Oracle Communications for Zoom Phone and Zoom Contact Center: Secure and interoperable voice at scale

As enterprises standardize on Zoom Phone and Zoom Contact Center to unify cloud calling and customer engagement, Oracle Communications provides a secure, interoperable foundation to retain existing PSTN carriers (BYOC), integrate legacy systems, and add AI-powered intelligence—delivering a best-of-breed approach across networking, security, analytics, and applications.

The Joint Oracle and Zoom Solution

With Oracle Communications Enterprise Session Border Controller (E-SBC) certified for Zoom Phone and Contact Center (BYOC Premise Peering, Cloud Peering, Local Survivability), organizations gain carrier-grade security, reliability, and flexible deployment models for cloud migration and hybrid coexistence. Complemented by Oracle's monitoring and management portfolio, IT teams achieve end-to-end monitoring and single-pane-of-glass control to sustain voice quality, compliance, and resilience over. Beyond connectivity and control, Oracle brings AI-powered intelligence and advanced services to enterprise voice networks.

PROTECTED DELIVERY	VISIBILITY	MIGRATION	**MANAGEMENT**	**VOICE APPLICATIONS**
Securing Teams 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

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Protected Delivery

Oracle Communications Enterprise Session Border Controller (E-SBC) provides certified Zoom Phone and Zoom Contact Center Premise Peering BYOC, safeguarding real-time communications with layered security, fraud prevention, TLS/SRTP, and high availability. It bridges legacy PBX/analog estates with Zoom Phone and integrates resiliently into complex, multi-site networks.

Key Benefits:

- Certified, secure Zoom Phone and Zoom Contact Center connectivity with BYOC
- Seamless PSTN/SIP interoperability and policy enforcement
- High availability, QoS, and survivability options
- Compliance-ready controls (including FIPS/JITC alignment)
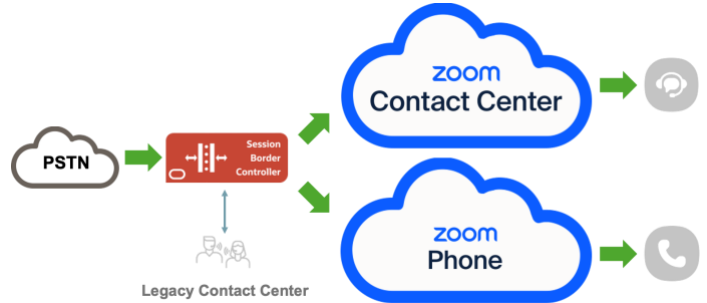
Visibility

Oracle Communications Operations Monitor (EOM) delivers real-time, end-to-end monitoring across Zoom and SIP domains, correlating signaling and media—including encrypted flows via trusted probes—to reduce MTTR, protect experience, and lower operations cost.

Key Benefits:

- End-to-end call correlation and media quality analytics
- Proactive alerting and rapid troubleshooting
- Vendor-agnostic visibility across hybrid/multi-vendor estates
- Actionable KPIs to maintain voice quality
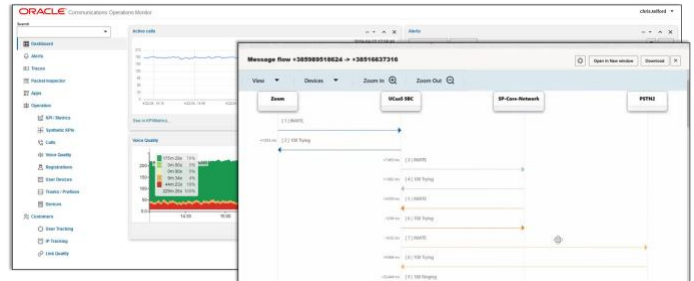
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Migration

Oracle Enterprise Communications Broker (ECB) orchestrates policy-based routing and global dial plans to enable staged migrations and coexistence between legacy PBX/CC platforms and Zoom Phone/Zoom Contact Center. ECB integrates with directories and automates routing decisions via REST APIs, minimizing human error and accelerating cutovers.

