Oracle and Cisco Enable Seamless Cloud Collaboration at Scale

As enterprises transition to Webex Calling and Webex Contact Center, they require a secure, reliable solution that integrates with existing infrastructure, maintains global Public Switched Telephone Network (PSTN) connectivity, and scales with organizational needs. Oracle's Communications Enterprise Session Border Controller, fully certified for both Webex solutions, provides a foundation for smooth migration. Supported by the broader Oracle Communications Session Delivery portfolio, Oracle ensures end-to-end security, real-time visibility, and centralized management, empowering organizations to modernize their voice services without disruption or compromise.

The Joint Oracle and Cisco Solution

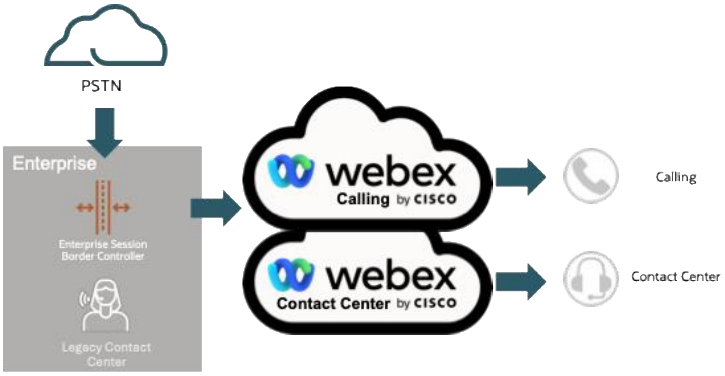
Webex Calling and Webex Contact Center deliver a modern, cloud-based platform for enterprise communications and customer engagement. However, large organizations face challenges such as legacy infrastructure, compliance requirements, and a diverse array of endpoints when making this transition. A phased approach—integrating legacy and cloud environments—is vital for large-scale deployments. Oracle's flexible, standards-based infrastructure supports this by enabling seamless interoperability, whether deploying Webex exclusively or in a multi-vendor environment.

Oracle's Enterprise Session Border Controller, **certified as a Local Gateway for Webex** Calling and Contact Center, securely connects on-premises systems with Webex cloud services.
To guide organizations through this complex transformation, Oracle's architecture is built around **five strategic pillars**—Protected Delivery, Visibility, Migration, Management, and Voice Applications—each represented in the accompanying visuals and embodying the core capabilities for a secure and effective transition to cloud-based enterprise collaboration.

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

Protected Delivery

Oracle Communications Enterprise Session Border Controller, trusted by Fortune 1000 enterprises and global service providers, ensures secure SIP trunking and seamless integration for Webex Calling and Webex Contact Center. Acting as a certified Local Gateway, it provides robust, enterprise-grade security, supporting high availability and protected migration between on-premises and cloud platforms.



Key Benefits:

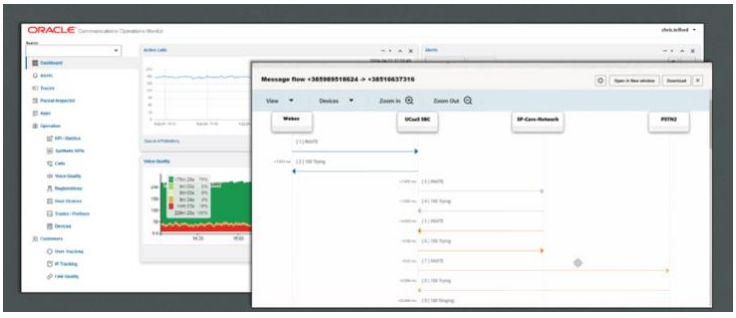
- Secure SIP connectivity and legacy system integration
- Advanced media handling and fraud prevention
- High availability and compliance support
- Optimized costs with intelligent routing

Visibility

Oracle Communications Operations Monitor offers end-to-end monitoring and real-time visibility across the enterprise voice infrastructure. Used by leading global organizations, its intuitive, vendor-agnostic platform helps IT teams quickly identify and resolve issues, safeguarding service quality during hybrid and cloud transitions.

