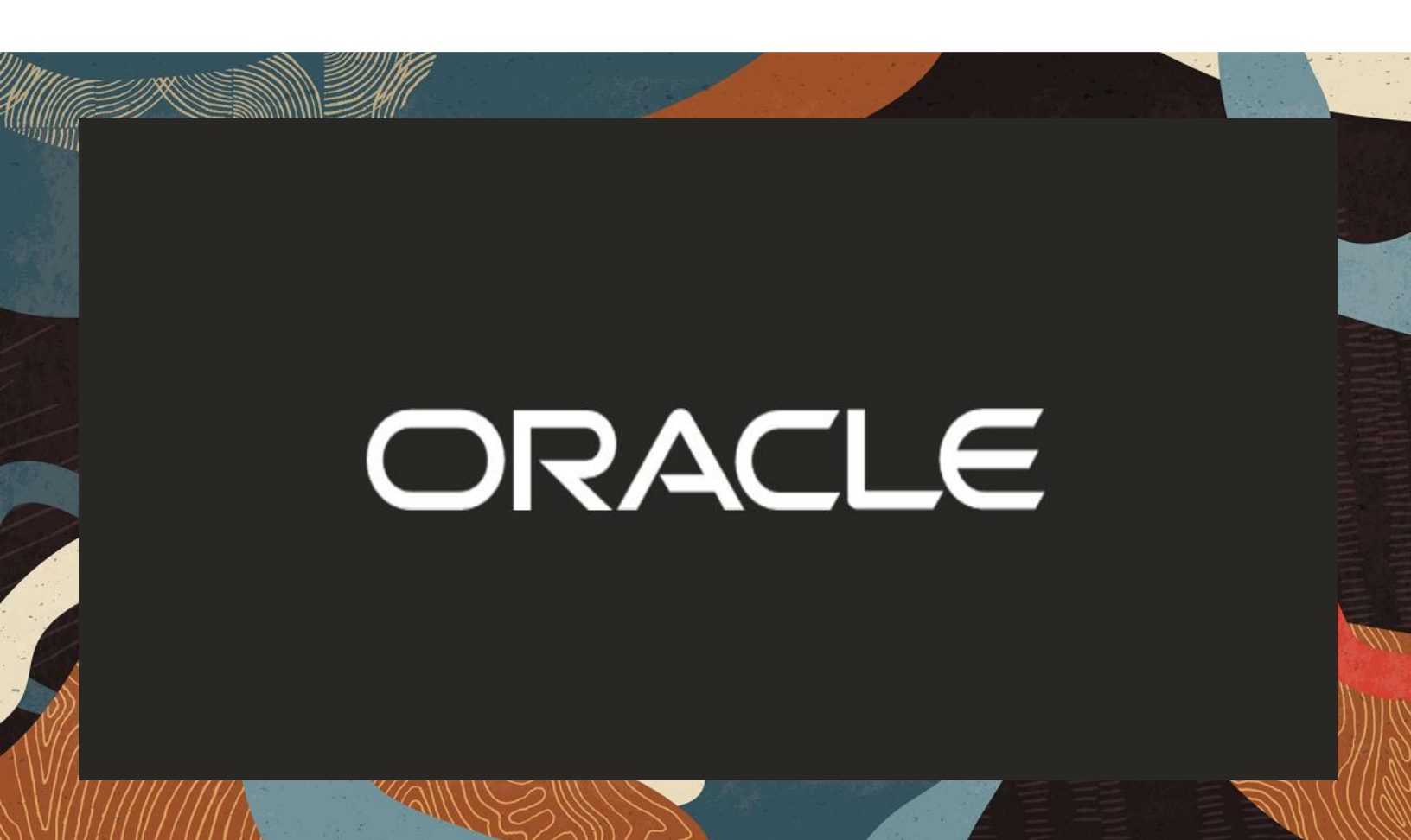




# ORACLE

Oracle® Intelligent Communications  
Orchestration Network

Integrating Cisco Webex Calling Registration  
with Oracle ICON

Application Note

**ORACLE**  

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**COMMUNICATIONS**



## Disclaimer

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## 2 Revision History

| Version | Date            | Description                         |
|---------|-----------------|-------------------------------------|
| 0.1     | 7 October 2026  | Initial draft version               |
| 1.0     | 14 October 2026 | Added comments from internal review |

## 3 Intended Audience

This document is intended for Oracle ICON administrators and implementation engineers who configure Cisco Webex Calling registration services in Oracle ICON. It assumes the reader has access to the ICON tenant and the Cisco Webex Calling provisioning information for the target organization.

## 4 Version

| Product                                                        | Version    |
|----------------------------------------------------------------|------------|
| Oracle Intelligent Communications Orchestration Network (ICON) | 26.3.0.0.2 |

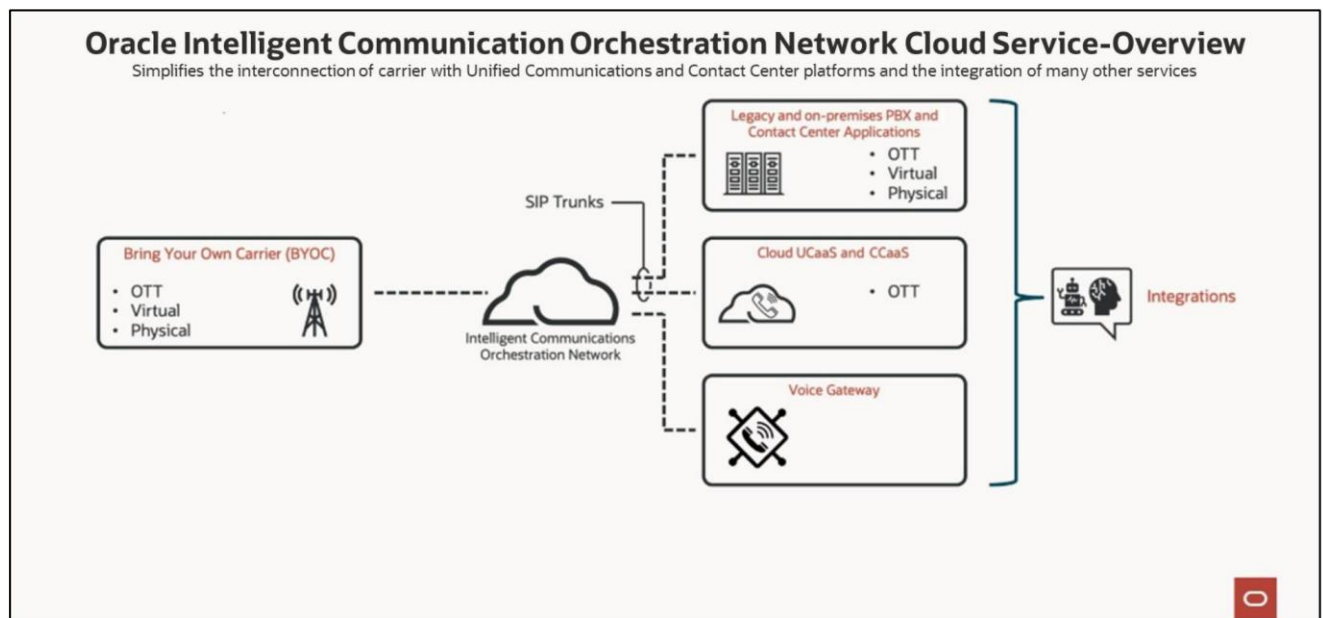
Note: To zoom in on screenshots of Web GUI configuration examples, press Ctrl and +.

## 5 Introduction

### 5.1 Oracle® Intelligent Communications Orchestration Network Overview

The Oracle® Intelligent Communication Orchestration Network enables enterprises and Managed Service Providers to connect Unified Communications (UC) and Contact Centers (CC), supporting both on-premises and SaaS-based UC and CC solutions. The Oracle® Intelligent Communication Orchestration Network brings voice communications services together in one place, reducing the need to manage carrier-service compatibility issues.

Oracle ICON provides numerous features to bring voice communications services together through a single point of management rather than managing each service independently. The following diagram shows how the features and services interact to provide voice services to the end customer.



Begin by connecting PSTN services to Oracle® ICON, either virtually or physically. Once this connection is in place, integrate Cisco Webex Calling by configuring the Cisco Webex Calling service profile within Oracle® Intelligent Communication Orchestration Network (ICON).

This enables seamless interoperability between Cisco Webex Calling and the ICON system.

This application note describes the ICON-side workflow for selecting the service profile, associating a carrier trunk and number blocks, and entering the Webex Calling registration parameters supplied during Webex provisioning.

This note covers Cisco Control Hub provisioning followed by Oracle ICON account, site, number-block, carrier, and Webex service configuration. Account names, regions, addresses, and transport selections in the screenshots are examples; use the values approved for the target deployment.

## 6 Related Documentation

### 6.1 Oracle Intelligent Communication Orchestration Network

Configuration Process

Add Sites

Add Number Blocks Manually

Connect Services

Integrating On-Prem Telephony with Oracle ICON Using Generic SIP Service

## 7 Cisco Webex Calling Configuration

### 7.1 Cisco Webex Calling Registration

#### 7.1.1 Planning Cisco Webex Calling Registration

Before beginning the configuration, ensure that the Webex Calling organization and administrator account are available, the required location has been created, and the telephone numbers and call-routing requirements have been identified. The configuration examples in this chapter use the iconapnote trunk and IconSQA location. Names, telephone numbers, domains, and addresses shown in the examples must be replaced with the values for your deployment.

