

# The Intelligent Communications Fabric for Zoom

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

*“Every Zoom interaction carries the intelligence, security, and identity of your enterprise.”*

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## A New Era of Enterprise Communications

Zoom has become a primary entry point for enterprise communication — where customers, employees, and partners meet. As organizations adopt cloud and AI-driven processes, they need more than meetings and messaging. They need a unified, intelligent, and secure voice foundation that spans their environment.

Enterprise voice stretches beyond Zoom itself. Carriers, contact center platforms, compliance recording, payments, fraud controls, voice AI, and branded call protection all run alongside Zoom. While Zoom often serves as the hub, voice operates across many systems — and bringing these layers together with trust and intelligence is a practical challenge for IT and operations.

Oracle Communications addresses this with an intelligent communications layer that connects Zoom Phone, Zoom 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 present one 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 Zoom, Carriers, and Enterprise Networks

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

For organizations that need local control, sovereignty, or hybrid compliance, the Oracle Enterprise Session Border Controller extends enterprise-class protections and policy enforcement at the edge, helping enable secure BYOC use cases and consistent end-to-end trust.

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

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

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

## 3. Open Ecosystem & Infinite Flexibility — For Zoom-Centric, Multi-Platform Enterprises

Oracle's architecture is open by design. The Oracle Intelligent Communications Orchestration Network integrates with Zoom Phone and Zoom Contact Center, global telecom carriers, contact center platforms (e.g., Genesys, NICE), AI engines (e.g., Google CCAI, AWS Lex), 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 Zoom to coexist, evolve, or lead without vendor lock-in.

## 4. Data Control & Compliance Leadership

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

Together, Oracle's cloud-native and hybrid portfolios help elevate Zoom from collaboration to a cornerstone of a secure, intelligent enterprise communications strategy.

Enterprises can realize benefits such as:

- Helps automate voice workflows
- Helps lower operational complexity
- Enables more intelligent customer engagement
- Delivers proactive performance insights
- Strengthens brand presentation in calls
- Supports AI assisted decision making
- Helps provide secure, resilient connectivity across regions

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

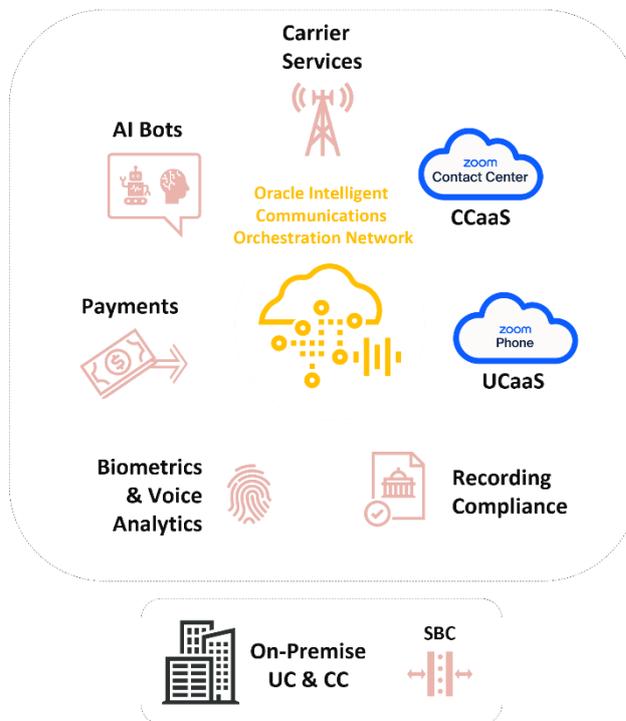
## Two Paths. One Unified Fabric. Your Teams Strategy, Your Way.

Oracle supports Zoom enterprise voice via two architectural options. Each option is 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 Zoom. 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 Zoom 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:** Can help 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.

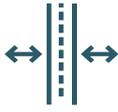
**This Oracle Intelligent Communications Orchestration Network architectural option is ideal for:**

- ✓ Cloud first enterprises adopting Zoom 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 Zoom 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 Zoom voice deployments — enabling secure, clear, adaptable, and forward-looking experiences in on-premises or hybrid setups.

PROTECTED DELIVERY	VISIBILITY	MIGRATION	MANAGEMENT	VOICE APPLICATIONS
Securing Zoom at Scale 	Monitoring What Matters in Real Time 	Simplified, Flexible Voice Transformation 	Streamlining Voice Operations 	Intelligent Voice, Unlocked 
<a href="#">Oracle Communications Session Border Controller</a>	<a href="#">Oracle Communications Operations Monitor</a>	<a href="#">Oracle Enterprise Communications Broker</a>	<a href="#">Oracle Session Delivery Management Cloud</a>	<a href="#">Oracle Communications Converged Application Server</a>

- Protected Delivery** (Oracle Communications Session Border Controller): Bring enterprise-class voice to Zoom with BYOC support, reliable call connectivity, and straightforward bridging from existing systems to the cloud. Helps enforce policies and protect traffic at the enterprise edge.
- Visibility** (Oracle Communications Operations Monitor): Provide real-time views of call quality and network health across Zoom-enabled environments, correlating SIP signaling and network telemetry for rapid issue isolation. Improve mean time to resolution and transparency in multi-vendor environments.
- Migration** (Oracle Communications Enterprise Communications Broker): Support staged transitions from legacy telephony to Zoom with policy-based routing, global numbering, and coexistence alongside traditional or modern platforms. Aligns routing with corporate policies and enables gradual, low-disruption migration to cloud communications.
- Management** (Oracle Communications Session Delivery Management Cloud): Centralize control from a secure cloud console, unifying configuration, metrics, and automated workflows. With integrated backups across sites, it simplifies device administration and reduce maintenance effort.
- Voice Applications** (Oracle Communications Converged Application Server): Add intelligence to calls with call treatment, branded experiences, and AI-assisted agent workflows, connecting voice to external systems for tailored Zoom interactions. Rapid adjustments enable features 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 sites
- PBX coexistence and staged, site by site cloud migrations
- Deep SIP level diagnostics, QoS monitoring, fraud tracing, and compliance reporting
- Mixed on-prem/multicloud estates 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		✓
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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