

# Oracle Communications Enables Seamless Integrations with Google Voice and Contact Center AI (CCAI)



Google Voice

The move to embrace a hybrid work model in the Modern Enterprise has made IT professionals reimagine ways to collaborate and reduce costs. [Oracle Communications](#) offers a way to leverage the flexibility of [Google Workspace](#), a suite of collaboration and productivity applications, while ensuring their existing investments in communications platforms remains intact and service levels and process remain consistent.

## Summary

Hybrid work has created a renewed interest in cloud-based phone systems that untether workers from legacy desk phones. Providing cloud telephony experiences for more than a decade, [Google Voice](#) keeps colleagues and customers connected with an intuitive calling experience across devices (web, mobile, and certified desk phones), while leveraging Google Artificial Intelligence (AI) to save time by blocking unwanted callers, transcribing voicemails and guiding callers.

Google SIP Link allows customers to connect PSTN services from any carrier to Google Voice through certified [Oracle Enterprise Session Border Controllers](#). Google Voice and SIP link service, part of the Google Workspace suite of applications, is making it easier for businesses to migrate to the cloud and subsequently lower their collaboration platform costs.

## How Oracle E-SBC enables a seamless migration Google Voice

Enterprise customers seeking a cloud-based solution, available virtually in any country in the world, are selecting Google Voice. As Google Voice's telephone number coverage is available to a select set of countries, by employing Google SIP Link and Oracle Enterprise SBCs, customers in more countries can seamlessly migrate to Google Voice with their carriers of choice. With the Oracle Enterprise SBC, and extended Oracle Communications solutions, enterprise customers can maintain their local SIP Trunk providers, adopt Google Voice in additional countries and integrate their existing voice infrastructure with Google Voice in IP Telephony and Contact Center environments. The Oracle Enterprise SBC also allows customers to integrate and migrate to Google Voice at their own pace and according to their specific needs.

“At IPLAN, our vision is to integrate technologies to maximize the business potential while bringing the best in quality limitless digital connection.

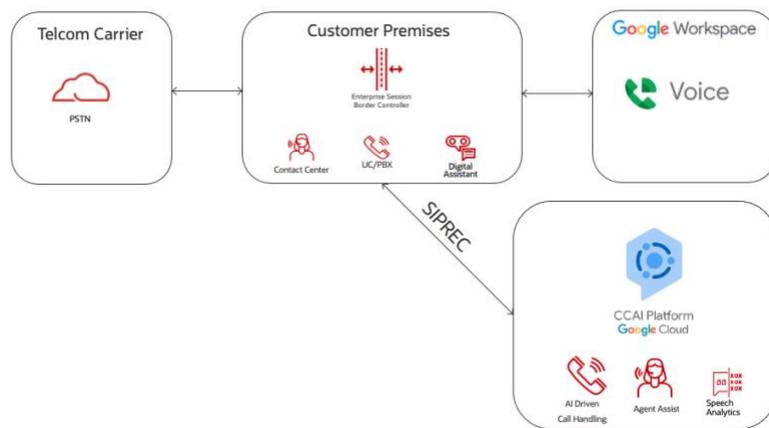
The Oracle Enterprise SBC fits IPLAN's needs in the ever-evolving market dynamics and we choose it as to carry the Proof of Concept of Google Voice Services aiming to attend the IP telephony. Results were beyond as expected as proof flowed smoothly. It's a success.”

**Esteban Reyes**  
Engineer Lead Telephony  
IPLAN

About IPLAN: We are a leading company in the provision of Telecommunications and Technology services in the main cities of Argentina country for more than 20 years <https://www.iplan.com.ar>

## How Oracle E-SBC connects enterprise voice to Google CCAI

For customers incorporating Google Contact Center AI (CCAI) into their operations, Oracle's Enterprise SBC provides certified, secure integration via SIPREC. This allows enterprises to reliably stream live or recorded voice interactions to Google's AI platform for speech analytics, agent assist, and AI-driven insights—without needing to change carriers or disrupt existing telephony infrastructure. By leveraging Oracle Communications solutions, organizations can seamlessly connect their existing contact center platforms (on-premises, hybrid, or cloud) with Google CCAI, enabling advanced capabilities such as intelligent call routing, real-time transcription, and automated agent support. This approach gives enterprises the flexibility to adopt AI-powered enhancements while maintaining full control of their voice network, ensuring interoperability, compliance, and enterprise-grade security.



Learn more in [Google documentation](#) and [Oracle Application Notes](#).

