

Oracle® Intelligent Communications Orchestration Network Getting Started Guide



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Revision History

This section provides a revision history for this document.

Date	Description
July 2026	Initial Release

1

Introduction

The Oracle® Intelligent Communications Orchestration Network cloud service is a SaaS offering designed to simplify, automate, and optimize communication workflows across enterprise applications, services, and network domains. By providing a unified framework for service orchestration, policy-driven automation, and intelligent workflow management, the Oracle® Intelligent Communications Orchestration Network cloud service enables organizations to accelerate service delivery, improve operational efficiency, and enhance the overall user experience.

Audience

This guide is intended for customers and partners who are responsible for activating, configuring, and managing the Oracle® Intelligent Communications Orchestration Network cloud service within their environments. It provides the foundational information required to get started with the service, including subscription details, the post-service-order provisioning process, and initial configuration procedures. The guide is designed to set up and prepare the service for operational use.

Scope

This guide provides the information required to activate and prepare the Oracle® Intelligent Communications Orchestration Network cloud service for use. It describes the end-to-end service activation process, including subscription activation, cloud account selection, service provisioning, and services-ready notifications. The guide also introduces the Oracle Cloud Infrastructure (OCI) Identity and Access Management (IAM) model used by the service, including the default user groups, roles, and permissions available after provisioning.

This guide is intended to help administrators successfully complete the initial setup and gain access to the service. It does not cover advanced service configuration, feature administration, integrations, or operational workflows. For those topics, refer to the Oracle® Intelligent Communications Orchestration Network cloud service User Guide.

2

The Order Activation Process

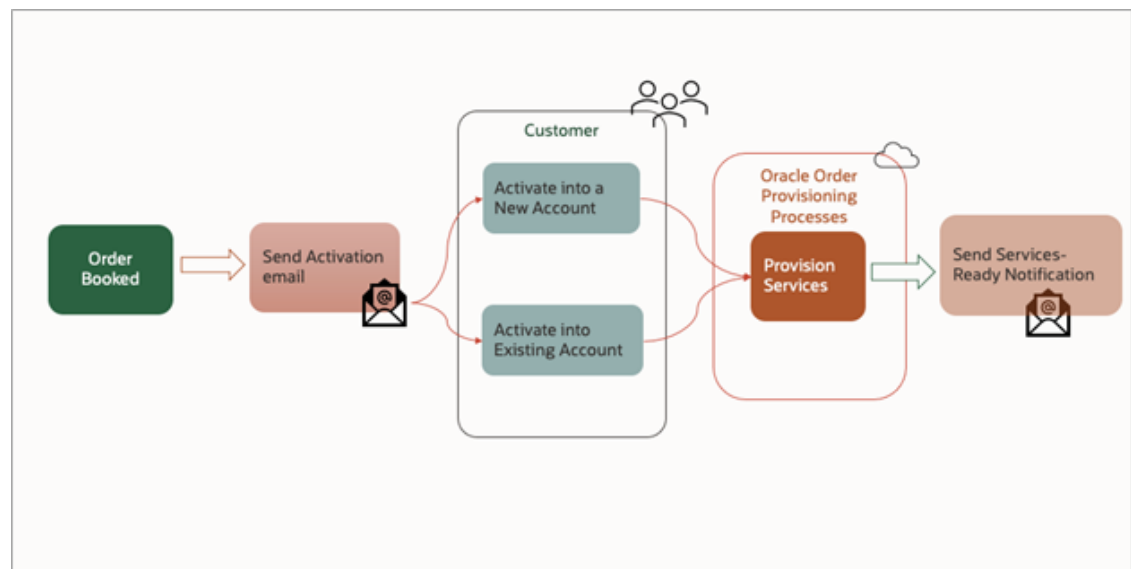
This chapter provides an overview of the order activation process, including:

- [Order Activation Overview](#)
- [Process Starting Point](#)
- [Order Activation](#)
- [Services-Ready Notification](#)

Order Activation Overview

The following diagram provides a high-level illustration and overview of the process of activating an order for a new cloud service.

Figure 2-1 Cloud Order Activation Process



Process Starting Point

Once your sales order has been processed and booked in the system, an activation email will be sent to start the process.

The Activation Email

The email will be sent to the administrator, or the owner noted on the sales order. If your order contained multiple subscriptions, each subscription would have its own activation email and therefore its own activation process.