#### 7.1.2 Infrastructure Requirements

This application note describes a registration-based connection between Webex Calling and Oracle ICON. A Webex Calling subscription, access to Cisco Control Hub, and an activated Oracle ICON subscription are required. The following chapter describes how to add the site, number blocks, and carrier service within an existing ICON customer account before connecting the Webex service.

#### 7.1.3 Sign In to Webex Control Hub

To begin the Webex configuration, open <https://admin.webex.com> and sign in using an administrator account.

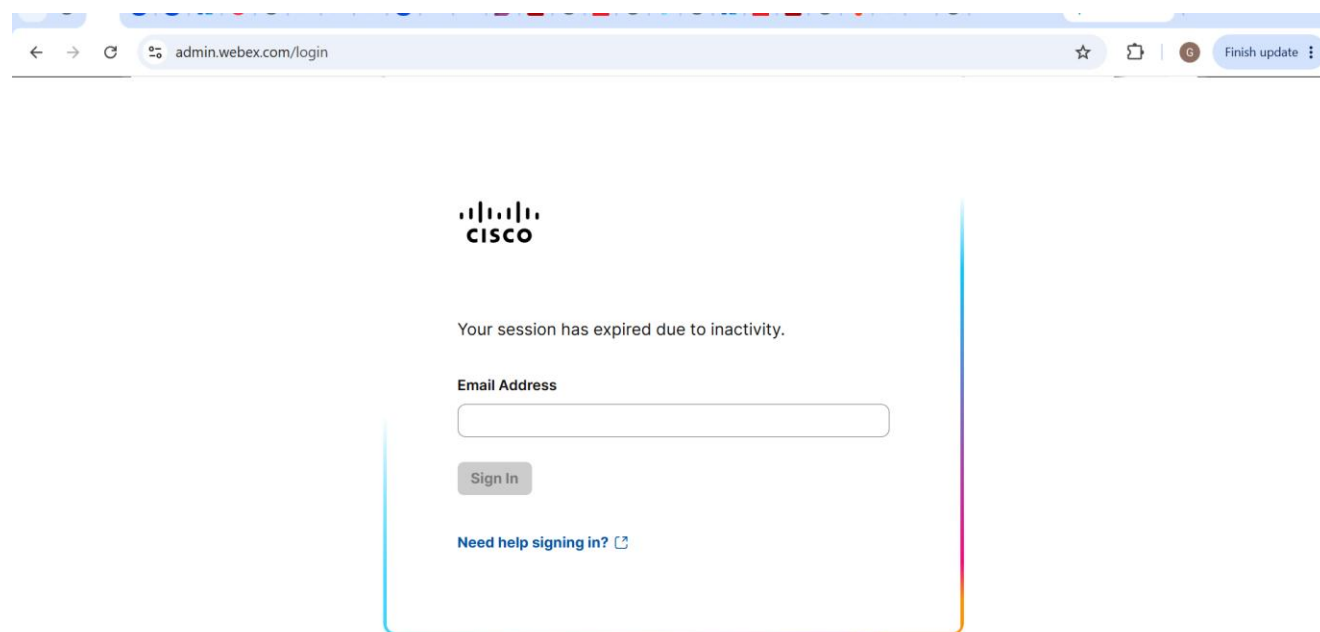


Figure 1. Webex Control Hub sign-in page.

#### 7.1.4 Trunk Configuration

A trunk provides the connection used to route calls between Webex Calling and Oracle ICON. In the left menu, select PSTN & Routing. At the top of the page, open Gateway Configurations and select Trunk. Click Add Trunk, select the location, enter a descriptive trunk name, and choose Registration based as the trunk type. Complete the registration-based trunk setup and save the configuration. In this example, the trunk is named iconapnote and is associated with the IconSQA location.

When the trunk has been created, Webex displays its registration information. Record the Registrar Domain, Trunk Group OTG/DTG, Line/Port, Outbound Proxy Address, authentication username, and password. These values will be used later in the ICON Registrant Configuration. Keep the password in a secure location.

Add Trunk

iconappnote Successfully Created.

Visit [Route Group](#) page to add trunk(s) to a route group.

Visit [Locations](#) page to configure PSTN connection to individual locations.

Visit [Dial Plans](#) page to use this trunk as the routing choice for a dial plan.

Trunk Info

Status

● Unknown

Trunk Group OTG/DTG

iconappnote0059991316\_lgu

Outbound Proxy Address

jfk07.sipconnect-us.bclid.webex.com

Registrar Domain

91366808.cisco-bclid.com

Line/Port

iconappnote0568836976\_LGU@91366808.cisco-bclid.com

Authentication Information

Record the username and password below. If you lose this information, you need to retrieve the username and reset the password.

Username: iconappnote0059991316\_LGU

Password:

Figure 2. Example registration-based trunk creation confirmation.

Next, select the trunk you have just created and open its details. Check that Trunk Type is Registration based, and review the Registrar Domain and Trunk Group OTG/DTG. In this example, the registrar

domain is 91366808.cisco-bcld.com and the trunk group is iconappnote0059991316\_lgu. Use the values generated for your own trunk.

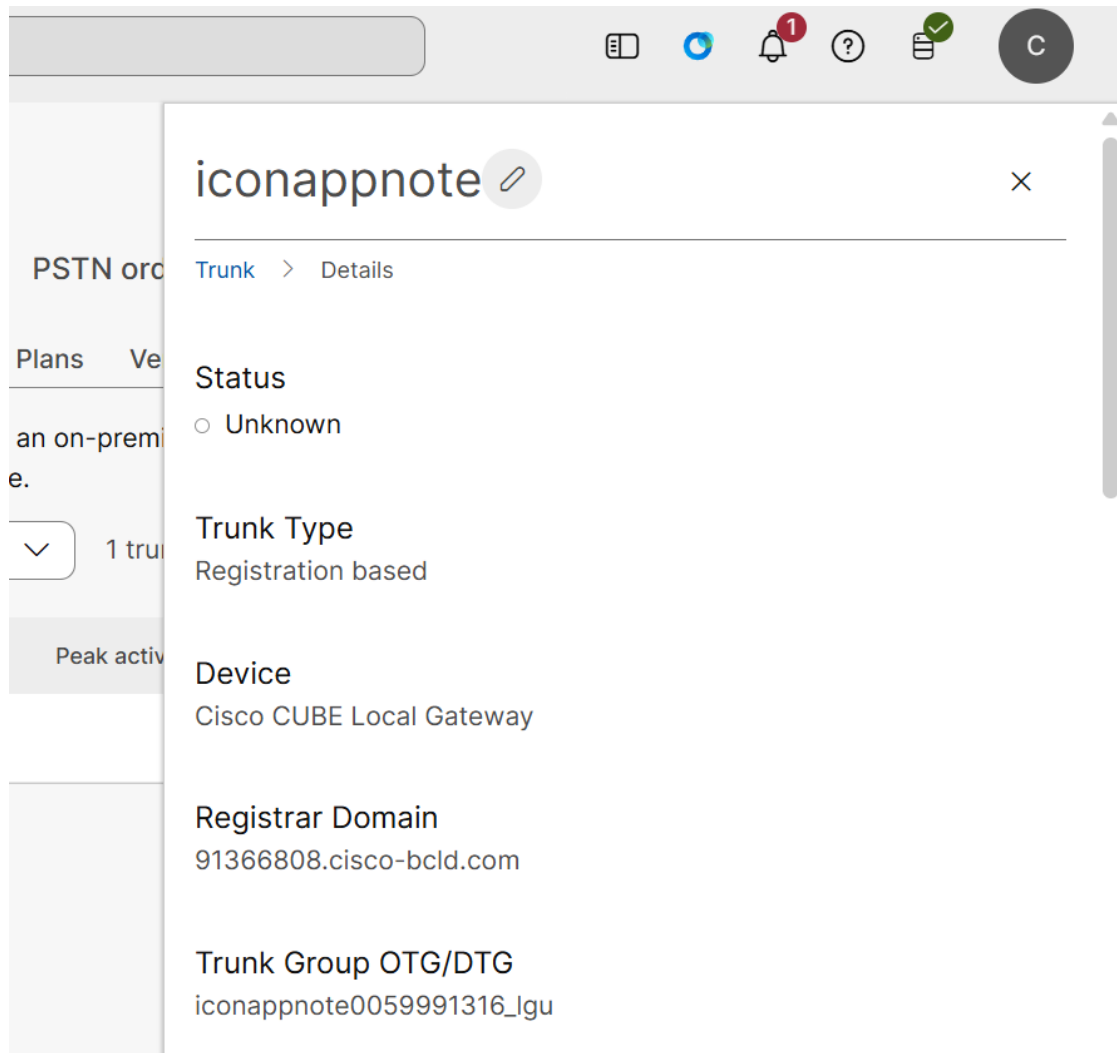


Figure 3. Example registration-based trunk details.

### 7.1.5 Route Group

A route group contains one or more trunks and allows Webex Calling to select a trunk according to its priority. Under PSTN & Routing, open Gateway Configurations and select Route Group. Click Create Route Group, enter a name, and select the trunk created in the previous section. Choose a priority and

click Save. For this example, the route group is named routegroup and contains the iconappnote trunk at priority 1, which is the highest priority.

Create Route Group

If you have a large number of locations or trunks, create a route group for load sharing and scale of connection to the premises.

Name

routegroup

Trunks

You can add up to **10** trunks in a route group. The server considers available trunks at the highest priority first (1 being the highest) before it tries those with lower priority. Among those with the same priority, calls are distributed evenly in a load-balancing fashion.

