Oracle® Intelligent Communication Orchestration Network
What's New

Release 25.1.0

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Introduction to the Oracle® Intelligent Communication Orchestration Network

The Oracle® Intelligent Communication Orchestration Network is designed to provide Voice Services to Cloud-based Unified Communication (UC) and Contact Center (CC) platforms. The service simplifies the process of setting up Cloud-based UC and CC Services by quickly and seamlessly configuring Voice Services and telephone numbers. You can get the connections up and running within hours, rather than weeks. You manage Oracle® Intelligent Communication Orchestration Network through a user interface where you can customize settings to meet your needs now and in the future.

The following topics describe the initial release of the Oracle® Intelligent Communication Orchestration Network .
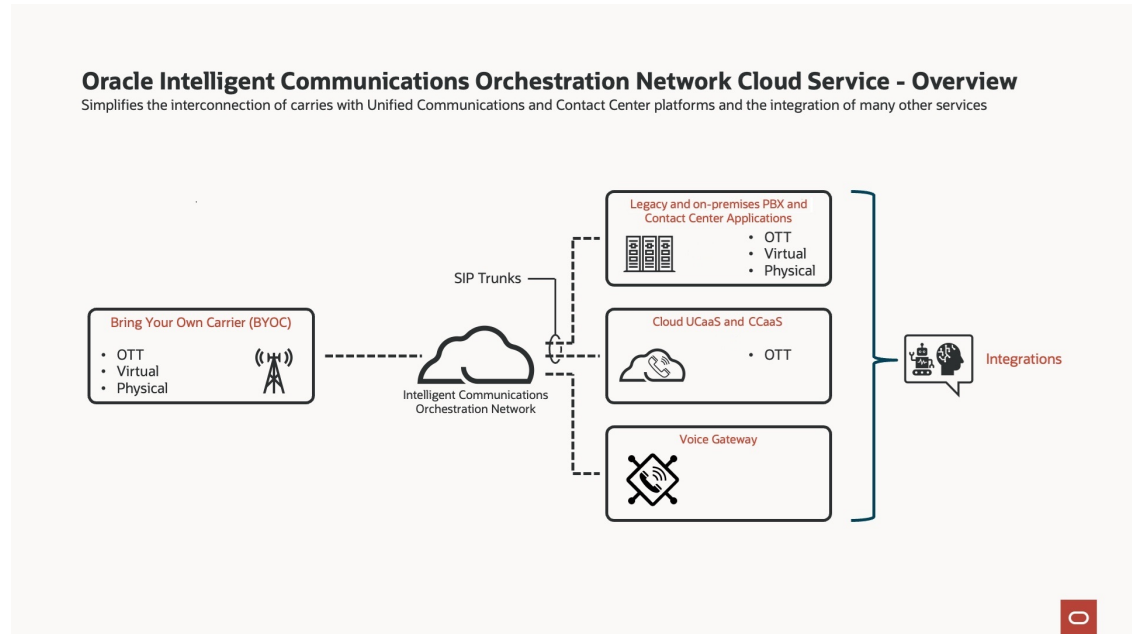
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Oracle® Intelligent Communication Orchestration Network Network Overview

The Oracle® Intelligent Communication Orchestration Network enables enterprises and Managed Service Providers to connect Unified Communications (UC) and Contact Centers (CC) because the service supports connecting to both on-premises and SaaS based UC and CC solutions. The Oracle® Intelligent Communication Orchestration Network focuses on bringing voice communications services together in one place to relieve you from managing Carrier Service compatibility issues.

Oracle® Intelligent Communication Orchestration Network provides numerous features to enable bringing voice communications services together with a single point of management rather than managing each of them independently. The following diagram shows how the

features and services interact to provide voice services to the end customer.

The preceding diagram begins with associating your carrier with Oracle® Intelligent Communication Orchestration Network Over the Top, Virtually, or Physically. To that association, you add SIP Trunks and Voice Gateways in Oracle® Intelligent Communication Orchestration Network to integrate with the voice services you want.