### Advantages

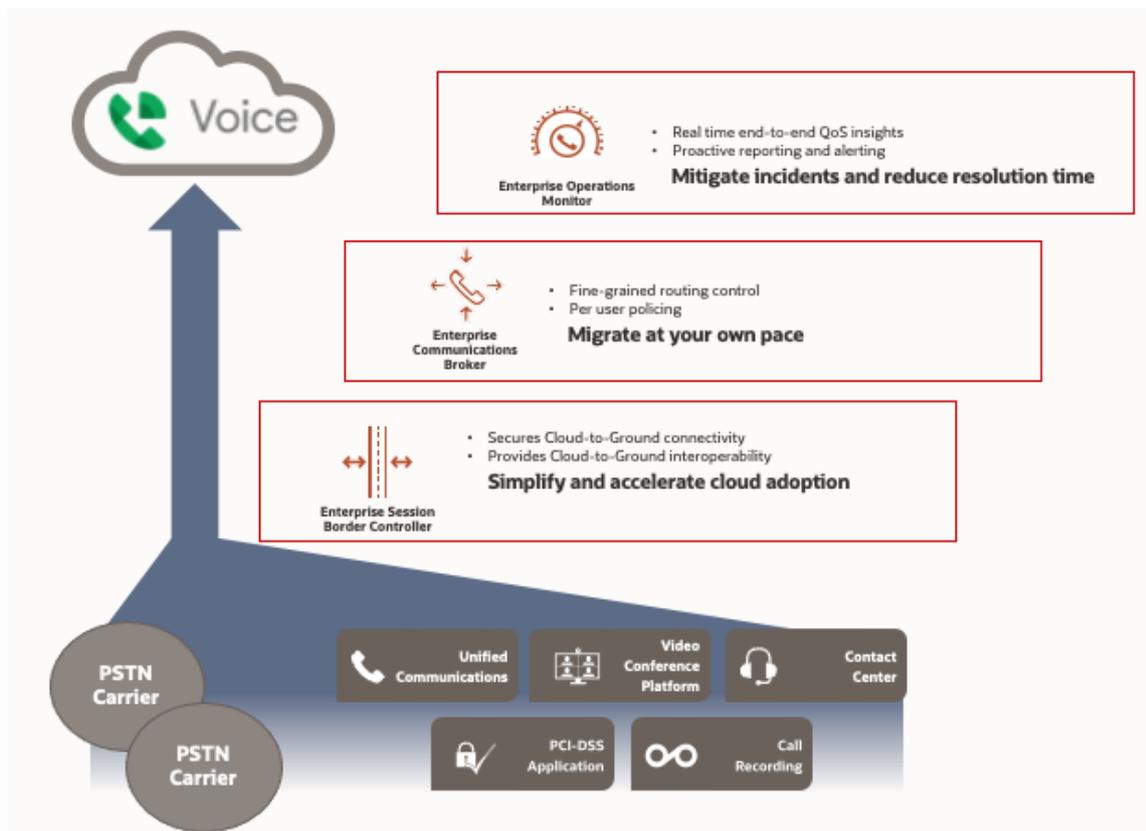
**Cloud** – For customers choosing the cloud-based Google Voice and SIP Link service, the Oracle Enterprise SBC can be deployed anywhere. Where necessary for regulatory or compliance reasons, the Oracle Enterprise SBC can also be deployed either as a physical device or as a Virtual Network Function (VNF). Cloud deployments are available on the majority of public clouds, including Oracle Cloud Infrastructure.

**Vendor independent** – Oracle has more than 20 years of heritage connecting and protecting enterprise networks with a security-first mindset and a future-proof road map. Our interoperability is proven in matching communication systems, cloud providers and PSTN requirements.

**Security** – Connecting to cloud communication solutions requires adequate levels of security. Specialized in protecting real time communications to prevent bad actors entering the network, Oracle offers solutions to connect securely to cloud communication solutions, including [JITC/FIPS 140-2 military grade certifications](#).

TekVizion Labs™ ***“Configuration Guide for Google Voice SIP Link Using the Oracle E-SBC”*** is available [here](#).

### Complementing Oracle solutions



Oracle offers a complete suite of [enterprise communications](#) solutions enabling enterprises in their move to the cloud to help cut IT costs, streamline processes, and boost performance while keeping networks reliable and protected against cyberattacks.

**Enterprise Operations Monitor** - To complement interoperability and security provided by the Oracle Enterprise SBC, [Oracle's Enterprise Operations Monitor](#) can provide real-time, end-to-end visibility for all encrypted communications running between Oracle Communications Enterprise SBC and Google Voice

**Enterprise Communications Broker** - For the most complex environments, [Oracle's Enterprise Communications Broker](#) complements the Oracle Enterprise SBC by providing a central location where customers can aggregate complex routing policies and enable flexible dial plan interworking management. The Enterprise Communications Broker can also streamline migration to Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) environments as well as playing a key role in hybrid environments in which the on-premises telephony infrastructure co-exists with new Cloud Communications platforms.

### Oracle and Google SIP Link enable integrated communications and cloud solutions

The combination of Google SIP Link and Oracle allows customers to:

- Reduce the total cost of ownership of their UC platform
- Improve the user experience of their collaboration platform and accelerate the adoption of voice as a collaboration tool
- Migrate to cloud communications at their own pace
- Implement maximum flexibility with advanced network-wide licensing models
- Protect the communication network and optimize efficiency
- Connect analog phones, door phones, fax machines and ISDN connections
- Manage disruptions and service interruptions by deploying High-Available and connected Enterprise SBCs

**Oracle Communications provides solutions to accelerate digital transformation in a communications-driven world from network evolution to digital business to customer experience.**

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