Key Benefits:

- Reduces mean time to resolution (MTTR)
- Full real-time visibility into user activity
- Vendor-agnostic monitoring
- Accelerates IT staff proficiency

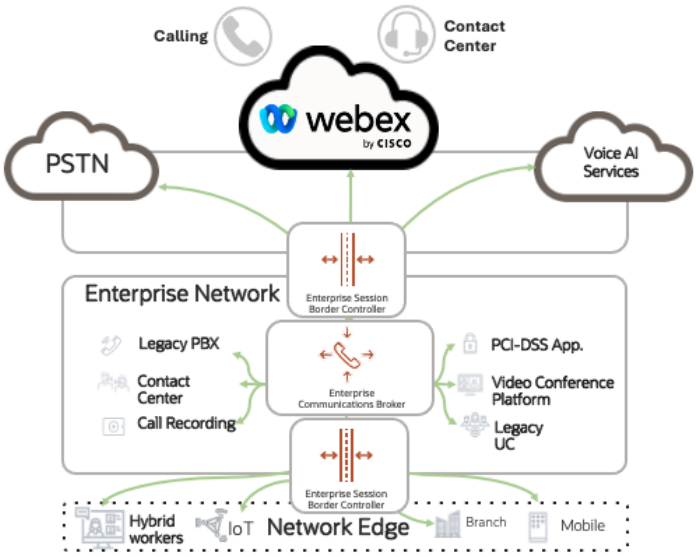


Migration

Oracle Enterprise Communications Broker orchestrates seamless migration to Webex Calling and Contact Center. It centralizes call routing, supports coexistence with legacy systems, and provides policy-based controls for complex, multi-vendor environments.

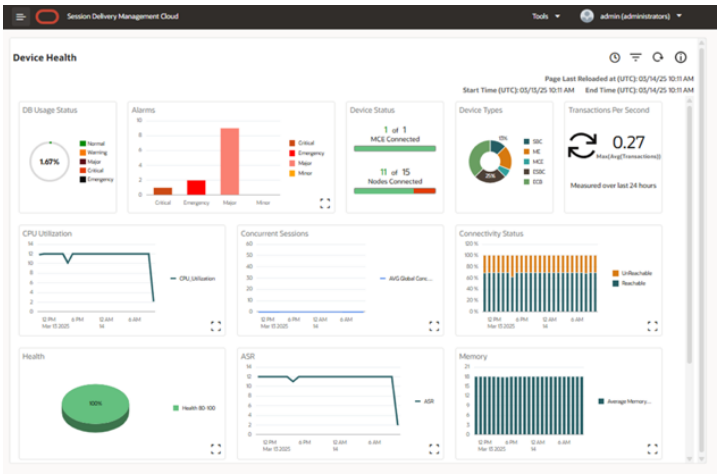
Key Benefits:

- Manages global dial plan and call routing
- Enforces enterprise policies
- Normalizes protocol incompatibilities
- Enables BYOD access and analytics integration



Management

Oracle Session Delivery Management Cloud delivers single-pane-of-glass management for Oracle SBCs and session delivery infrastructure. Built on Oracle's secure cloud, it enables centralized monitoring, streamlined operations, and efficient configuration for organizations of every scale.



Key Benefits:

- Centralized single-pane view of all sites
- Automated workflows and reduced maintenance
- Multi-site redundancy and granular access
- Scalable for small to large deployments

Voice Applications and AI capabilities

Oracle Communications Converged Application Server brings AI-powered intelligence and advanced services to enterprise voice networks. Trusted by global enterprises, the application server supports branded treatments and real-time enhancements, helping organizations deliver innovative voice experiences within the Webex ecosystem.