Add Trunk

1 trunk added

| Trunk Name  | Priority |  |
|-------------|----------|--|
| iconappnote | 1        |  |

Cancel

Save

Figure 4. Example route group configuration.

After saving the configuration, return to the Route Group page. The route group you have created should appear in the list. In this example, the saved entry is routegroup.

|       |                   |    |  |
|-------|-------------------|----|--|
| ed UC | IconSQARouteGroup | No |  |
|       | routegroup        | No |  |

Figure 5. Example route group in the saved list.

9 | Page

To check the association, open the iconappnote trunk used in this example and select Route Group under In Use. The routegroup entry should be listed. For your deployment, check the trunk and route group created in the preceding steps.

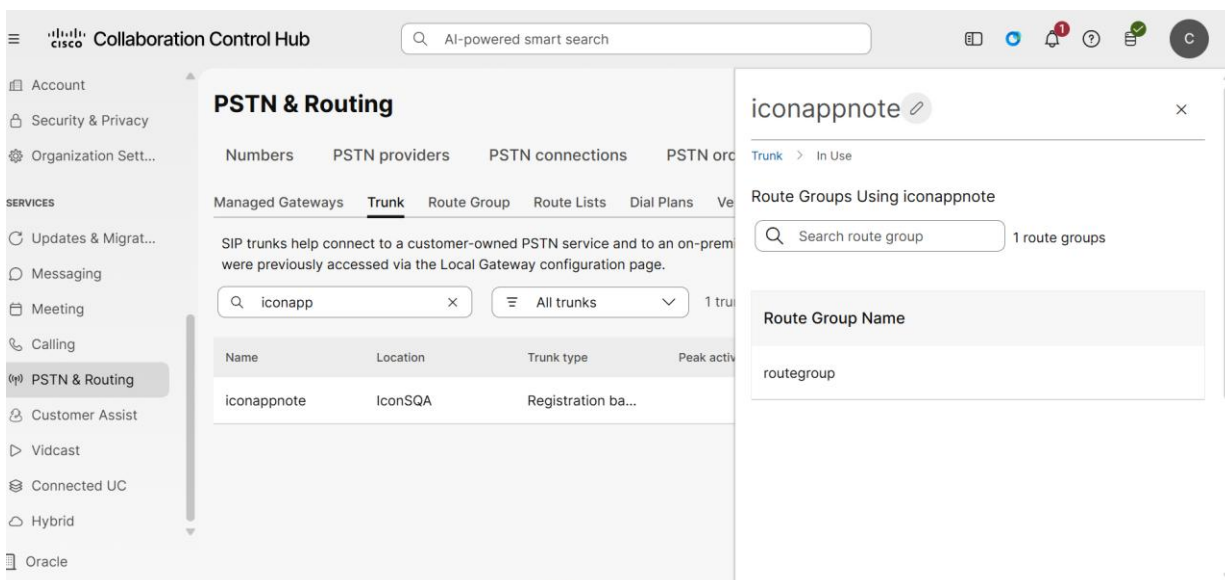


Figure 6. Example route group association with the registration trunk.

## 7.1.6 Dial Plans

Dial plans define the patterns used to route calls through a trunk or route group. Under PSTN & Routing, open Gateway Configurations and select Dial Plans. Click Create Dial Plan and enter a name. Under Routing Choice, select the trunk or route group that will carry calls matching the dial patterns. Add the required dial patterns, or import them from a CSV file, and click Save.

For this example, the dial plan is named dialplan1 and its Routing Choice is the iconappnote trunk. The example screen shows two dial patterns, including +17812032801. Configure the dial patterns required by your numbering and routing plan.

The screenshot displays the Cisco Collaboration Control Hub interface. The left sidebar shows the navigation menu with 'PSTN & Routing' selected. The main content area is titled 'PSTN & Routing' and includes tabs for 'Numbers', 'PSTN providers', 'PSTN connections', and 'PSTN or...'. Under the 'Dial Plans' tab, a table lists the following dial plans:

| Name            | Routing Choice |
|-----------------|----------------|
| dialplan1       | iconappnote    |
| IconSQADialplan | IconSQATrunk   |

A search bar above the table contains the text 'dial'. To the right, a panel for 'dialplan1' shows the 'Routing Choice' as 'iconappnote' and a list of 'Dial Patterns'. It indicates there are '2 dial patterns' and shows one pattern: '+17812032801'.

Figure 7. Example dial plan routing choice and dial patterns.

After saving the dial plan, open the trunk and select Dial Plans under In Use. Check that the dial plan is listed. In this example, dialplan1 is associated with the iconappnote trunk.

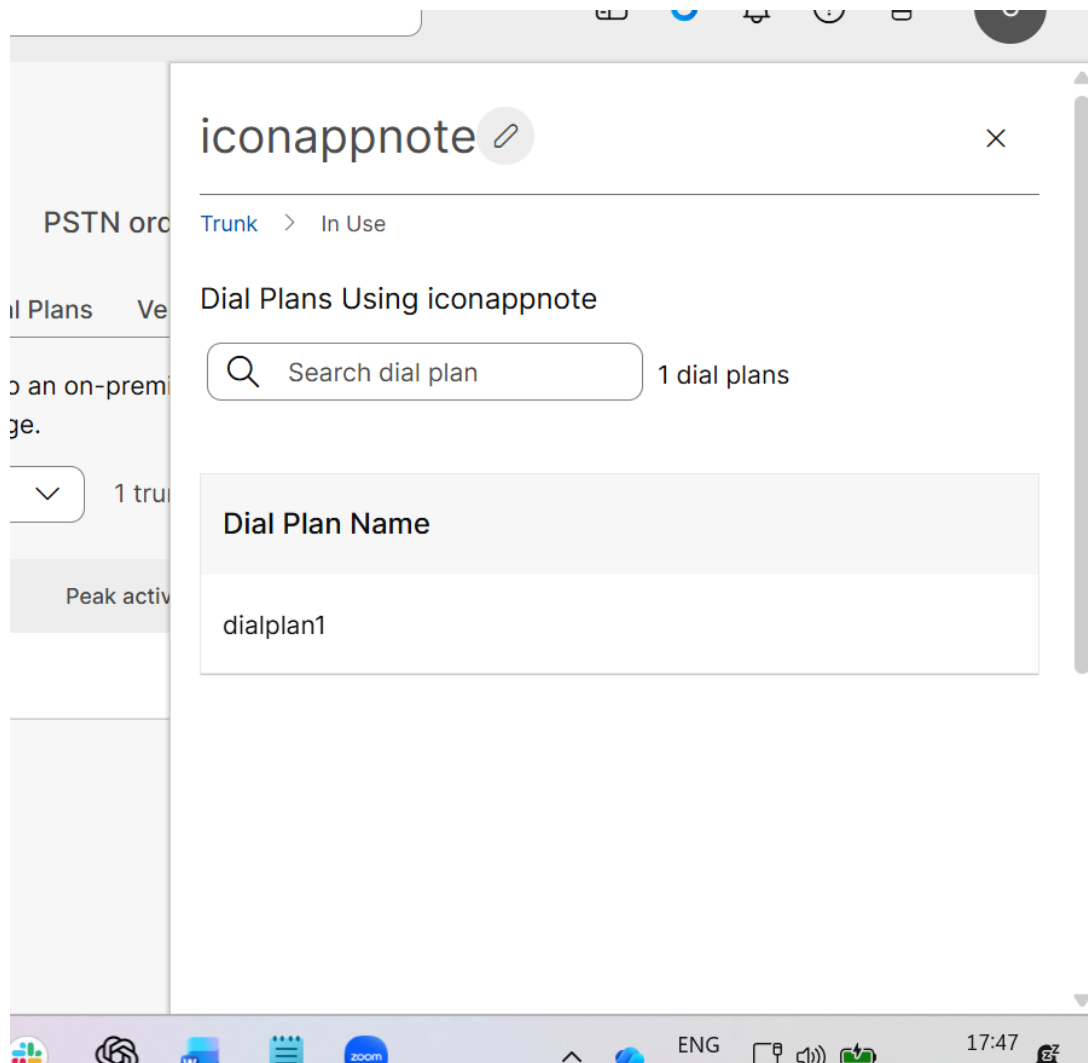


Figure 8. Example dial plan association with the registration trunk.

### 7.1.7 Webex Edge Proxy Address

The Webex Edge Proxy Address identifies the Webex destination used by ICON for the registration connection. Under PSTN & Routing, open Gateway Configurations and select Trunk. Select the trunk created earlier, then open Trunk Info to view its registration details.

The Outbound Proxy Address shown in this example is `jfk07.sipconnect-us.bcl.d.webex.com`. Proxy addresses vary by deployment and region. Use the address generated for your trunk, and confirm the port and transport format required by the ICON release before entering the address in ICON.

Copy the Line/Port and Outbound Proxy Address from the trunk details. In this example, the Line/Port is iconappnote0568836976\_LGU@91366808.cisco-bcld.com. Copy the complete value, including the domain, for your own trunk.

