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Oracle Communications Intelligent Orchestration Network Cloud Service

In today's fast-moving digital landscape, enterprises face mounting pressure to modernize the way they connect people, data, and customers, while contending with complex hybrid environments, evolving compliance demands, and the promise of AI–driven innovation. Oracle Intelligent Communications Orchestration Network Cloud Service is designed to help enterprises address barriers and innovate in communications integrating with AI-driven capabilities.

Introduction

Enterprises are seeking new ways to modernize and upgrade how they connect people, data, and customers, while managing hybrid architectures, complex multi-cloud environments, and rapidly evolving regulatory and compliance demands. Fragmented voice, UC, CC, and AI components create blind spots, inflate costs, and slow innovation. Hosted on Oracle Cloud, the Oracle Intelligent Communications Orchestration Network is engineered to remove these barriers. It helps unify, automate, and secure enterprise communications, spanning on-premises and cloud, so organizations can accelerate change, reduce operational risk, and adopt AI with confidence.

With the Oracle Intelligent Communications Orchestration Network Cloud Service, enterprises have the agility to adapt, the resilience to protect business-critical communications, and the intelligence to help customers leverage AI capabilities. The solution is designed to help drive faster time to value, lower costs, and a future-ready communications foundation.

Addressing Challenges

Modernization efforts are often hindered by vendor-forced cloud migrations, complex CCaaS/UCaaS transitions, and brittle call flows that cross between on-premises and cloud. Vendor lock-in raises costs and limits access to best-in-class AI, analytics, and language services. Security and compliance pose persistent risks, from disaster recovery planning and encryption to PCI-DSS and evolving global regulations. Inefficient routing drives unnecessary PSTN spend, and manual operational processes slow projects and increase error rates. The Oracle Intelligent Communications Orchestration Network Cloud Service tackles these issues directly by enabling choice, simplifying migration, orchestrating end-to-end workflows, and embedding a unified security and compliance fabric into the network itself.

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Solution Overview

The Oracle Intelligent Communications Orchestration Network Cloud Service is a cloud-based control plane for real-time communications. It connects and coordinates the enterprise voice ecosystem, including Unified Communications, Contact Center, carrier services, recording and compliance, biometrics and analytics, voice transcription, and AI agents across hybrid and multi-cloud environments. Instead of managing each system in isolation, this service provides a single orchestrated layer that normalizes integration, automates workflows and routing, and enforces consistent policies.
A self-service administration portal with a library of pre-built connectors helps teams to migrate at their own pace, preserve corporate dial plans, and streamline day-to-day change management without sacrificing quality or security.

At its core, the service integrates diverse UC/CC platforms, Session Border Controllers and carriers, recording and compliance systems, and AI services into one fabric. The solution then orchestrates call routing, resilience, and policy enforcement centrally, so every change is repeatable, auditable, and fast.
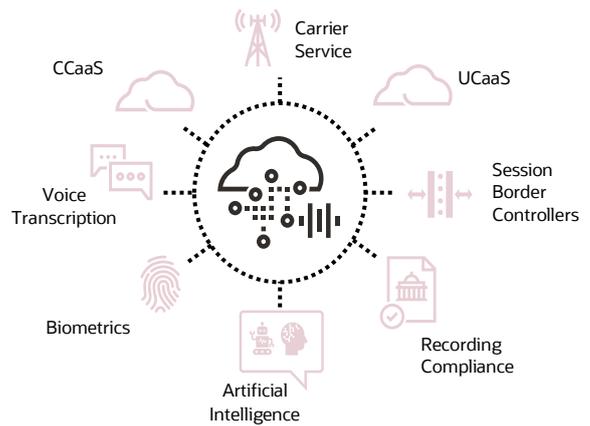
Pre-built connectors and integrations:
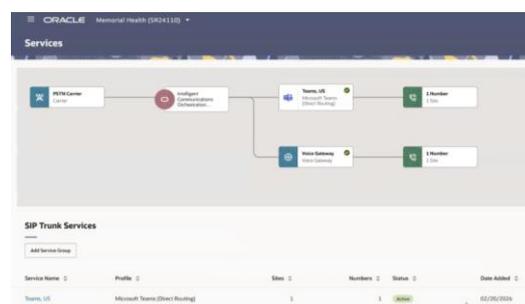- Unified Communications
    - Microsoft Teams
    - Zoom
    - Cisco Webex
- Contact Centers
    - Genesys PureCloud
    - NICE CX One
    - Zoom
    - Cisco
- AI
    - Oracle Digital Assistant
    - Microsoft Azure AI
    - Copilot Studio Voice Bots
    - Google DialogFlow Ex/CX voice bots
    - Amazon Lex
    - IBM Watson
- Session Border Controllers
    - Oracle
    - Audiocodes
    - Ribbon
- SIPREC

Routine activities are automated, cutting the likelihood of human error and accelerating time to value. A centralized control plane provides end-to-end visibility across hybrid and multi-cloud, while an AI gateway makes it straightforward to introduce virtual agents, agent assist, transcription, analytics, and voice biometrics at enterprise scale.

Differentiators

Oracle's Intelligent Communications Orchestration Network Cloud Service is purpose-built for real-time communications, not repurposed from generic integration tooling. It unifies integration, orchestration, automation, management, security, and AI enablement within one platform, helping to reduce complexity, and improve consistency. Its carrier-agnostic, multi-cloud approach avoids lock-in and enables best-of-breed selections across UC/CC, AI, analytics, and compliance.

It helps to simplify complexity, to drive agility, to support revenue growth. It supports the enterprise to build trust, optimize cost, and future-proof voice.

Core Use Cases

Hybrid Cloud

Maintain existing dial plans, call flows, virtual or private networking, whether transitioning to the cloud or supporting hybrid infrastructure.

AI Integration in Communications

Rapidly introduce AI virtual agents, speech-to-text/text-to-speech, voice analytics, voice biometrics, and enhanced security solutions. Future-ready operations by enabling seamless AI agent deployment and governance capabilities.

Unified Operations

Orchestrate workflows, routing, policies, and compliance/recording processes across Unified Communications, Contact Centers, carrier services, and cloud applications. Centralize management to reduce "swivel-chair" operations and blind spots.

Security and Compliance Simplification

Implement a single, unified policy fabric for all communications, helping address ever-changing regulatory demands. Embed fraud-prevention controls, encryption standards, and automate compliance checks.

Key Benefits at a Glance

- ✓ **Faster Deployment: Can accelerate migrations and new service rollouts by up to 3 months, based on Oracle customer case studies**

- ✓ **Cost Reductions: Automation, orchestration, and consolidation drive in CAPEX/OPEX**

- ✓ **Revenue/CX Gain: Designed to help to accelerate adoption of AI copilots and enhance customer experience**

- ✓ **Centralized Governance Controls: Helps to address risk and to confirm audit readiness**

- ✓ **Agile, Scalable, and Resilient: Supports business growth, innovation, and regulatory agility**

As AI, security, and cloud continue to converge, the next generation of voice services will require seamless orchestration, real-time adaptability, and intelligent automation. The Oracle Intelligent Communications Orchestration Network delivers all three, helping enterprises simplify operations, scale efficiently, and provide the high value customer experiences. The solution transforms voice infrastructure from a rigid set of point-to-point connections into a modular ecosystem with results ranging from faster time to value and significant cost-savings to improved customer and agent experience and a future-proof architecture ready to support smarter, scalable, and cost-effective enterprise voice for the cloud era.

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