The activation email will be typically sent on the subscription start date or one day before that. This means that if your subscription starts in a future date, you will not see the activation email

until that day or a day before that. If your order contains multiple subscriptions with a different start date, you will get multiple activation emails at different dates.

The email will be from "Oracle Cloud" and will a subject title of "Action Required: Welcome to New Oracle Cloud Service Subscription(s)"

Note

Please note that this is subject to change and might not be the exact sender name or subject title.

Parallel Subscription Activation

If your order contains multiple subscriptions, all starting at the same time, and you plan to host them all in the same cloud account, it is highly recommended to go through each of the activation processes only after the previous one has been completed and fully provisioned. If, on the other hand, you are planning to host each of your subscriptions in a different account, you can activate them all at the same time.

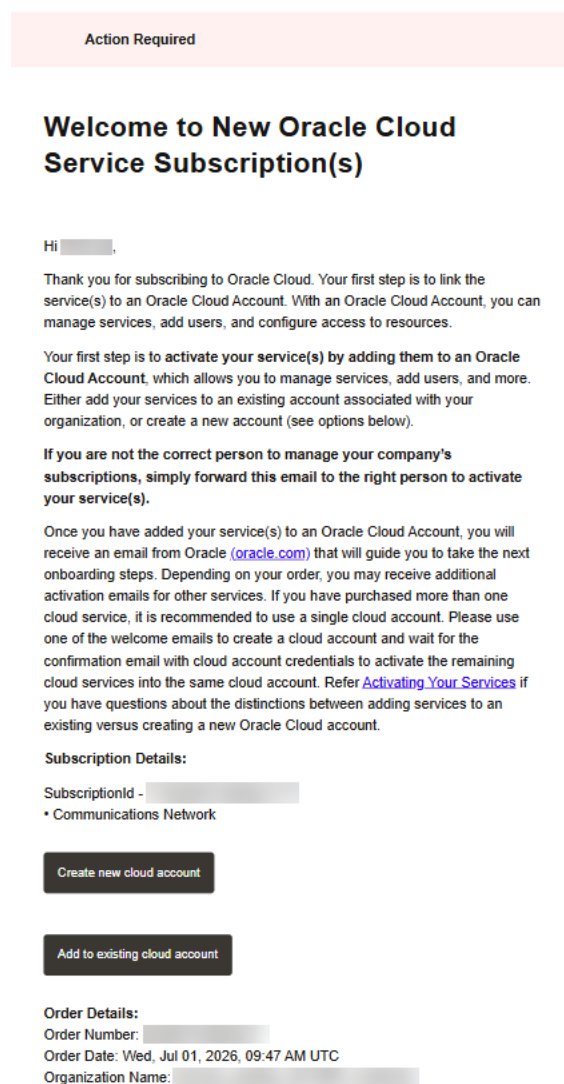
Note

In the process description below, we will assume that you are the administrator and therefore you received the email. If you are not the intended administrator for this subscription you can forward the email to whoever is the intended administrator to continue the process.

Order Activation

The activation email (see figure below) contains information about the subscription that needs activation. When you receive this email, you will need to decide if you want to create a new cloud account for this subscription or activate it into an existing account. You will see different links for each option that will redirect you to different web pages.

Figure 2-2 Activation Email Sample



Selecting New or Existing Account

The decision whether to create a new account or to add this subscription into an existing account cannot be changed after the fact and therefore must be considered carefully.

If your organization doesn't have other Oracle services, you'll need to **create a new account**.

If your organization has other Oracle services, we recommend **adding your new service to the existing account** if the following is true:

- It's OK for the Cloud Administrator of the existing tenancy to have access to the new service
- There are no business or regulatory requirements to separate the new service from existing services, users, and/or resources
- The existing tenancy's home region is complying with your company's data residency requirements*

- The planned provisioning region of the new service is meeting business and/or technical requirements of the existing account**

Use the table below to help determine the best option for your organization.