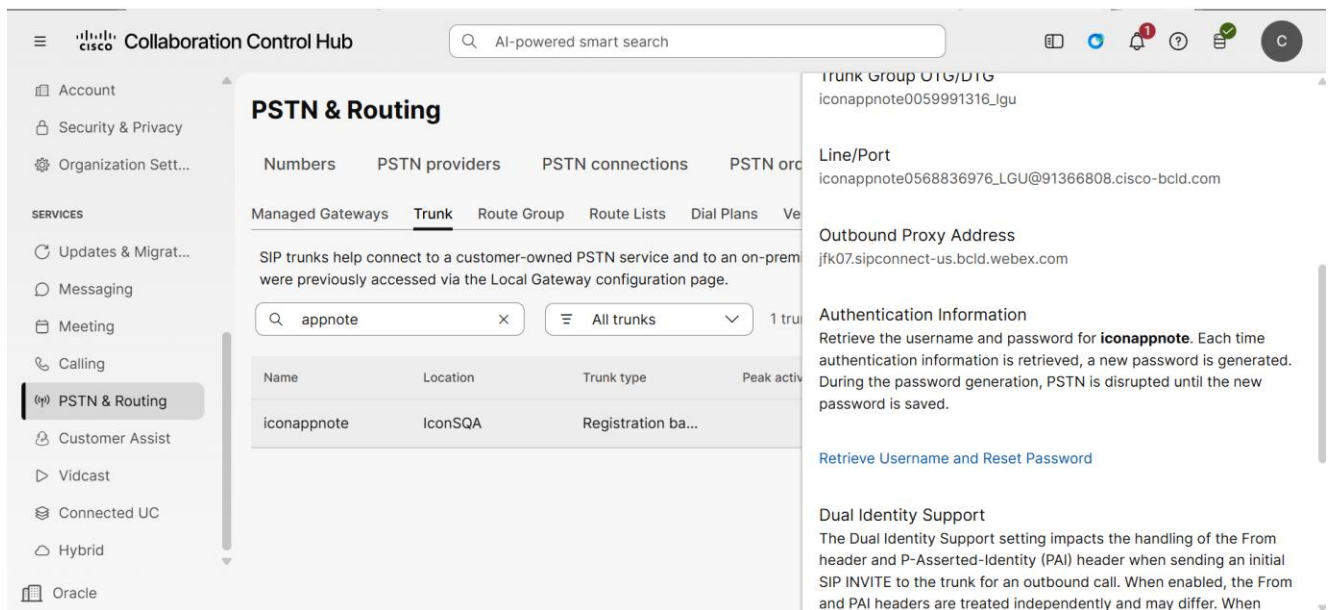


Figure 9. Example Line/Port and Outbound Proxy Address in the trunk details.

## 7.1.8 PSTN Connection

The PSTN connection determines the trunk or route group used for external calls at a Webex Calling location. Configure the location to use the trunk or route group selected for the deployment. Then open the trunk and select PSTN Connection under In Use to check the location association. In this example, the IconSQA location uses the iconappnote trunk.

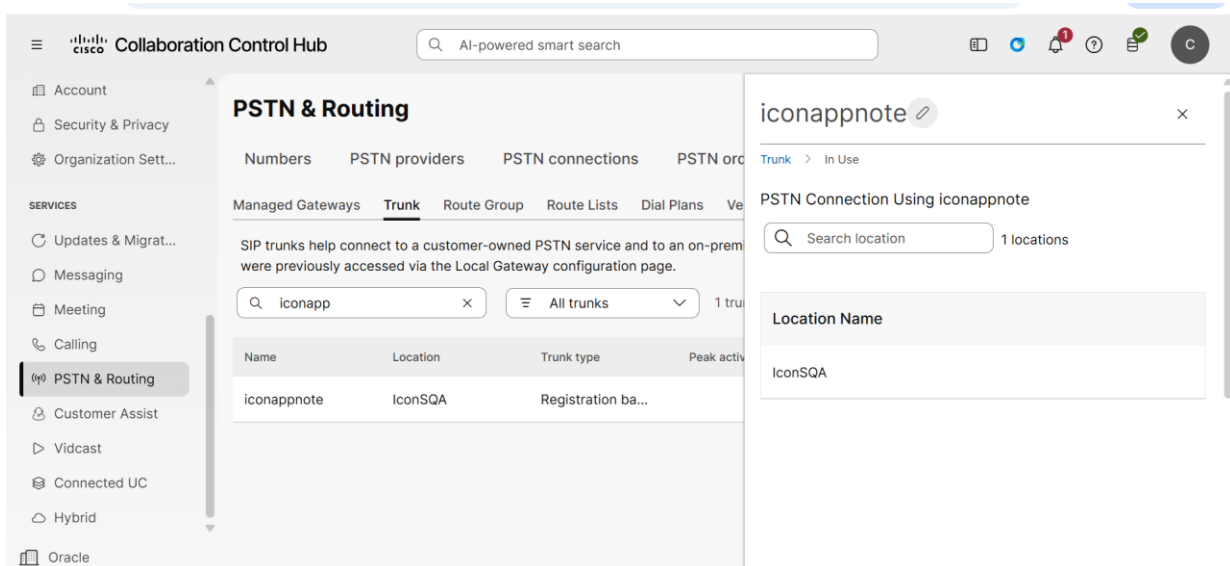


Figure 10. Example location association for the trunk PSTN connection.

## 7.1.9 Assign User Licenses and Numbers

A user must have a Webex Calling license and a calling location before a telephone number can be assigned. The following steps describe how to add or select a user, assign the license, and select a number at the location configured in the preceding section. Use an available number that belongs to that location.

### 7.1.9.1 Locate or Add the User

In the Control Hub left menu, select Users to open the user list. Click Add users to create a new user, or select an existing user to configure calling. For manual provisioning, enter the user information and continue to the license-assignment step. The user shown in the following screen is an example.

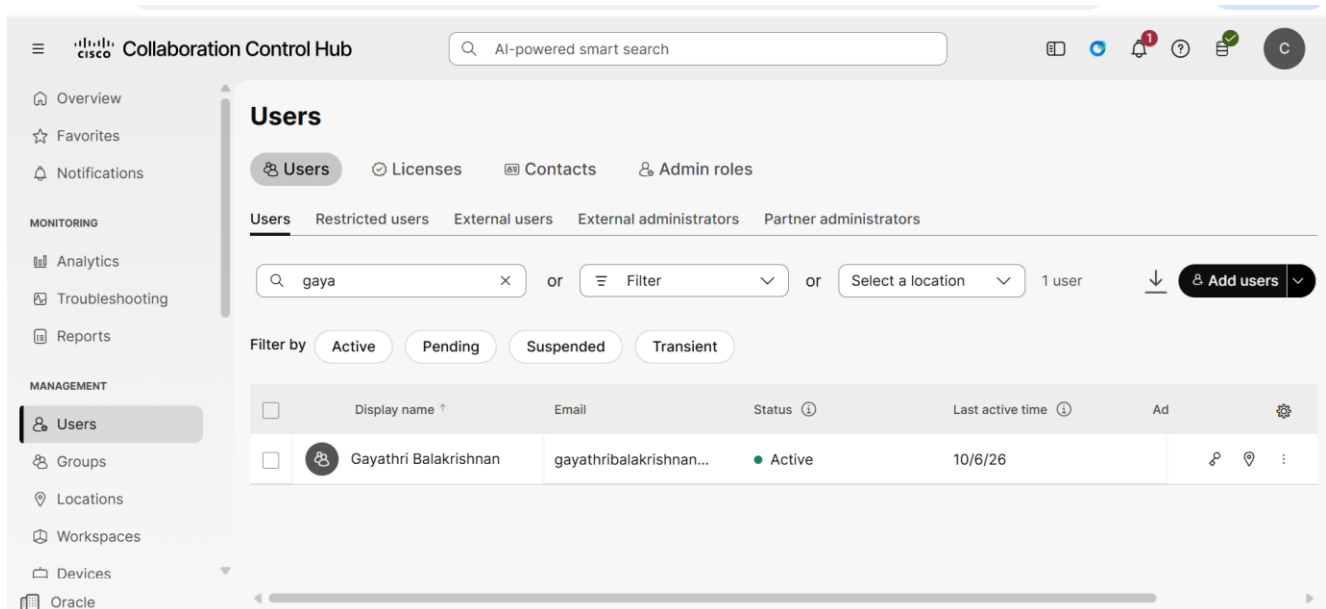


Figure 11. Example: Locate the target user in Cisco Control Hub.

### 7.1.9.2 Assign the Calling License

At the Assign licenses step, review the automatically assigned licenses and ensure that the user has a Webex Calling entitlement. If it is not included, click Assign license manually and select the required Calling license before continuing to Assign numbers.

The screenshot shows the 'Manually add users' interface with a progress bar at the top indicating four steps: Basic information, Assign licenses (current), Assign numbers, and Review. The main heading is 'Step 2: Assign license automatically'. Below this, a text box states: 'You've enabled Auto-Assign. Users will be assigned the following licenses automatically. If you want to assign license manually, you can override the Auto-Assign for those users.' To the right of this text is a button labeled 'Assign license manually'. Below the text, there are three sections of licenses, each with a radio button and a list of options:

- Messaging**: Basic Messaging, Advanced Messaging
- Meeting**: Basic Space Meetings, Webex Assistant for Meetings, Webex Meetings Suite, oraclesbc.webex.com, Host account
- Calling**: Call on Webex (1:1 call, non-PSTN)

Figure 12. Example: Review user license assignment in Control Hub.

### 7.1.9.3 Assign the Location and Number

At the Assign numbers step, select the calling location and choose an available telephone number. Enter an extension according to the numbering plan, then continue to Review and complete the user setup. In this example, the location is IconSQA and the selected telephone number is +17817468212.

