

Oracle Communications: From BYOC to AI-Driven Voice Innovation

As enterprises modernize voice and collaboration, they face growing complexity in unifying diverse platforms, networks, and providers. They need simplicity—not just for Bring Your Own Carrier (BYOC) PSTN services, but also to unlock advanced voice capabilities like call branding, fraud protection, and Voice AI, while leveraging leading cloud communications and contact center solutions.

The Oracle Session Border Controller (SBC) is a critical network edge element, delivering secure, flexible control of enterprise voice data. Together with the Oracle Communications portfolio, it enables enterprises to apply AI and LLMs of choice to voice data securely and compliantly. This integration protects business identity, enhances voice insights, and optimizes costs in a scalable, future-ready environment.

Key Benefits of Oracle Communications Solutions

- ✓ **Vendor Agnostic and Certified:** Proven interoperability with Microsoft Teams (Direct Routing), Cisco Webex (Local Gateway), Zoom (Phone and Contact Center), Google Voice (SIP Link), Genesys, RingCentral, Amazon Connect, and others.
- ✓ **Flexible Deployment:** Supports hardware, virtual, and cloud-native deployments for hybrid environments.
- ✓ **Integrated Security and Call Protection:** Enables STIR/SHAKEN compliance, fraud prevention, branded calling, and enterprise number protection to enhance customer trust and experience.
- ✓ **AI at the Edge:** Oracle SBC enables intelligent AI decisions at the network edge, powering Voice AI use cases like smart routing, selective recording, caller attestation, and secure access to enterprise voice data for LLMs.
- ✓ **Centralized Management, Monitoring and Troubleshooting:** Provides powerful tools for real-time insights, analytics, and optimization of enterprise voice and collaboration environments.
- ✓ **Future-Ready Innovation:** Supports emerging use cases as courtesy callbacks, 911/112 alerting, and AI-driven customer engagement, to maximize ROI on voice infrastructure.

Five key pillars define how Oracle Communications powers enterprise capabilities—delivering secure, visible, flexible, and innovative voice experiences:

PROTECTED DELIVERY	VISIBILITY	MIGRATION	MANAGEMENT	VOICE APPLICATIONS
Securing UCaaS/CCaaS 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

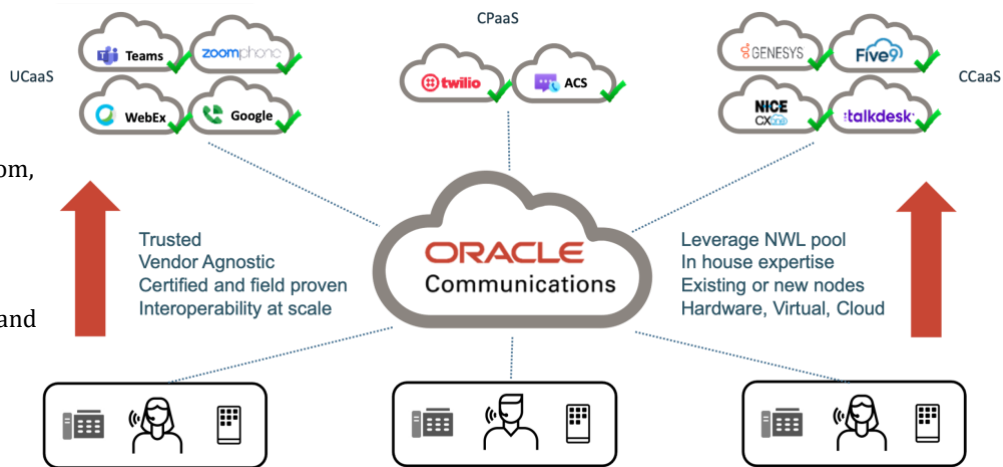
From On-Premises to Cloud: BYOC as the Cornerstone

BYOC – The Foundation of Voice Cloud Communications

Bring Your Own Carrier (BYOC) emerged as the critical enabler for enterprises transitioning from legacy PBX systems to modern UCaaS and CCaaS solutions. Oracle SBCs became the industry standard for this evolution, acting as the bridge between enterprise voice networks and cloud platforms like Microsoft Teams, Zoom, Google Voice, and more. As enterprises sought flexibility to choose carriers, manage costs, and maintain regulatory compliance, Oracle Communications delivered vendor-agnostic solutions with unmatched interoperability and security.