About Using Oracle® Intelligent Communication Orchestration Network

Oracle® Intelligent Communication Orchestration Network provides tools and functions to help you consolidate and coordinate your voice communications services through one Cloud service that is vendor agnostic.

With Oracle® Intelligent Communication Orchestration Network , you can configure and manage SIP trunks to connect carriers and voice communication services for use with your organization's telephony needs. Through the Oracle® Intelligent Communication Orchestration Network Dashboard, you create sites that represent physical locations where you use telephony services. At each site you specify which communications services to use and assign phone numbers.

Managed Service Provider (MSP) licensees can create Oracle® Intelligent Communication Orchestration Network sub-accounts for managing their customers.

Oracle® Intelligent Communication Orchestration Network also supports the single tenant Enterprise license for Enterprise customers that subscribe directly through Oracle. Enterprise licensees cannot create sub-accounts.

The Oracle® Intelligent Communication Orchestration Network Dashboard displays sections for working with Sites, Services, Numbers, and Accounts (MSP licensees only). Each section displays a landing page that is initially unpopulated. As you build your deployment, the landing pages display information about your configurations and provide tools to manage them.

Self-Service Management Portal

The Oracle® Intelligent Communication Orchestration Network provides a portal for creating and using the following elements you need to manage voice services.

Sites—A site is an artifact that represents the physical location where voice services are delivered. Sites hold all relevant information related to the location, such as the address and contact details. For example, a corporate headquarters office can be considered a site. The portal provides tools to create, edit, and delete site information.

Numbers—A number is an artifact that represents a block of phone numbers where services are routed. You can access numbers after they have been imported into the platform through Bring Your Own Carrier (BYOC). The availability of numbers depends on the location of the service and the types of numbers allowed. You can move numbers from sites, store numbers in inventory, and split number blocks across different service types. Managing numbers is an important component of the platform access services, enabling Managed Service Providers (MSP) and Enterprises to effectively manage their telecommunications operations.

Services—A Service is a voice application connected to the platform through SIP trunks, enabling communication between other services and selected carrier networks When you create a SIP trunk, you select a service profile, such as Carrier, Genesys, Microsoft Teams, Generic, or Voice Gateway. You can add voice bots to the Voice Gateway. Oracle® Intelligent Communication Orchestration Network displays the configuration fields required for the selected profile when you add the service. The Services pages in the Portal allows Enterprises and MSPs to manage platform features such as trunks and their attributes, as well as other platform features enabled as part of their subscription. Services is the landing page when an Enterprise customer logs on. MSPs can navigate to the Services page from their landing page.

Accounts—An Account is a logical container used as the entry point for working with Oracle® Intelligent Communication Orchestration Network . Oracle creates an account for each Enterprise end-user customer (single-tenant only) and each Managed Service Provider (multi-tenant capable) customer. MSPs can create sub-accounts with in their account for their customers. The Accounts page is the landing page when an MSP logs on. Enterprises cannot access the Accounts page.

Configuration Process

After you become an Oracle® Intelligent Communication Orchestration Network customer, you can begin the process of configuring the service for your business needs.

The following steps match pages on the Oracle® Intelligent Communication Orchestration Network dashboard. This guide contains a chapter for each step. After you perform the initial configuration, you can revisit any step at any time to adjust the settings as your business needs change.

1. Accounts—Establish an account with Oracle and obtain one of the following licenses:

   • Enterprise - Cannot add sub-accounts.

   • Managed Service Provider (MSP) SIP Trunk - Can add sub-accounts.

2. Sites—Create a Site for every location where you want numbers and services associated. Start by clicking Add Site on the Sites page. For your employees who work remotely, consider assigning their phone numbers to a physical location of your company rather than making a site for each employee at their home address.

3. Number Blocks—Assign number blocks to each Site. Start by clicking [Add Number Blocks](#) on the Number Blocks page. You can perform the actions listed in the [Actions](#) menu on the Number Blocks page to manage their use on the sites.

4. Services—Add Voice Services, Voice Gateways, and Voice Bots to your deployment. Start by clicking [Add Service](#) on the Services page. The process includes selecting a Service or a Voice Gateway, assigning number blocks, and configuring Service settings.

