

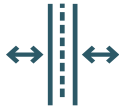




Oracle Communications' Solutions for Microsoft Teams

Secure, scalable and AI-ready voice for the modern workplace

Today's enterprises expect not just connectivity, but also a catalyst for collaboration, innovation and growth. Microsoft Teams, powered by Microsoft 365, creates a unified workspace for meetings, calling and collaboration. Oracle strengthens this ecosystem with enterprise-grade voice, AI-ready services and seamless carrier integration. Together, Microsoft and Oracle enable organizations to unlock smarter collaboration, deliver exceptional customer experiences and confidently navigate the future of work through a secure, scalable communications foundation by:

- ✓ **Enabling secure voice integration into Microsoft Teams through the Oracle certified Session Border Controllers**
- ✓ **Supporting flexible voice deployment models including Direct Routing, Operator Connect and Microsoft Teams Phone Mobile**
- ✓ **Bridging real-time voice networks with cloud services and AI innovations via the Oracle Communications Converged Application Server**
- ✓ **Accelerating cloud migrations with Bring Your Own Carrier (BYOC) strategies and minimal infrastructure changes**
- ✓ **Enhancing business resilience with SBA survivability features and E911 emergency service compliance**
- ✓ **Delivering real-time operational insights through the Oracle Enterprise Operations Monitor and Microsoft Graph API integration**

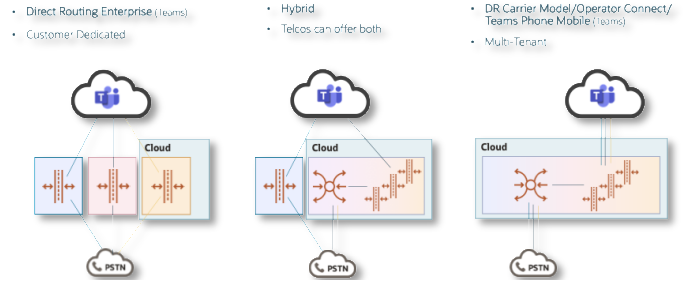
Five key pillars define how Oracle Communications powers Microsoft Teams Voice — delivering secure, visible, flexible, and innovative voice experiences:

<u>PROTECTED DELIVERY</u>	<u>VISIBILITY</u>	<u>MIGRATION</u>	<u>MANAGEMENT</u>	<u>VOICE APPLICATIONS</u>
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

1. PROTECTED DELIVERY

Securing Microsoft Teams at Scale

The **Oracle Communications Session Border Controller (SBC)** delivers carrier-grade voice integration for Microsoft Teams, including certified support for Direct Routing, Operator Connect and Microsoft Teams Phone Mobile. With a long-standing role in securing global telecom networks, the Oracle SBC ensures reliable SIP trunking, advanced media handling and seamless interoperability between legacy systems and the cloud — backed by robust security for mission-critical environments.



Oracle SBC deployment models for Teams

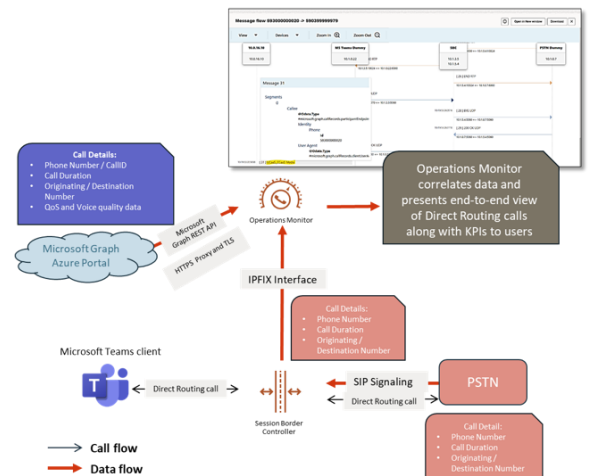
Key Benefits – Protected Delivery

- Enables fast and secure Direct Routing for Microsoft Teams voice
- Acts as a probe for the Oracle Communications Enterprise Operations Monitor, ensuring visibility into encrypted cloud traffic
- Protects voice with layered security, fraud prevention and FIPS/JITC compliance
- Bridges legacy PBX/SIP systems for smooth migration
- Delivers high availability with built-in failover and QoS
- Optimizes costs with smart routing and compliance-ready controls

2. VISIBILITY

Monitoring What Matters in Real Time

The **Oracle Communications Operations Monitor** gives IT teams real-time visibility into voice quality and network behavior across Microsoft Teams and SIP environments. By integrating with Microsoft Graph API, it enables precise correlation of Microsoft Teams sessions with SIP-layer diagnostics — accelerating root cause analysis, improving service performance and ensuring end-to-end voice quality transparency in complex hybrid deployments.