The screenshot shows the 'Manually add users' interface with a progress bar at the top indicating four steps: Basic information, Assign licenses, Assign numbers (current), and Review. The main heading is 'Step 2: Calling Configuration - Assign numbers'. Below this, a text box says 'Provide at least a phone number or extension'. There is a 'Location' dropdown menu with 'IconSQA' selected. Below this is a table with columns: First / Last Name, Email, Phone Number, Extension, and Calling Plan. The table contains one row for 'Gayathri Balakrishnan' with email 'gayathri.balakrishnan@oracle.com', phone number '+17817468212', and an empty extension field.

| First / Last Name     | Email                            | Phone Number | Extension | Calling Plan |
|-----------------------|----------------------------------|--------------|-----------|--------------|
| Gayathri Balakrishnan | gayathri.balakrishnan@oracle.com | +17817468212 |           |              |

Figure 13. Example: Assign the approved location, telephone number, and extension to the user.

After completing the user setup, open the user's Profile tab in Control Hub and confirm that the assigned telephone number appears as the Work phone. In this example, the Work phone is +17817468212.

The screenshot shows the Cisco Collaboration Control Hub interface. The left sidebar contains navigation links: Overview, Favorites, Notifications, MONITORING (Analytics, Troubleshooting, Reports), and MANAGEMENT (Users, Groups, Locations, Workspaces, Devices). The main content area is titled 'Gayathri Bal...' and has tabs for Summary, Profile (selected), General, AI, Meetings, Calling, and Messaging. The Profile tab displays two sections: 'Address' and 'Phone'. The Address section includes input fields for Address, City, Zip / postal code, State / province, Country (a dropdown menu), and Time zone (a dropdown menu). The Phone section shows 'Work phone' with the value '+17817468212'.

| Section | Field             | Value                     |
|---------|-------------------|---------------------------|
| Address | Address           | Enter an address          |
|         | City              | Enter a city              |
|         | Zip / postal code | Enter a Zip / postal code |
|         | State / province  | Enter a state / province  |
|         | Country           | Select a country          |
|         | Time zone         | Select a time zone        |
| Phone   | Work phone        | +17817468212              |

Figure 14. Example: Verify the assigned work phone number in the user profile.

## 7.2 Review Trunk Usage

Before proceeding to Oracle ICON, open the trunk and review the In Use summary. Check the dial plan, PSTN connection, and route group associations created in the preceding sections. The following example shows the associations for the iconappnote trunk.

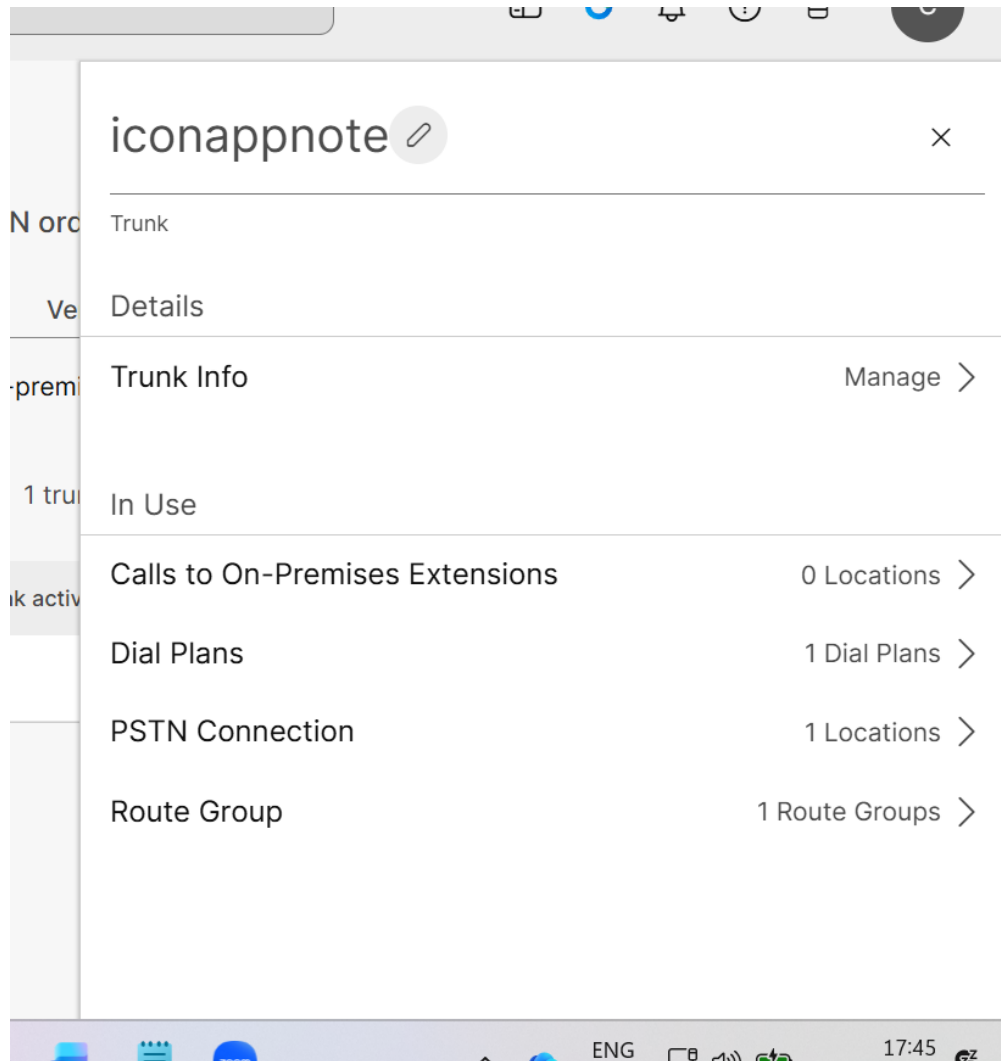


Figure 15. Example: Review the trunk usage summary before validating calls.

## 8 Oracle ICON Configuration

This chapter describes the steps required to configure Cisco Webex Calling Registration in Oracle ICON within an existing customer account. Before beginning, complete the prerequisites in Section 7.1, including adding the site and configuring the carrier, number blocks, and required services. Then use the Cisco Webex Calling profile to connect Webex Calling to the selected carrier through Oracle ICON. The account names, service names, telephone numbers, and connection addresses shown in the screens are configuration examples.

The numbered red arrows in each configuration example identify the fields and actions described in the accompanying text. Follow the steps in the order shown; the numbering starts again in each screen.

Note: Before beginning, complete the ICON subscription activation and post-activation tasks, obtain the SIP connection information from your carrier, and create the Webex registration trunk as described in the preceding chapter.

## 8.1 Prerequisites

Before configuring Cisco Webex Calling Registration in Oracle ICON, ensure that the required customer site, carrier connection, number blocks, and supporting services have been provisioned. For instructions on adding sites and configuring carrier and service resources, see the [Oracle Intelligent Communications Orchestration Network User Guide](#).

## 8.2 Cisco Webex Calling Registration

From the Services page, click Add Service to begin configuring the Cisco Webex Calling service. The carrier service and number blocks required for this workflow must already be available as described in Section 7.1.

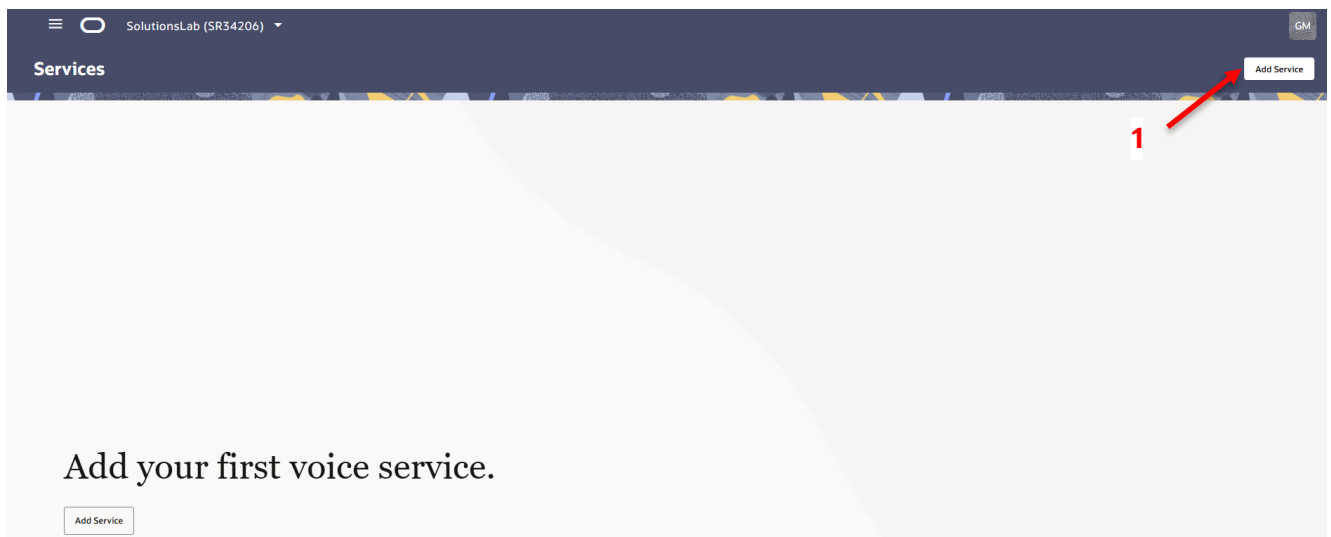


Figure 16. Example: Open the Services page.

With the carrier service and number blocks in place, you can now connect Webex Calling to ICON. Follow the guided setup in the right-hand navigation pane. Each time you click Continue, the wizard advances to the next configuration step.