Create a New Account	Add to an Existing Account
• Do not have other Oracle services, or • Do not want the Cloud Administrator of the existing tenancy to have access to the new service, or • Services, users, and/or resources are required or preferred to be separate from other existing services, or • Data must be stored within specific geographical boundaries that are not within the home region of the existing tenancy*, or • The planned provisioning region of the new service is not meeting business and/or technical requirements of the existing account**	• Have other Oracle services, and • Cloud Administrator of existing tenancy can access new service, and • No business or regulatory requirements to separate the new service from existing services, and • Existing tenancy's home region is complying with your company's data residency requirements*, and • The planned provisioning region of the new service is meeting business and/or technical requirements of the existing account**, and • Prefer ability to share setup for applicable users, object storage, or any other resources with the new service

*You can subscribe the new service to a different region, but the service will be tied to the existing home region of the tenancy.

**If all of your other services use the existing tenancy's home region per specific business or technical requirements, you may want to consider creating a new account.

Activation to a New Cloud Account

If you decide to create a new cloud account for your new subscription, you will need to enter certain details in the activation page about your new cloud account (see figure below).

You will also have to determine who will be the initial administrator. After providing these details and confirming the activation, the system will process your information and

start the process of creating the services you subscribed to. This process is called Provisioning.

The provisioning process can take a few days and at the end of it you will get one or more email notifications that your services are ready. At that point you will be able to login into your services and start using them.

Figure 2-3 Create a new cloud account page

About Phonebook

Phonebook is the system of record for your service team's contact and ownership details, including Service Owners, JIRAs SD queues, team Slack channels, team email, and Ocean Incident Management. A Phonebook is required for all internal tenancies.

If you are having trouble with Phonebook permissions, see the [troubleshooting guide](#).

What is a Cloud Account?

When you sign up for Oracle Cloud, you get a cloud account and an Oracle Cloud Infrastructure tenancy. Oracle assigns the same name to the cloud account and the tenancy.

About Region Group

A Region Group (also known as Realm) is a logical group of one or more OCI regions that are subject to a common set of rules for data residency, sovereignty, and governance. Region groups in OCI are also known as realms.

About Home Region

Your **Home Region** is the geographic location where your cloud account and identity resources will be created. It is not changeable after sign-up. For SaaS applications the Home Region does not indicate the provisioning location. Your SaaS application(s) will be provisioned in the geo-region specified on your order. After creating a cloud account to add your subscription, the Home Region is where your primary identity Domain will be located. Depending on SaaS application the application user credentials may also be stored at the same Home Region Identity Domain location.

Your Subscriptions

Order Number:

Subscription ID:

Data Center Region:

New Cloud Account Information

Phonebook
C2U-ICON

Identity Type

This is not associated to or run on the tenancy.

Service Type
SaaS

Type of service that will be running in this tenancy.

First Name

Last Name

Email

Password

stronger

Password must contain a minimum of 8 characters, 1 lowercase, 1 uppercase, 1 numeric, and 1 special character.

Password cannot exceed 40 characters, contain the users first name, last name, email address, spaces, or ` ~ > \ special characters.

Confirm Password

Region Group
Commercial (Default)

Home Region
US East (Ashburn) PHX-GA

See OCI service availability by Regions. SaaS applications are provisioned in the geo-region specified on your order.

☒ By selecting this box, you acknowledge that your home region cannot be changed after this step in the activation process.

Cloud Account Type
Standard Domain

A Lightweight Domain Tenancy should be selected unless there is a requirement to have a multi-tenancy type. This lightweight, or any Tenancy that is used as part of region build or host/run service components. This cannot be changed or modified once the tenancy is created.

Cloud Account Name
solveltydoubleescape

Avoid including personal or confidential information when creating a cloud account name, since it cannot be changed later, and the name will be visible in the login URL.

The Cloud Account Name must be lowercase, start with a letter, contain no spaces or special characters, and be 2-50 characters long. The nhe name will be assigned to your company's or organization's environment when signing into the Console.

Terms of Use

By clicking on the button, you understand and agree that the use of Oracle's web site is subject to the [Oracle.com Terms of Use](#). Additional details regarding Oracle's collection and use of your personal information, including information about access, retention, rectification, deletion, security, cross-border transfers and other topics, is available in the [Oracle Privacy Policy](#).