2
Supported Browsers

Oracle recommends that you use the latest versions of the following browsers for the best user experience with the Oracle® Intelligent Communication Orchestration Network .

- Google Chrome
- Mozilla Firefox

> ⓘ **Note**
>
> Oracle® Intelligent Communication Orchestration Network does not support Apple Safari and Microsoft Edge.

3

Known Issues

Known Issues contains descriptions of the issues and workarounds, when available. Check this document periodically to stay informed of updates and other new information.

The following list of Known Issues exist in this release. When Oracle resolves or redetermines a known issue as a non-issue,we move the issue from this topic to the Resolved Issues topic.

Table 3-1   Services

Known Issue	Impact Statement and Mitigation
Potential Voice Service Overcharges	Impact Statement—Customers run the risk of being overcharged in their Voice Service SIP trunk configuration. Although toggling bursting multiple times in an hourly window can cause the overcharge sometimes, it is not known to be the only cause for overcharging. Mitigation—As a partial solution, Oracle recommends disabling bursting for all SIP trunk configurations until this risk is resolved in a subsequent release.
Required Format for Service Names	Impact Statement—Certain names for Services can cause the network diagram to misalign so that you cannot see the Services in the diagram. Mitigation—Use underscores instead of spaces when creating Service names. For example: Use ICON_Service_ABC instead of ICON Service ABC. Do not use words followed by a number. For example, use Testing_Sandbox_One instead of Testing Sandbox_1
Unique Username Required for Authentication with SIP Termination	Impact Statement—When adding a Service and selecting Authentication as the SIP Termination Method, the UI displays an additional configuration form. The form requires you to enter a username and password. If you enter a username that already exists in Oracle Intelligent Communication Orchestration Network, the Service automatically transitions to the inactive state. Mitigation—To ensure successful activation, you must provide a unique username that does not conflict with existing entries in the Oracle Intelligent Communication Orchestration Network.

Table 3-1   (Cont.) Services

Known Issue	Impact Statement and Mitigation

Carrier Service Classless Inter-Domain Routing (CIDR) Requirement	Impact Statement—Services become inactive with improperly formatted Classless Inter-Domain Routing (CIDR) entries in the Access Control List. When you add an IP address in the ACL field while adding the Service, you must define the CIDR using the first IP address of the network. If you use any other IP within the sub net as the base for CIDR, Oracle Intelligent Communication Orchestration Network returns an error.
	
	Mitigation—Format the CIDR with an IP address followed by the number of network address prefix bits after the slash. For example: 192.168.1.0/32.
	• Provide the IP address in CIDR format.
	• Begin the CIDR with the network's first address.
	• Example: Use
	
	`192.168.12.0/24`
	
	instead of
	
	`192.168.12.1/24`
	
	Do not use a CIDR such as 12.13.14/32, which does not contain four Octets.

Unexpected UI Behavior When Selecting a Voice Service Card	Impact Statement—When you select a Voice Service card, the UI should remove all the others and show only the selected card. Although the system highlights the selected card, all the other Service cards remain displayed, Mitigation—
Incorrect Hint in the SIP Termination Field Help	Impact Statement—The hint Help in the SIP Termination field incorrectly says to use "bcid" instead of "bcld". The issue applies only when you are manually entering the text. It is not an issue when you copy and paste the text. Mitigation—Use "bcld" instead of "bcid".
Carrier Service Connection Error Message	Impact statement—When you create a Carrier Service during the configuration of another Voice or SIP Service, the process may initially appear unsuccessful. Note that the Carrier Service might have been created in the background without your knowledge. After you see the error message, you might attempt to create the Carrier Service again resulting in duplicate Carrier Services. For example, two instances of the same Carrier Service. Mitigation—Check the Services page after you create the first Carrier Service to confirm the Service was added.
Cannot Group NICE CXone Mpower	Impact Statement— The group functionality for Services is currently not available for the NICE CXone Mpower Service. You cannot add or manage the NICE CXone Mpower within a Service group, which limits the ability to group and manage it with other Services in the platform. Mitigation—None, but you can still use the NICE CXone Mpower Service separately (not in a group) with no restriction on managing the Service.