## 8.2.1 Add Service

From the Services page, click Add Service at the top right to start the Webex Calling service setup.

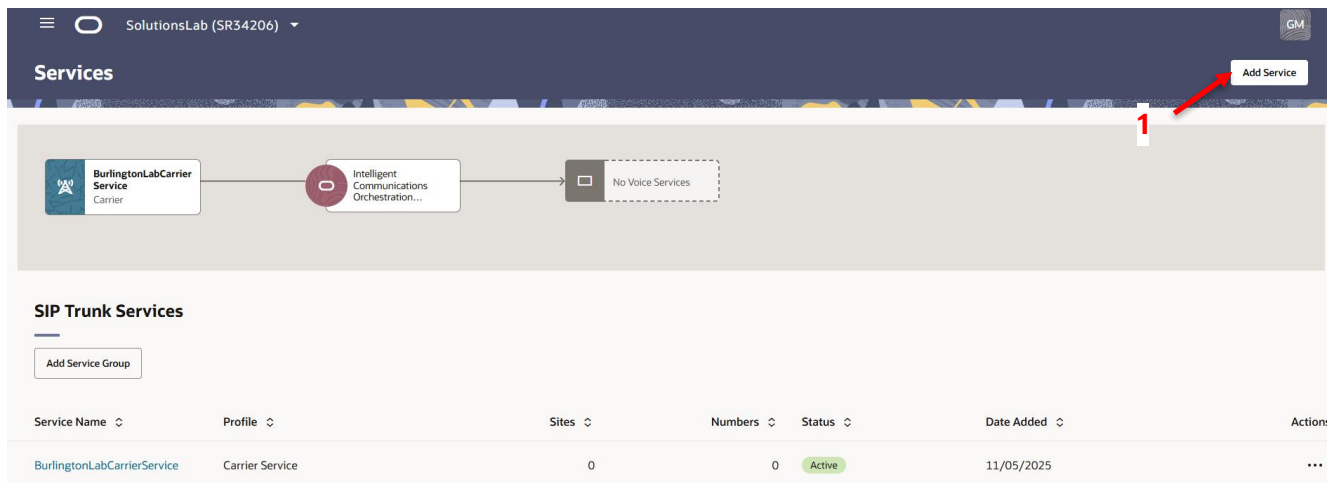


Figure 17. Example: Add the voice service after creating the carrier.

On the Select service profile page, choose Cisco Webex Calling. Click Continue at the bottom of the page.

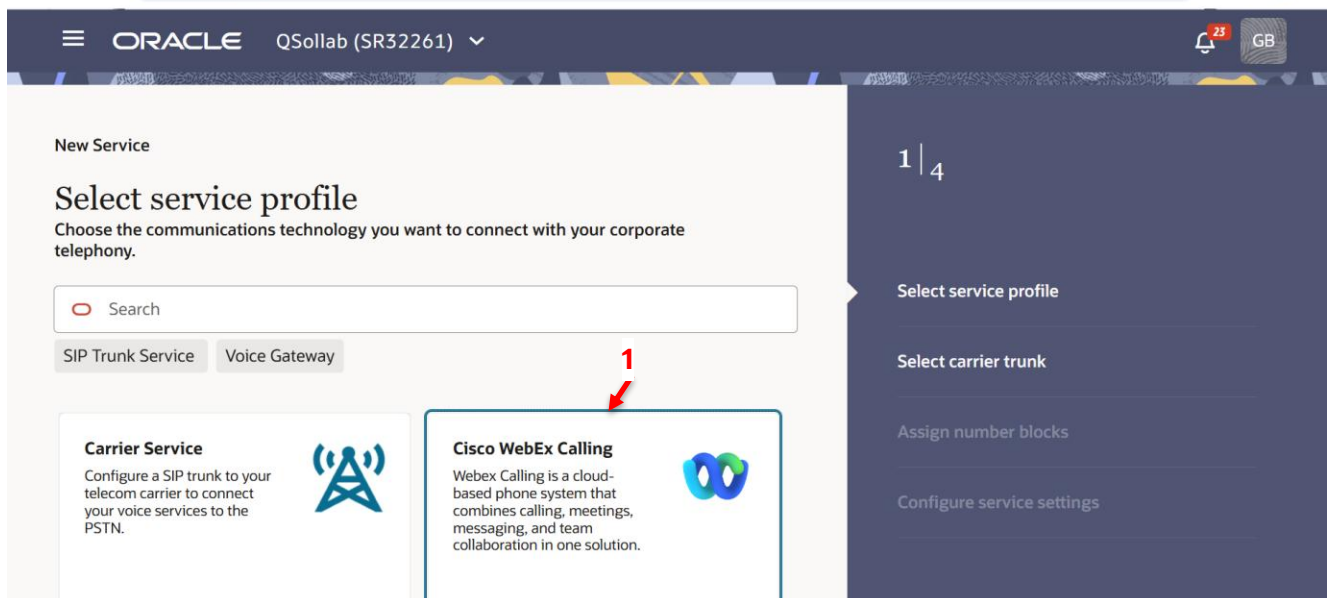


Figure 18. Example: Select the Cisco Webex Calling profile.

## 8.2.2 Select the Carrier Trunk

On the Select carrier trunk page, choose the carrier service created earlier in this chapter. This service will carry outbound calls from Webex Calling to the PSTN. In this example, the selected carrier trunk is BurlingtonLabCarrierService. Click Continue.

New Service

### Select carrier trunk

Choose the Carrier trunk on which to route outbound calls from this service.

Carrier Trunk

BurlingtonLabCarrierService or Add Carrier Trunk

1

Cancel Continue

2 | 4

- Select service profile
- Select carrier trunk
- Assign number blocks
- Configure service settings

Figure 19. Example: Select the carrier trunk for the Webex service.

### 8.2.3 Assign Number Blocks

On the Assign number blocks page, select the telephone-number blocks to associate with the Webex service. Check the starting numbers and site names, then click Continue. For this example, the selected number block starts at +17817468212 and belongs to BurlingtonLab.

New Service

## Assign number blocks

**i** Only number blocks not already assigned to a service are displayed

Carrier Site Name Type

☒ 1 selected

|   | Starting Number                                     | Block Size | Carrier | Type     | Site Name     | Status  |
|---|-----------------------------------------------------|------------|---------|----------|---------------|---------|
| 1 | <input checked="" type="checkbox"/> +1 781 746 8212 | 1          | Twilio  | Landline | BurlingtonLab | Inactiv |
|   | <input type="checkbox"/> +1 781 365 0004            | 1          | Twilio  | Landline | BurlingtonLab | Inactiv |

Figure 20. Example: Assign number blocks to the Webex service.

## 8.2.4 Configure Service Settings

On the Configure service settings page, Hide Default Values is disabled by default. Under Service Details, enter a descriptive Service Name and select the Service Region and Service Time Zone. For this example, the service is named Cisco Webex, the region is US1 (Ashburn, United States), and the time zone is America/New\_York.

New Service

### Configure service settings

Hide Default Values ☐

**Service Details**

1 Service Name: Cisco Webex

2 Service Region: US1 (Ashburn, United States)

3 Service Time Zone: America/New\_York

4 | 4

- Select service profile
- Select carrier trunk
- Assign number blocks
- Configure service settings

Figure 21. Example: Configure the service name, region, and time zone with Hide Default Values disabled.

After reviewing the complete settings, you can enable Hide Default Values to simplify the view. In this example, enabling the option hides the service region and time zone while leaving the service name visible. This step is optional.

New Service

### Configure service settings

Hide Default Values ☒

**Service Details**

Service Name: Cisco Webex

**SID Details**

4 | 4

- Select service profile
- Select carrier trunk
- Assign number blocks
- Configure service settings

Figure 22. Example: Optionally enable Hide Default Values after reviewing the service details.

Where Trunk Configuration is displayed, enter the Number of channels and Maximum Calls Accepted Per Second (CAPS) required for the service. Configure on-net calling, bursting, and PII data masking according to the deployment requirements. Any capacity values shown in the configuration examples are illustrative.

### 8.2.5 Enter the Webex Registration Parameters

Under Registrant Configuration, enter the registration information generated by the Webex trunk. Use the field mapping below to identify the value for each ICON field. The authentication Username, Trunk Group, and Line/Port are different values. Preserve the letter case of each Webex value and include the domain where present. For the US region, append the IP address and port to the Trunk Group as described below. Enter the current authentication password in the Password field.

| Control Hub value       | ICON field             | Configured example value                          | Entry guidance                                                                                                                                             |
|-------------------------|------------------------|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Authentication username | Username               | iconappnote0059991316_LGU                         | See Figure 2 for the Authentication Information. Enter the authentication username generated for your trunk; the example ICON entry is shown in Figure 23. |
| Authentication password | Password               | Masked                                            | See Figure 2 for the Authentication Information and Figure 23 for the masked ICON Password field. Enter the current trunk password;                        |
| Registrar Domain        | Registrar Domain       | 91366808.cisco-bcld.com                           | See Figure 3, Registrar Domain. Copy the exact domain generated for your trunk. Figure 23 shows the corresponding ICON example.                            |
| Trunk Group OTG/DTG     | Trunk Group            | iconappnote0059991316_lgu@141.148.94.123:5060     | See Figure 3 for the Webex Trunk Group OTG/DTG. For the US region, append @141.148.94.123:5060 to that identity in ICON, as shown in Figure 23.            |
| Line/Port               | Line/Port              | iconappnote0568836976_LGU@91366808.cisco-bcld.com | See Figure 9, Line/Port. Copy the complete value, including the domain. Figure 23 shows the ICON example;.                                                 |
| Outbound Proxy Address  | Outbound Proxy Address | jfk07.sipconnect-us.bcld.webex.com                | See Figure 9, Outbound Proxy Address. Copy the proxy address from your Webex trunk. Figure 23 shows the corresponding ICON example.                        |

For the ICON Trunk Group configuration, append the region-specific @IP-address:5060 suffix to the trunk-group identity generated by Webex. For example,

When the US region is used, configure the ICON Trunk Group as <Webex Trunk Group OTG/DTG>@141.148.94.123:5060.