Create Cloud Account

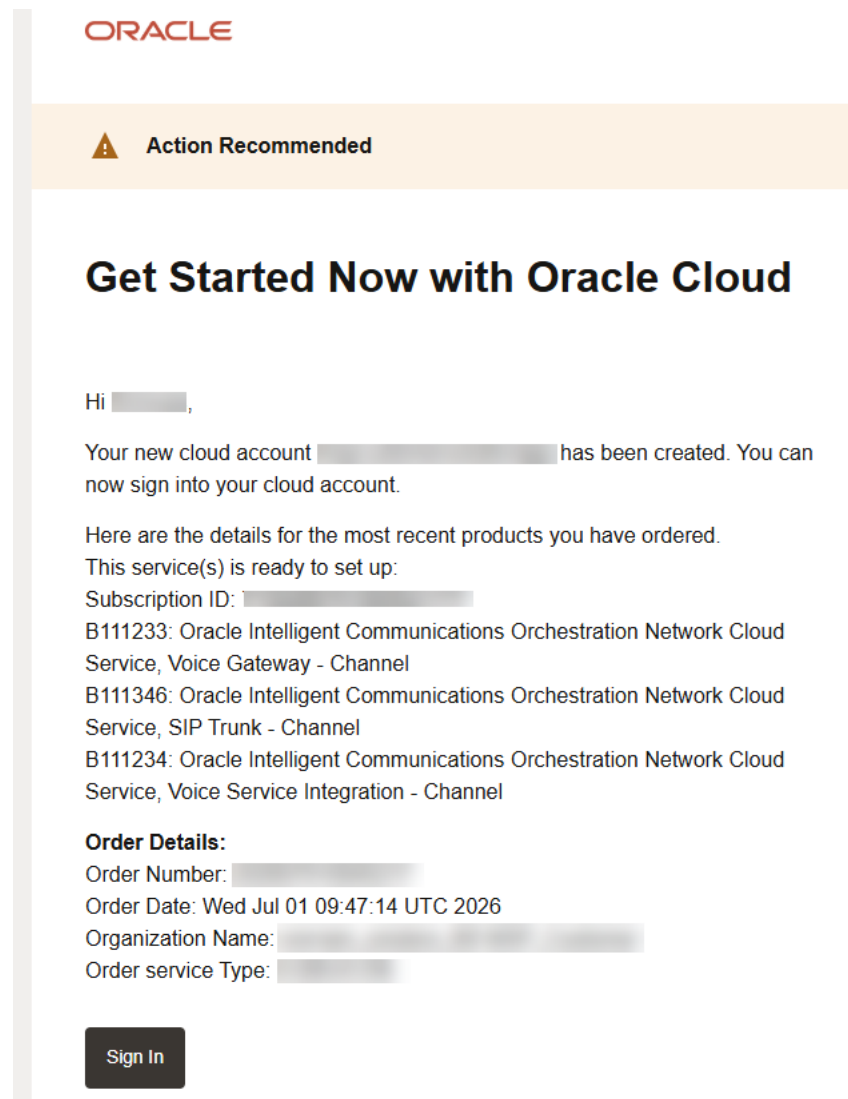
Activation into an Existing Cloud Account

If you decide to add the new subscription to an existing cloud account, you will be redirected to login into the account that you want to add the subscriptions to. Once you login into that account, you'll be able to select the new subscriptions (one or more) and they will be added into that account. Once the subscription is added to the account, the system will start the provisioning process in the same way it is done for new cloud accounts.

Services-Ready Notification

When the provisioning process for your subscribed services is completed, a notification by email will be sent to your cloud account administrator to notify them that the account is now ready for work and login (see figure below).

Figure 2-4 Services Ready Notification Email Sample



Using your Cloud Service

Now that your services are ready for use, we strongly recommend that you refer to Oracle® Intelligent Communications Orchestration Network cloud service documentation on Oracle Help Center. Familiarize yourself with the implementation, and user guide to understand and successfully complete the post provisioning activities for your cloud service.

If you don't know how to find the cloud service documentation, please contact your Oracle® Intelligent Communications Orchestration Network cloud service Customer Success Manager.

3

User Roles and Permissions

Access to the Oracle® Intelligent Communications Orchestration Network cloud service is controlled through Oracle Cloud Infrastructure (OCI) Identity and Access Management (IAM). OCI IAM enables organizations to manage user authentication and authorize access to the Oracle® Intelligent Communications Orchestration Network cloud service resources based on assigned roles and permissions.