Oracle Operations Monitor integration with Microsoft Graph API for end-to-end visibility

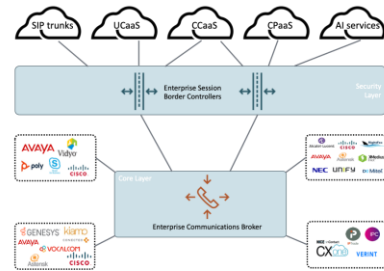
Key Benefits - Visibility

- Reduces MTTR and related operations costs
- Accelerates resolution of complex service provider and UC vendor problems
- Fast IT staff proficiency without training
- Provides full visibility into user activity in real time
- Monitors VoIP and UC networks produced by any vendor
- Rapid deployment without bulk provisioning

3. MIGRATION

Streamlining Voice Transformation with Control and Flexibility

The **Oracle Enterprise Communications Broker** facilitates smooth, policy-driven migration from legacy telephony systems to Microsoft Teams. It supports multi-platform interoperability, centralized routing logic and staged coexistence with analog, TDM, or SIP infrastructure — empowering organizations to modernize without disrupting business operations.



On-Premises Integration

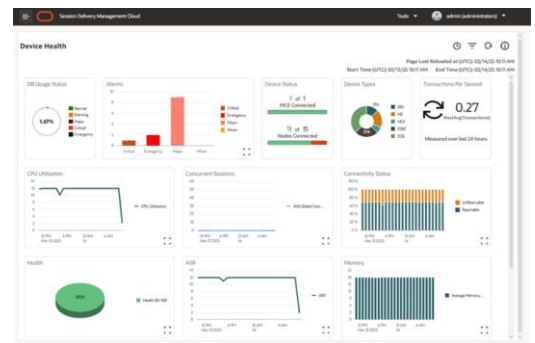
Key Benefits - Migration

- Manages global dial plan
- Controls session routing, enables Active Directory integration
- Enforces enterprise policies
- Normalizes protocol incompatibilities
- Enables BYOD access, SIM ring
- Provides probe for upstream visibility and analytics with the Oracle Communications Operations Monitor

4. MANAGEMENT

Simplifying Operations Across the Voice Stack

Oracle Session Delivery Management Cloud provides a unified, cloud-based interface for managing Oracle Communications Session Delivery infrastructure at scale. This centralized approach reduces operational complexity, accelerates configuration workflows and lowers network access and maintenance costs — making it ideal for distributed or hybrid enterprise environments.



Default home dashboard for Management (can be customized)

Key Benefits – Management

- Single-pane view of Oracle Communications’ Session Delivery products
- Built on Oracle’s secure, next-gen cloud with multi-site redundancy
- Enables universal access and user/device-level control
- Centralizes call monitoring and KPI Aggregation
- Streamlines operations with automated work orders, no system maintenance
- Scales from small to large deployments, lowering operational costs

5. VOICE APPLICATIONS

Unlocking Innovation with Intelligent Voice Services

The Oracle Communications Converged Application Server adds programmable intelligence to voice networks, enabling services like branded call treatment, inbound filtering and AI-driven agent assistance. It bridges real-time SIP networks with external AI and digital platforms, helping organizations deliver smarter, more personalized communication experiences.

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

Examples of voice applications that can be added to your Teams integration

Key Benefits – Voice Applications

- Custom voice services like branded call treatment and call filtering
- AI integration for intelligent, context-aware interactions
- Real-time agent assistance powered by automation
- Programmable call control via SIP and Java APIs
- Faster service rollout without infrastructure changes
- Scalable and reliable for carrier-grade deployment

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