Key Benefits:

- Custom voice services (call filtering, call branding, courtesy call back, custom, …)
- AI integration for intelligent, context-aware interactions, with 3rd party AI Vendors
- Programmable call control through SIP and Java APIs
- Scalable and reliable for carrier-grade deployments
- Enhanced customer engagement and agent productivity

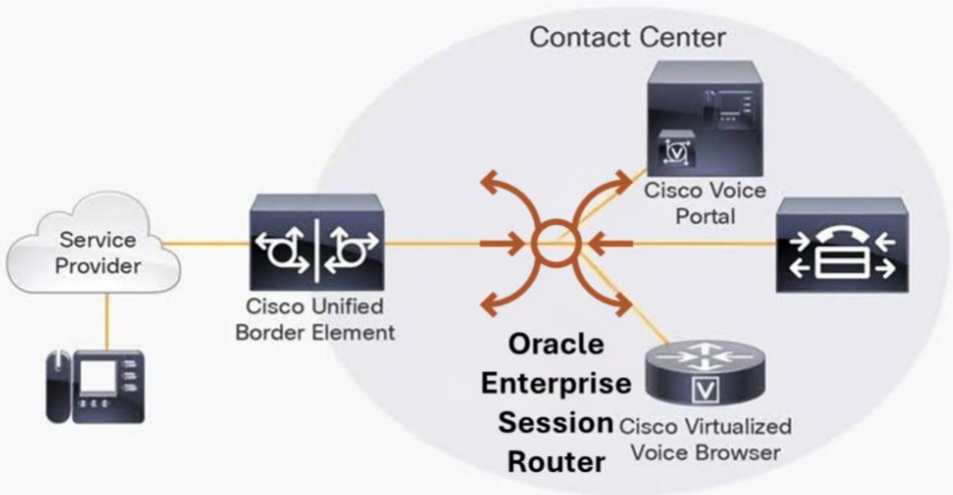
Caller Attestation	Selective Call Recording	911 Alerting	Courtesy Call Back
Intelligent Call Routing	Call Branding	Robocall Intercept	Call Forking
Stateful Call Tracking	Caller ID Masking	STIR/SHAKEN	Call Blocking
Voice AI services	UUI Manipulation	Call Reconnect	Caller ID Rewrite with Database Dip

CUSP REPLACEMENT WITH ORACLE ENTERPRISE SESSION ROUTER (ESR)

Oracle Enterprise Session Router is a carrier-grade SIP proxy solution, fully compatible with Cisco Unified Communications (UC) and Contact Center (CC) environments. As organizations face the end-of-life (EOL) of Cisco Unified SIP Proxy (CUSP)—with final maintenance releases ending September 29, 2023—Oracle's Enterprise Session Router provides a future-proof, vendor-neutral alternative for maintaining seamless and secure SIP routing within complex, hybrid, and multi-vendor enterprise architectures.

Key Benefits:

- Drop-in replacement for CUSP, recommended by Cisco for Contact Center Enterprise deployments (see Cisco's white paper)
- Not tied to any one ecosystem, ensuring long-term architectural flexibility
- Supports digital transformation and open standards integration
- Reliable, scalable performance trusted by leading organizations
- Enables smooth migration with minimal disruption to business operations



Summary

Oracle's comprehensive communications architecture for Webex Calling and Contact Center is anchored by five strategic pillars—**Protected Delivery**, **Visibility**, **Migration**, **Management**, and **Voice Applications**. This approach ensures secure, highly available voice connectivity, end-to-end monitoring across hybrid environments, coexistent and policy-driven migration from legacy systems, unified and cloud-based operational control, and advanced voice capabilities empowered by AI and programmable services.

Complementing these pillars, Oracle Enterprise Session Router provides a carrier-grade, vendor-neutral SIP proxy, fully compatible with Cisco UC and CC environments. Recognized by Cisco as the recommended replacement for the end-of-life Cisco Unified SIP Proxy (CUSP), Oracle ESR ensures business continuity, seamless migration, and future-ready flexibility for evolving enterprise communications.