Key Benefits:

- Centralized dial-plan and policy control
- Multi-vendor normalization and interworking
- Gradual migration, preserving legacy enterprise networks and devices
- Graceful, low-risk cutover paths
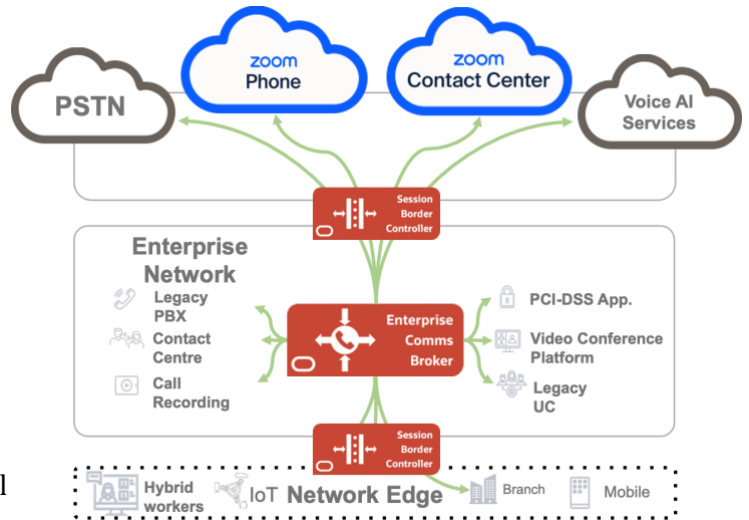
Management

Oracle Session Delivery Management Cloud centralizes lifecycle operations for Oracle session delivery assets—SBCs, ECB, and more—providing a single-pane-of-glass for configuration, monitoring, RBAC, and automated workflows across global deployments.

Key Benefits:

- Unified policy and configuration at scale
- Multisite redundancy and role-based access
- Automated work orders and reduced maintenance
- Faster change control and lower OPEX
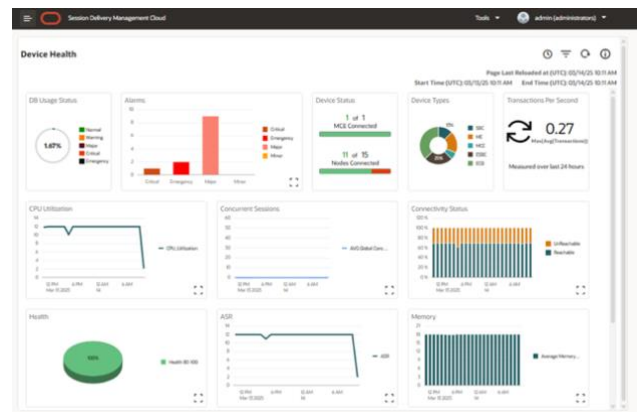
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Voice Applications and AI capabilities

Oracle Communications Converged Application Server (OCCAS) adds programmable, AI-ready voice services—such as branded call treatment, call filtering, and real-time agent assistance—so enterprises can enhance both customer and agent experiences without disruptive infrastructure changes.

Caller Attestation	Selective Call Recording	911 Alerting	Courtesy Call Back
Intelligent Call Routing	Call Branding	Robocall Intercept	Call Forking
Stateful Call Tracking	Caller ID Masking	STIR/SHAKEN	Call Blocking
Voice AI services	UUI Manipulation	Call Reconnect	Caller ID Rewrite with Database Dip

Key Benefits:

- Custom voice services and AI integration
- Real-time, automated agent assistance
- Programmable control via SIP/Java APIs
- Fast rollout; carrier-grade scale and reliability

Summary

Enterprises are standardizing on Zoom Phone and Zoom Contact Center to unify calling and customer engagement in the cloud. Oracle Communications provides a secure, interoperable foundation to retain existing PSTN carriers (BYOC), integrate legacy systems, and add AI-powered intelligence to enterprise voice networks—delivering a best-of-breed approach that combines leading technologies across networking, security, analytics, and applications.

With the Oracle Communications Enterprise Session Border Controller (E-SBC) certified for Zoom Phone and Zoom Contact Center (BYOC), organizations gain carrier-grade security, reliability, and flexible deployment models for cloud migration and hybrid coexistence. Complemented by Oracle's monitoring and management portfolio, IT teams achieve end-to-end monitoring and single-pane-of-glass control to sustain voice quality, compliance, and resilience over time.

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