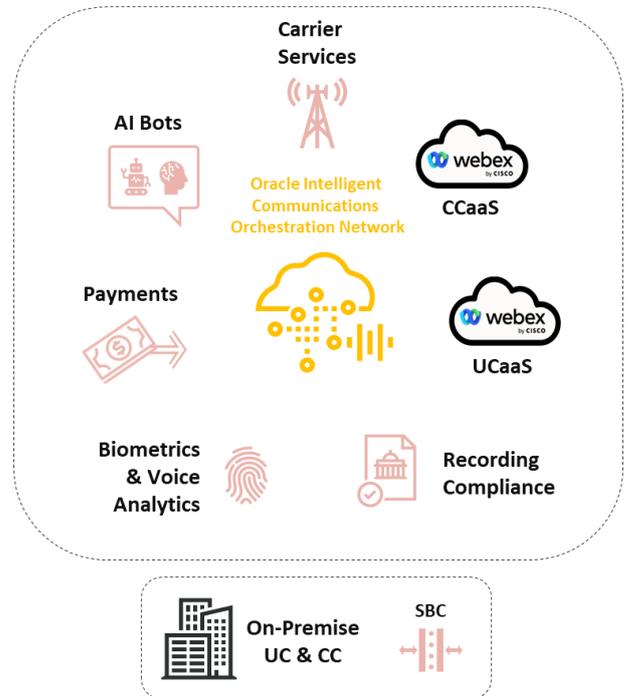
The Oracle Intelligent Communications Orchestration Network delivers a faster, safer path to innovation through policy-driven orchestration, prebuilt integrations, and an intuitive administration experience.

Key Advantages

- **Prebuilt Integrations and Connectors:** Accelerate time-to-value with ready-to-use integrations across hybrid environments. Choose from a growing library of connectors for UC/contact center platforms, carriers, recording, biometrics, transcription, and AI services.
- **Self-Service Administration:** Empower users to configure policies, manage routing, and deploy new services through an intuitive, self-service portal.
- **AI Agent Orchestration:** Plug-and-play integration with multiple AI agent providers enables rapid automation and enhanced customer experience.
- **Hybrid Coexistence, Not Rip-and-Replace:** Maintain corporate dial plans and carrier relationships while migrating at your own pace — minimizing disruption and protecting prior investments.
- **Predictable, Compliant Operations:** Simplify governance and support security across Unified Communications, Contact Centers, and AI environments through centralized orchestration.

This Oracle Intelligent Communications Orchestration Network architectural option is ideal for:

- ✓ Cloud first enterprises adopting Webex with zero customer managed infrastructure
- ✓ Multi-vendor UC/contact center environments needing fast, policy-driven integrations
- ✓ AI led automation (virtual agents, transcription, analytics) to scale quickly
- ✓ Managed Service Providers (MSPs) building multi-tenant Webex voice offerings
- ✓ Programs prioritizing rapid modernization with prebuilt connectors



2. Hybrid & Sovereign Architecture — Powered by Enterprise Session Delivery

Enterprise Session Delivery provides sovereignty, deterministic routing, and deep observability for organizations that must meet regulatory, operational, or resiliency requirements.

Five key pillars show how Oracle’s Session Delivery elevates Webex voice deployments, enabling secure, clear, adaptable, and forward-looking experiences in on-premises or hybrid setups.

PROTECTED DELIVERY	VISIBILITY	MIGRATION	MANAGEMENT	VOICE APPLICATIONS
Securing Webex at Scale 	Monitoring What Matters in Real Time 	Simplified, Flexible Voice Transformation 	Streamlining Voice Operations 	Intelligent Voice, Unlocked 
Oracle Communications Session Border Controller	Oracle Communications Operations Monitor	Oracle Enterprise Communications Broker	Oracle Session Delivery Management Cloud	Oracle Communications Converged Application Server

- **Protected Delivery** (Oracle Communications Session Border Controller): Bring enterprise-class voice to Webex with Bring-Your-Own-Carrier (BYOC) support, reliable call connectivity, and straightforward bridging from existing systems to the cloud. It enforces policies and safeguards traffic at the enterprise edge.
- **Visibility** (Oracle Communications Operations Monitor): Offers real-time insights into call quality and network health within Webex-enabled environments, correlating SIP signaling and operational telemetry for swift issue identification. This enhances mean time to resolution and transparency across multi-vendor setups.
- **Migration** (Oracle Communications Enterprise Communications Broker Supports phased transitions from legacy telephony systems to Webex by implementing policy-based routing, global numbering, and coexistence with both traditional and modern platforms. This aligns routing with corporate policies and enables gradual, low-disruption migration to cloud communications.
- **Management** (Oracle Communications Session Delivery Management Cloud): Centralizes control through a secure cloud console, unifying configuration, metrics, and automated workflows. Integrated backups across sites simplify device administration and reduce maintenance efforts.
- **Voice Applications** (Oracle Communications Converged Application Server): Enhances calls with intelligent features such as call treatment, branded experiences, and AI-assisted agent workflows, connecting voice to external systems for customized Webex interactions. Rapid adjustments enable functionalities like call verification and voice AI.

This Oracle Enterprise Session Delivery architectural option is ideal for:

- ✓ Regulated industries (finance, healthcare, public sector) and data residency/sovereignty sectors
- ✓ Deterministic routing, edge security, and policy control across multiple sites
- ✓ PBX coexistence and staged, site by site cloud migrations
- ✓ In-depth SIP-level diagnostics, Quality of Service (QoS) monitoring, fraud detection, and compliance reporting
- ✓ Mixed on-prem/multicloud environments requiring local policy enforcement and observability

One Strategy, Two Architectures — Both Powered by Oracle Innovation

Business Priority	Cloud-Native Architecture (Intelligent Communications Orchestration Network)	Hybrid & Sovereign Architecture (Enterprise Session Delivery)
Full SaaS & zero operational overhead	✓	
Full control & deployment of custom applications		✓
Bring-Your-Own-Carrier BYOC policy control and carrier choice	✓	✓
AI-driven routing, analytics & automation	✓	✓ (edge)
Multi-tenant model for MSPs	✓	
Regulatory, sovereignty & data residency	✓ (currently deployed in US, UK, EU)	✓
Centralized governance and policy enforcement	✓	✓
PBX coexistence & staged migrations	✓	✓
Deep packet analytics & SIP diagnostics		✓
Rapid modernization & integration	✓	

The Oracle Advantage

Oracle combines decades of telecommunications leadership with cloud-native innovation to power intelligent voice communications. From on-premises to the cloud, Oracle's Communications portfolio helps enterprises secure, route, and orchestrate voice across carriers, AI services, contact center platforms, unified communications, and legacy systems.

Through a global technology ecosystem, Oracle delivers a unified voice communications fabric where security, intelligence, and interoperability converge—enabling organizations to evolve confidently from trusted foundations toward an AI-enabled, cloud-first future

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