Key Benefits:

- Seamless integration with major UCaaS/CCaaS providers (Microsoft, Cisco, Zoom, Google, Genesys, etc.)
- Maintain carrier choice and negotiate competitive rates
- Ensure regulatory compliance and geographic flexibility
- Enterprise-grade security and fraud prevention



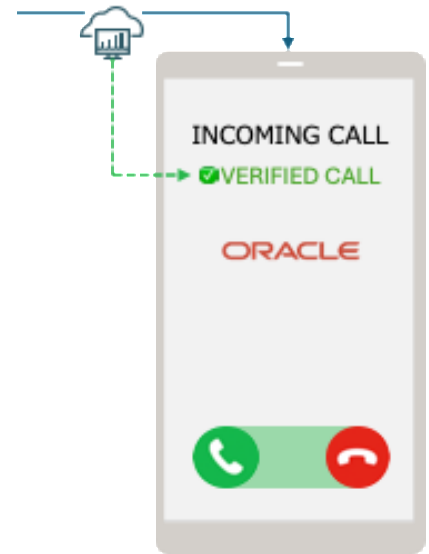
Building Trust in Every Call

Call Branding and Protection – Completing the Voice Experience

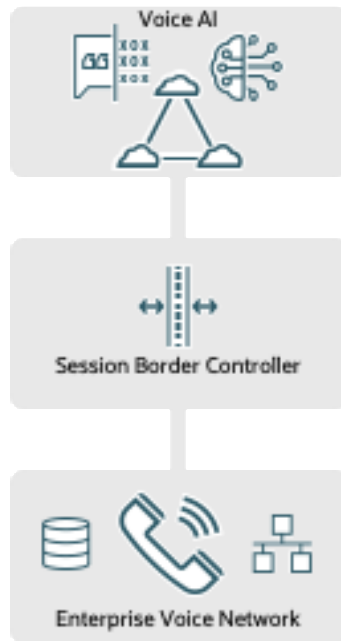
As voice communication evolved, new use cases like Call Branding and Call Protection emerged to address spam, spoofing, and declining call answer rates. Oracle Communications solutions extend their role beyond connectivity to actively protect and enhance voice interactions. With support for STIR/SHAKEN frameworks and integration with third-party call branding services, Oracle helps enterprises safeguard their brand reputation and ensure their calls are recognized and trusted by customers.

Key Benefits:

- Simplify STIR/SHAKEN compliance across diverse carrier networks
- Protect against fraud, robocalls, and spoofing attacks on inbound calling
- Enable branded calling to increase answer rates and customer trust
- Centralized control over outbound call identity



Voice AI – Unlocking New Value at the Edge



AI at the Edge: Transforming Voice Data into Business Intelligence

AI is redefining enterprise operations, and voice is no exception. Sitting at the edge of enterprise voice networks, Oracle SBCs are uniquely positioned to control, protect, and enable advanced Voice AI use cases. By providing secure access to enterprise voice data and integrating with Oracle's powerful LLMs (or customer-selected AI models), Oracle unlocks intelligent voice applications while ensuring sensitive data remains secure within enterprise boundaries.

Key Benefits:

- Acts as a secure gateway for enterprise voice data to feed AI models
- Enable advanced Voice AI use cases (intelligent routing, transcription, sentiment analysis, virtual agents, ...)
- Combine Oracle's AI and database solutions for enterprise-specific data integration
- Protect sensitive information with enterprise-grade security controls
- Allows third-party AI integration

Beyond AI and LLMs – Enabling Next-Gen Enterprise Applications

Enabling Innovation for Contact Centers and Beyond

The potential of Oracle Communications solutions extends far beyond voice connectivity. With our Oracle Communications Converged Application Server, Enterprise Operations Monitoring, and Enterprise Communications Broker, enterprises can enable next-generation applications that elevate both customer and employee experiences.

From intelligent call routing to courtesy callbacks and selective call recording, Oracle empowers enterprises to innovate without compromising control or security.

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	UI Manipulation	Call Reconnect	Caller ID Rewrite with Database Dip

Summary: Power the Next Generation of Enterprise Voice with Oracle

Oracle Communications is enabling enterprises to evolve their voice networks, bridging the gap between legacy infrastructure and AI-powered innovation. Whether you’re deploying BYOC for UCaaS/CCaaS, securing voice traffic, or preparing your enterprise for AI-driven applications, Oracle delivers trusted, scalable, and future-ready solutions.

Take control of your voice journey and unlock the full potential of your enterprise communications.

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