When the UK1 (London) region is used, configure the ICON Trunk Group as <Webex Trunk Group OTG/DTG>@132.226.133.10:5060.

When the EU1 (Frankfurt) region is used, configure the ICON Trunk Group as <Webex Trunk Group OTG/DTG>@158.180.40.23:5060.

When the AU3 (Sydney) region is used, configure the ICON Trunk Group as <Webex Trunk Group OTG/DTG>@159.13.56.94:5060.

**Registrant Configuration**

|                                                                   |                                                                     |
|-------------------------------------------------------------------|---------------------------------------------------------------------|
| <b>Username</b><br>iconappnote0059991316_LGU                      | <b>Password</b><br>.....                                            |
| <b>Registrar Domain</b><br>91366808.cisco-bcld.com                | <b>Trunk Group</b><br>iconappnote0059991316_lgu@141.148.94.123:5060 |
| <b>Line/Port</b><br>iconappnote0568836976_LGU@91366808.cisco-bcld | <b>Outbound Proxy Address</b><br>jfk07.sipconnect-us.bcld.webex.com |

The form is titled "Registrant Configuration". It contains six input fields arranged in two columns. Red arrows with numbers 1 through 6 point to each field: 1 points to the Username field, 2 to the Password field, 3 to the Registrar Domain field, 4 to the Trunk Group field, 5 to the Line/Port field, and 6 to the Outbound Proxy Address field.

Figure 23. Example US-region registrant configuration

### 8.2.6 Configure Numbers and Call Forward Handling

Under Number Configuration, select a Default Outbound CLI from the number blocks assigned to the service. In this example, the selected CLI is +17817468212. Where CLI Error Handling is displayed, select

the policy required for the service. Under Call Forward Handling, enter a destination and rule only if call forwarding is required. Review the configuration and click Submit.

The screenshot shows a configuration page with the following elements:

- Line/Port:** A text box containing "iconappnote0568836976\_LGU@913668".
- Outbound Proxy Address:** A text box containing "jfk07.sipconnect-us.bcl.d.webex.com".
- Number Configuration:** A section with a dropdown menu for "Default Outbound CLI" showing "+17817468212". A red arrow labeled "1" points to this dropdown.
- Call Forward Handling:** A section with two dropdown menus: "Call Forwarding Destination" (labeled with a red arrow "2") and "Call Forwarding Rule" (labeled with a red arrow "3").
- Buttons:** "Cancel" and "Submit" buttons at the bottom. A red arrow labeled "4" points to the "Submit" button.
- Right Sidebar:** A dark blue sidebar with four options: "Select service profile", "Select carrier trunk", "Assign number blocks", and "Configure service settings".

Figure 24. Example: Select the default outbound CLI and review call forward handling before Submit.

### 8.3 Services Page Display

When service creation is complete, return to the Services page. The service map should show the carrier connected through ICON to Cisco Webex, together with the assigned number blocks and site. Select the Cisco Webex service and open View Configuration to check the saved settings. Registration and test calls should be checked separately from the service-map display.

The following example shows the Cisco Webex service in the QSolab (SR32261) staging account. The carrier, account, and service names are examples and will differ for your deployment.



Figure 25. Example: Review the Cisco Webex service connection and assigned number on the ICON Services page.

**Note: Webex registration status — pending confirmation.** Once the registration parameters are configured successfully in ICON and Webex registration is established, the trunk status in Cisco Control Hub should display as **Online**. The screenshot below currently shows the iconappnote example trunk with an **Unknown** status. This is a known Webex GUI display-only issue that is actively being addressed. An updated screenshot showing the correct status will be published after the fix has been verified.

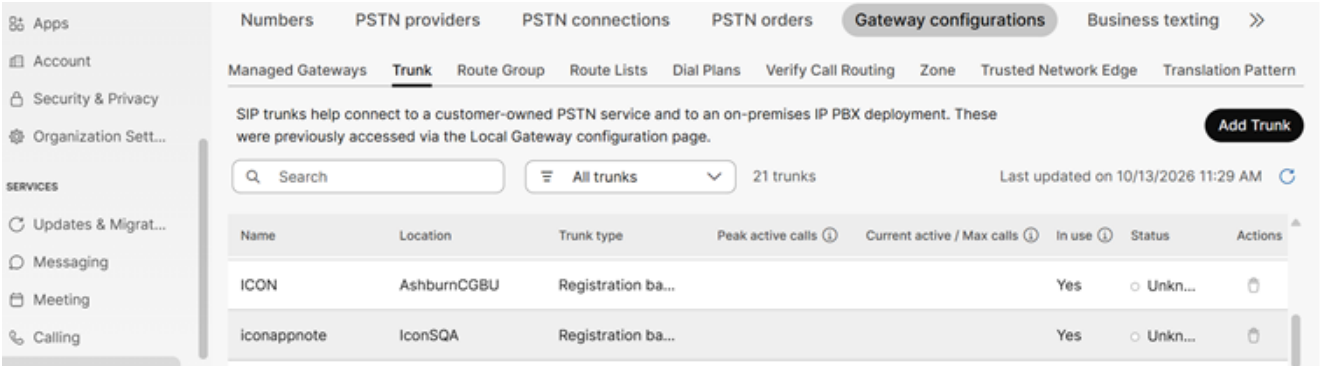


Figure 26. Current Webex trunk registration status; Online status to be confirmed.

## 9 Testing Calls

After the integration has been completed in Oracle ICON and the Webex trunk has registered successfully, sign in to the Webex application and place calls from Webex Calling to PSTN and from PSTN to Webex Calling to validate the service. The screenshots in this section are examples from the test environment.

### 9.1 Sign In to Webex

Open the Webex application and select Sign in.

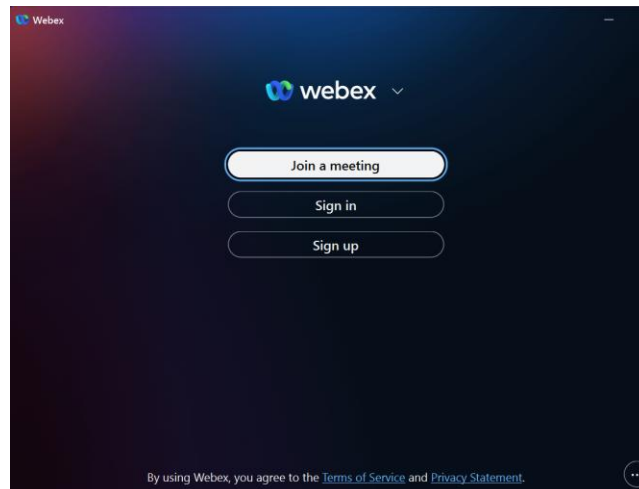


Figure 27. Example: Open the Webex application and select Sign in.

Enter the email address of the Webex Calling user, select Next, and complete authentication when prompted.

After sign-in completes, confirm that the Webex application loads and the user can access the available collaboration features.

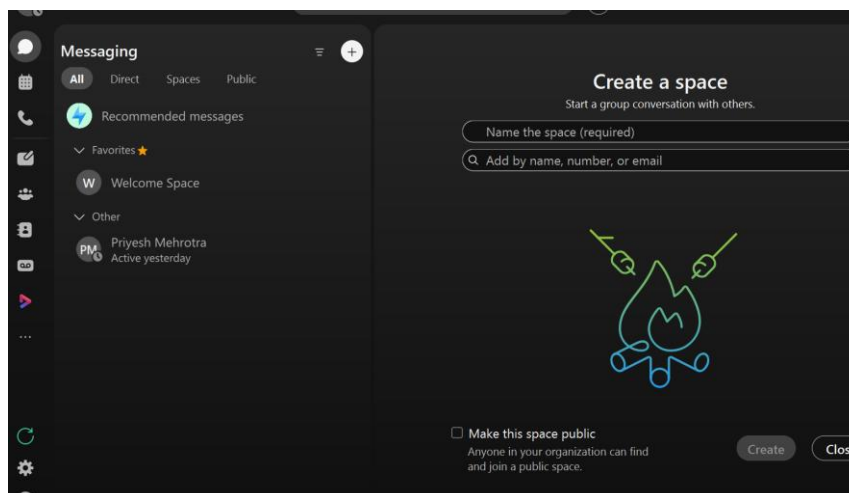


Figure 28. Example: Confirm that the Webex application opens after sign-in.

## 9.2 Webex Calling to PSTN

To place a call from Webex Calling to PSTN, select Calling. Confirm that the telephone number assigned to the user is displayed, enter the PSTN destination number in the Search or dial field, and start the audio call.