Table 3-2   Numbers

Known Issue	Impact Statement and Mitigation
The System Erases the Outbound CLI Number	Impact Statement—When you save a Number block in Edit mode, the system erases the default Outbound CLI field. Mitigation—Reenter the Outbound CLI phone number.
Import Phone Numbers is Not Supported in 25.1.0	Impact Statement—Importing Phone Numbers from a CSV file is not supported in 25.1.0. When you attempt to import numbers from a CSV file, the system displays an internal server error. Mitigation—Enter phone numbers manually.
Number Block Size Defaults to 1	Impact Statement—When editing the Block Size field for mobile, the field defaults to 1 when you click Save, no matter which size block you select. Mitigation—None.
The Hosting Carrier You Want is Not Listed in the Drop-Down List	Impact Statement—In the Adding Numbers procedure, the Hosting Carrier you want might not be listed in the Hosting Carrier drop-down list. Mitigation—If the Hosting Carrier you want is not listed, contact Oracle Support about adding the carrier.
Cannot Add the Same Number to Another Country Code	Impact Statement—The system does not allow you to add the same number to more than one country code. For example, Suppose you already added +1 9822992276. Then you try to add +61 9822992276. The system does not allow you to add the +61 entry because it specifies the same number as the +1 entry. Mitigation—None.
SIP Calls Allowed on Paused Number Blocks	When a number block is in the Paused state in a Service, SIP calls are still allowed to and from that number block as long as the associated Service remains active. If suitable, remove the number block from the Service or Pause the Service.

Table 3-3   Sites

Known Issue	Impact Statement and Mitigation
Incorrect Automatic Address Population	Impact Statement—When you create a Site and enter a partial address in the Address field to search, the system may return multiple similar results. When you select one, the system sometimes chooses a different address than the one you selected and populates the Address fields with that address. For example, if you search for "12 Easthill" in the United States, the system displays ten results in different states. You select the result in New York State, but the system populates the Address fields with the address in Virginia. Mitigation—Manually enter the entire address.
Unsuccessful Results When Deleting a Site	Impact Statement—The system is designed so that you can delete a Site when no number blocks are assigned to the Site. In the scenario where you deleted a split number block, the system will not let you delete the Site. Deleting a sub-block corrupts the entire block. Mitigation—You must merge the number block back into its original size before deleting it. Deleting only a sub-block will corrupt the entire number block.
A New Site Is Not Displayed on the Sites Map	Impact Statement—After you add a Site, the location marker on the Sites map is not immediately visible on the map. Mitigation—Refresh the Sites page from the browser.
Incorrect Address Parsing for Non-English Addresses	Impact Statement— The required Street Type field does not recognize non-English street types. Mitigation—Enter the closest English approximation. The Street Type does not affect the map location.

Table 3-4   Accounts

Known Issue	Impact Statement and Mitigation
The Country You Want is Not Listed in the Accounts Configuration Drop-Down List	Impact Statement—In the Add Accounts procedure, the drop-down list for Country might not include the country you want. Mitigation—If the country you want is not listed, contact Oracle Support about adding the country.
Customer ID is Not Displayed in the Edit Account Details Drawer	Impact Statement—The Edit Account Details drawer displays Managed Service Partner's account ID, rather than the Enterprise's ID. Mitigation—On the Dashboard landing page, customer account details including customer id is visible, hence customer id information can be sourced from here.

Table 3-4   (Cont.) Accounts

Known Issue	Impact Statement and Mitigation
Customer and Partner Account Names Must Be Unique	Impact Statement—The Customer Name field is defined as unique, meaning no two accounts can share the same name. • When a Managed Service Provider licensee adds an account by way of the Accounts dashboard and the account name already exists in the system, the operation will not complete. • When an Enterprise or Managed Service Provider licensee is onboarded through the Oracle Ordering System with a name that already exists in the system, the operation will not complete. Mitigation— • Ensure that every account name is unique. • Avoid using special characters or spaces in the account name. • Use only alphabets (A–Z, a–z) and numbers (0–9).