During service provisioning, user groups are created by the Oracle® Intelligent Communications Orchestration Network cloud service. Customers can assign these user groups to their users or employees based on their roles and responsibilities. This role-based access control model helps organizations securely manage access to communication resources and administrative functions within the Oracle® Intelligent Communications Orchestration Network cloud service.

User Permissions for Enterprise Edition

The Oracle® Intelligent Communications Orchestration Network cloud service provides and enforces user groups to help you manage access to the service according the least amount of privilege needed. The privileges defined for each user group determine which information the user can view, and which actions the user can perform.

Oracle creates user groups in your Oracle® Cloud Infrastructure account and you can assign them to your personnel to access the Oracle® Intelligent Communications Orchestration Network Cloud Service portal. The following lists show the operations Oracle® Intelligent Communications Orchestration Network cloud service Enterprise Edition Admin User users can perform.

Note

This release supports only the Oracle® Intelligent Communications Orchestration Network cloud service Enterprise Edition Admin User functionality. The Read-Only functionality is not available at this time.

Account Switcher

Not applicable for this user group.

Sites

- View Sites
- Add Sites
- Edit Sites
- Delete Sites

Number Blocks

- Add or Delete Numbers

- View Numbers
- Set Active or Pause Numbers
- Split or Merge Number Blocks
- Move Numbers to a Service
- Remove Numbers from a Service
- Move Numbers to a Site

Services - SIP Trunk

- Add New Service
- View Configuration
- Edit Service
- Delete Service
- Pause Service
- Resume Service
- Add a Service group
- View a Service Group
- Edit a Service Group
- Delete a Service Group

Managed Services Provider Dashboard

Not applicable for this user group.

Voice Gateway

- Add New Voice Gateway
- View Voice Gateway Configuration
- Edit Voice Gateway
- Delete Voice Gateway
- Pause Voice Gateway
- Resume Voice Gateway
- Add Voice Bot
- View Voice Bot
- Edit Voice Bot
- Remove Voice Bot

User Permissions for MSP Edition

The Oracle® Intelligent Communications Orchestration Network cloud service provides and enforces user roles to help you manage access to the service according to the principle of least privilege. The permissions assigned to each role determine the information that users can view and the administrative actions they can perform. Oracle creates user roles in your Oracle® Cloud Infrastructure Identity and Access Management (IAM) domain. You can assign

these roles to your personnel to access the Oracle® Intelligent Communications Orchestration Network cloud service portal based on their job responsibilities.

The following lists summarize the operations supported for Oracle® Intelligent Communications Orchestration Network cloud service Managed Service Provider Edition.

Account Switcher

- Switch between customer accounts.
- Access resources associated with the selected customer account.

Sites

- View Sites.
- Add Sites.
- Edit Sites.
- Delete Sites.

Number Blocks

- Add or delete Number Blocks.
- View Numbers.
- Activate or pause Numbers.
- Split or merge Number Blocks.
- Move Numbers to a Service.
- Remove Numbers from a Service.
- Move Numbers to a Site.

Services - SIP Trunks

- Add New Service.
- View Configuration.
- Edit Service.
- Delete Service.
- Pause Service.
- Resume Service.
- Add a Service Group.
- View a Service Group.
- Edit a Service Group.
- Delete a Service Group.

Integrations

- Add Integration.
- View Integration.
- Edit Integration.
- Delete Integration.

- Enable Integration.
- Disable Integration.

Managed Services Provider Dashboard

- View customer accounts.
- Create customer accounts.
- Edit customer account information.
- Manage customer account settings.
- Monitor customer account status.

Voice Gateway

- Add New Voice Gateway.
- View Voice Gateway Configuration.
- Edit Voice Gateway.
- Delete Voice Gateway.
- Pause Voice Gateway.
- Resume Voice Gateway.
- Add Voice Bot.
- View Voice Bot.
- Edit Voice Bot.
- Remove Voice Bot.

Call Detail Records

- View Call Detail Records.
- Search and filter Call Detail Records.
- Export Call Detail Records, where supported.

Audit Logs

- View audit logs.
- Search and filter audit records.
- Review configuration changes.
- View user activity.
- Export audit records, where supported.

Private Interconnects

- Add Private Interconnects.
- View Private Interconnect configurations.
- Edit Private Interconnect configurations.
- Delete Private Interconnects.
- Monitor Private Interconnect status.

Notifications

- View notifications.
- Configure notification settings.
- View notification history.