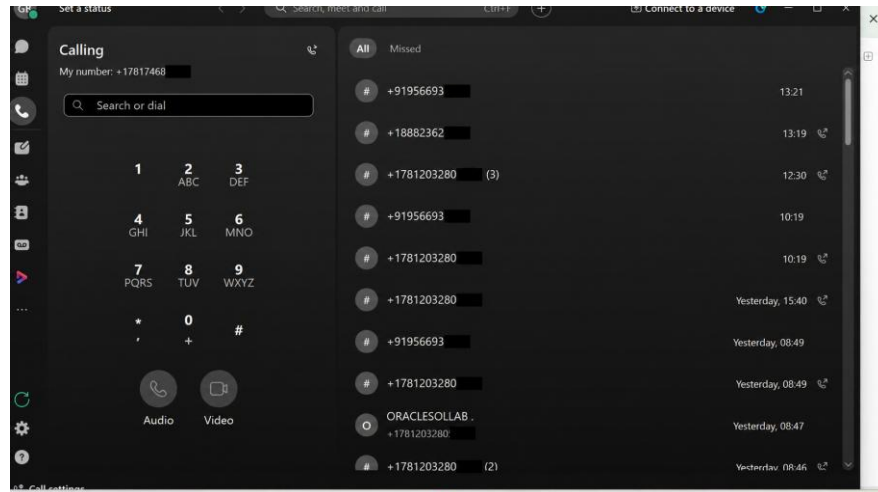


Figure 29. Example: Open Calling and confirm the number assigned to the user.

The following example shows an active call from Webex Calling to PSTN at +18882362427. The running call timer confirms that the call is connected.

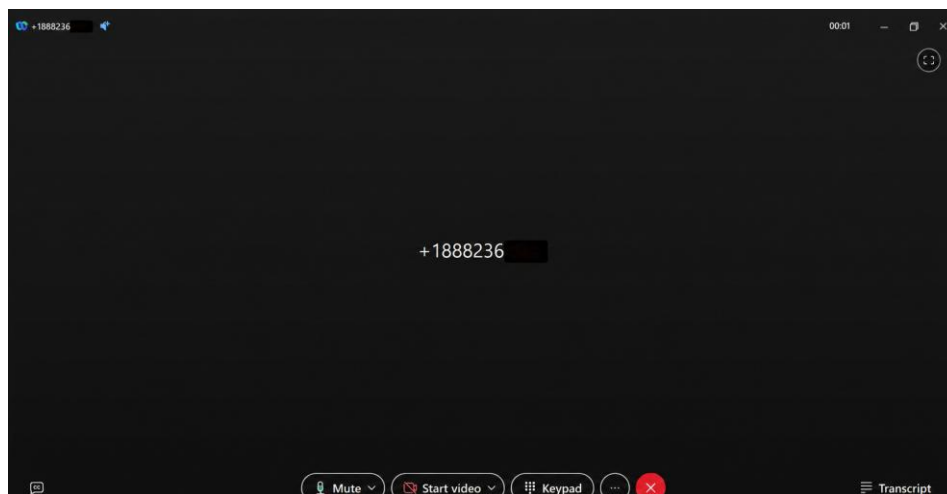


Figure 30. Example: Verify that the call from Webex Calling to PSTN is connected.

### 9.3 PSTN to Webex Calling

Place a call from PSTN to the Webex Calling number. Confirm that Webex displays the incoming caller information and provides controls to answer or decline the call.

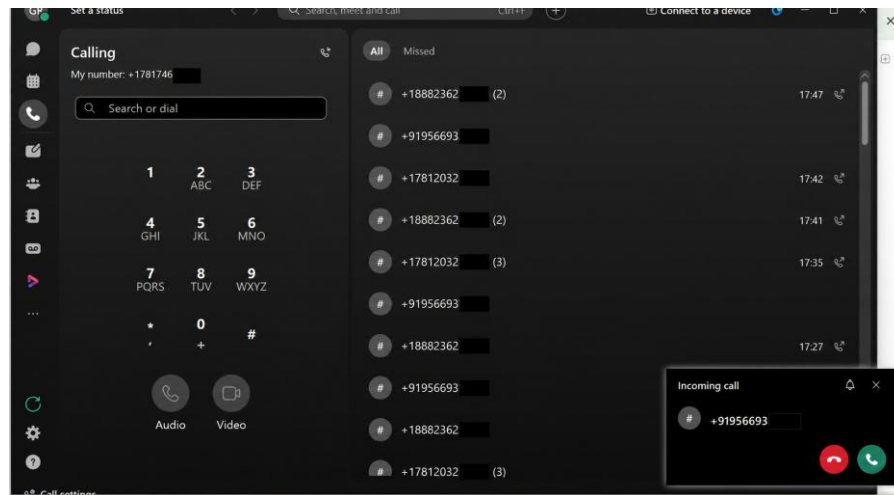


Figure 31. Example: Confirm that the PSTN-to-Webex Calling call notification is displayed.

Answer the call and confirm that audio is established. The following example shows the call from PSTN to Webex Calling connected with a running call timer.

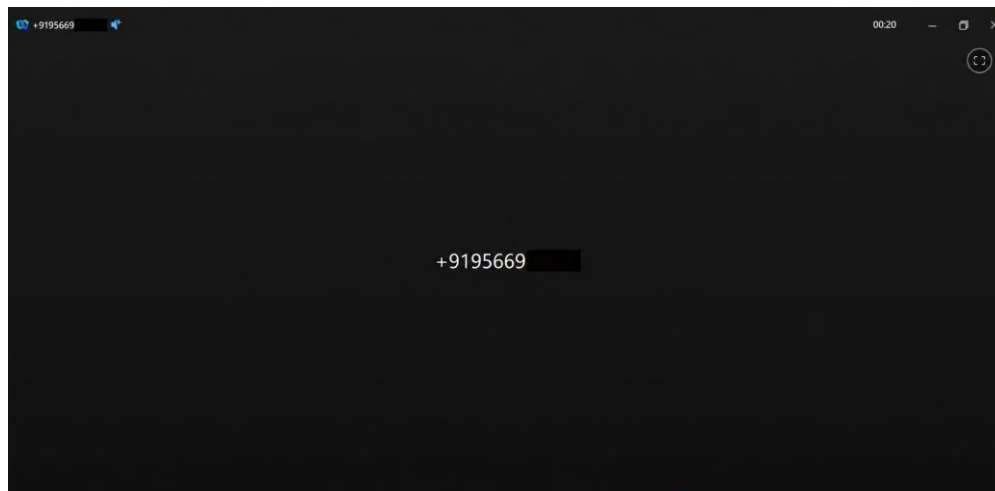


Figure 32. Example: Verify that the call from PSTN to Webex Calling is connected.

### 9.4 Call Detail Records

After completing the Webex Calling-to-PSTN and PSTN-to-Webex Calling call tests, verify the calls in Oracle ICON Call Detail Records.

From the selected customer account, navigate to Services > Cisco Webex. Select the Cisco Webex service, as shown in the following example.

## SIP Trunk Services

Add Service Group

| Service Name | Profile     | Sites | Numbers | Status | Date Added | Actions |
|--------------|-------------|-------|---------|--------|------------|---------|
| Cisco Webex  | Cisco WebEx | 1     | 1       | Active | 10/06/2026 | ...     |

Figure 33. Example: Open the Cisco Webex service from the ICON Services page.

On the Cisco Webex service page, select View Call Detail Records.

Figure 35. Example: Select View Call Detail Records for the Cisco Webex service.

Use the available filters to locate calls by calling number, called number, and date range. Confirm the call direction, From and To numbers, start, answer, and end times, duration, and hangup cause, as shown in the following example.

|                |               |             |                        |                      |
|----------------|---------------|-------------|------------------------|----------------------|
| Calling number | Exact-match   | Today       | 10/14/2026             | 10/14/2026           |
| To             | To Match Type | End of Call | End of Call Start Date | End of Call End Date |
| Number called  | Exact-match   | Today       | 10/14/2026             | 10/14/2026           |

14 records

| Direction | From        | To         | Call ID | Start Time | Answer Time  | End Time  | Duration    | Hangup Cause | Di |
|-----------|-------------|------------|---------|------------|--------------|-----------|-------------|--------------|----|
| Inbound   | +91 95 6693 | +1 781 746 | c706... | 14/10/2... | 14/10/202... | 14/10/... | 6 sec       | NORMAL_C...  | Ce |
| Inbound   | +91 95 6693 | +1 781 746 | 7a68... | 14/10/2... | 14/10/202... | 14/10/... | 40 sec      | NORMAL_C...  | Ce |
| Outbound  | +1 781 746  | +1 888 236 | SSE1... | 14/10/2... | 14/10/202... | 14/10/... | 16 sec      | NORMAL_C...  | Ce |
| Outbound  | +1 781 746  | +1 888 236 | SSE1... | 14/10/2... | 14/10/202... | 14/10/... | 6 sec       | NORMAL_C...  | Ce |
| Inbound   | +91 95 6693 | +1 781 746 | 7360... | 14/10/2... | 14/10/202... | 14/10/... | 8 sec       | NORMAL_C...  | Ce |
| Outbound  | +1 781 746  | +1 781 203 | SSE1... | 14/10/2... | 14/10/202... | 14/10/... | 1 min 6 sec | NORMAL_T...  | Ce |

Figure 34. Example: Verify Webex Calling-to-PSTN and PSTN-to-Webex Calling calls in Call Detail Records.



## 10 Appendix A Oracle ICON Source Addresses by Region

For the current Oracle ICON source addresses by region, review the [Oracle Intelligent Communications Orchestration Network Security Guide](#).

For SIP signaling source addresses, refer to [Table 2-2, SIP Addresses](#), and use the Generic SIP Trunk SIP Addresses row for the applicable Oracle ICON region. For media source addresses, refer to [Table 2-1, RTP Addresses](#), and select the addresses for the Oracle ICON region used by the deployment.