

Oracle® Intelligent Communications Orchestration Network

What's New



Release 26.2.0

G56427-01

June 2026

The Oracle logo, consisting of the word "ORACLE" in white, uppercase letters, centered within a solid red square.

ORACLE®

Oracle Intelligent Communications Orchestration Network What's New, Release 26.2.0

G56427-01

Copyright © 2026, 2026, Oracle and/or its affiliates.

Contents

Revision History

1 Supported Browsers

2 What's New

3 Known Issues

4 Resolved Known Issues

Revision History

This section provides a revision history for this document.

Date	Description
October 2025	Initial Release
January 2026	Describes the following new features: <ul style="list-style-type: none"> • Connectivity to the Amazon Lex Voice Assistant • Connectivity to the IBM watsonx Voice Bot • Connectivity to the Zoom Phone Service • SIP Trunk Usage and Statistics Adds the Known Issues section.
March 2026	Describes the following new feature: <ul style="list-style-type: none"> • Support for the Oracle Digital Assistant voice bot. See the "Voice Gateways" chapter.
April 2026	<ul style="list-style-type: none"> • Adds support for generic SIPREC integration • Adds virtual interconnects capability • Adds new known issues • Adds resolved known issues section
April 2026	Adds generic media stream
June 2026	Adds the following features: <ul style="list-style-type: none"> • Integration with multiple third-party speech engines for voice bot configurations • Enhanced validation and smarter defaults for hosting carrier selection • Call Detail Records • Private Interconnect Orders dashboard • Notification bell in the top navigation bar

- Connect to Kore AI voice bot via the voice gateway
-

1

Supported Browsers

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

- Google Chrome
- Mozilla Firefox

Google Chrome is the recommended browser for the Oracle® Intelligent Communications Orchestration Network cloud service.

Note

Oracle® Intelligent Communications Orchestration Network cloud service does not support Apple Safari and Microsoft Edge.

2

What's New

The following information describes new features and enhancements included in the latest release of the Oracle® Intelligent Communications Orchestration Network cloud service.

The following sections describe the new features and enhancements in the Oracle® Intelligent Communications Orchestration Network cloud service release. You can find detailed information about these features in the User Guide by searching for the topic titles named below.

Notification Bell in Top Navigation Bar

The Oracle® Intelligent Communications Orchestration Network cloud service includes a centralized user interface notifications feature that enables users to view and manage all notifications from a single location. A notification bell in the top navigation bar displays the count of active notifications and provides access to a notification screen with detailed, time-stamped updates. Users can navigate directly to related objects from notifications, while users with the admin role can dismiss individual notifications or clear all notifications for the account. Notifications are refreshed automatically and are shared across all users within the same account.

See "User Interface Notifications" in the Accounts chapter of the *User Guide*.

Speech Engine Selection for Voice Bot

The Oracle® Intelligent Communications Orchestration Network cloud service supports seamless integration with multiple third-party speech engines, enabling enhanced flexibility and customization for voice bot configurations. This feature allows you to configure voice bots using a combination of Speech-to-Text (STT) and Text-to-Speech (TTS) services from leading cloud providers, including:

- Amazon Web Services
- Google Cloud
- IBM Watson
- Microsoft Azure AI Speech Service
- Oracle Cloud

With this feature, you can mix and match Speech-to-Text and Text-to-Speech services across providers to meet specific business and technical requirements.

See "Third Party Speech Engines" in the User Guide.

Enhanced Hosting Carrier Selection and CSV Validation

The Oracle® Intelligent Communications Orchestration Network cloud service introduces enhanced validation and smarter defaults for hosting carrier selection. The list of available hosting carriers is now dynamically determined based on the selected country dial code, making selection more intuitive. Additionally, when importing numbers using the CSV template, all numbers must belong to the same country, share the same country dial code, and be associated with a single hosting carrier to ensure consistency and accurate processing.

See "Add Number Blocks Manually" and "Add Number Blocks from a .csv File" in the *User Guide*.

kore.ai Voice Bot Support for Voice Gateway

You can connect to a kore.ai Voice Bot via the voice gateway directly from the Oracle® Intelligent Communications Orchestration Network cloud service user interface. This feature simplifies integration with kore.ai conversational AI services and enables seamless deployment of AI-powered voice interactions.

See "Connect to a kore.ai Bot" under Voice Gateway Management in the Voice Gateways chapter of the *User Guide*.

Call Detail Records

The Oracle® Intelligent Communications Orchestration Network cloud service introduces the Call Detail Records (CDR) feature, enabling authorized users to view and analyze detailed call activity for SIP-based voice services. Users can filter and search call records using multiple parameters, such as service, direction, call ID, and date ranges. The feature presents call data in a structured table with key attributes, including answer time, duration, source and destination numbers, and call termination details. CDRs provide up to one year of historical data and are accessible only to users with the appropriate CDR privileges.

See "Call Detail Records" in the *User Guide*.

Private Interconnect Orders Dashboard

Oracle® Intelligent Communications Orchestration Network cloud service introduces the **Private Interconnect Orders** dashboard, a centralized interface that enables admin users to monitor and manage private interconnect provisioning. The dashboard provides visibility into all interconnect orders, including detailed status tracking across the lifecycle (from Info to Provisioned or Terminated) and highlights pending actions. Admin users can configure and submit new interconnects, address correction requests, terminate existing connections, and view detailed interconnect history. This feature streamlines interconnect lifecycle management and improves operational visibility and control.

See "Private Interconnect Orders" in the *User Guide*.

3

Known Issues

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

The following Known Issues exist in this release.

- **Unique Username Required for Authentication with SIP Termination** - 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 Communications Orchestration Network cloud service, the Service automatically transitions to the inactive state.
 - Workaround - To ensure successful activation, you must provide a unique username that does not conflict with existing entries in the Oracle® Intelligent Communications Orchestration Network cloud service.
- **Unsuccessful Zoom Calls** - Attempting to establish Zoom calls secured with Secure Real-Time Transport Protocol (SRTP), results in unsuccessful calls. The carrier sends SIP SDP with RTP-SAVP (SRTP), but Oracle® Intelligent Communications Orchestration Network cloud service responds with SDP containing RTP-AVP (unencrypted RTP). The mismatch in media encryption negotiation prevents successful SRTP call setup.
- **Number Block Size Defaults to 1** - When configuring the Block Size for Mobile, the field defaults to 1 when you click Save, no matter which block size you selected.
- **Incorrect Address Parsing for Non-English Addresses** - The required Street Type field does not recognize non-English street types.
 - Workaround - Enter the closest English approximation. The Street Type does not affect the map location.
- **Customer ID is Not Displayed in the Edit Account Details Drawer** - The Edit Account Details drawer displays Managed Service Partner's account ID, rather than the Enterprise's ID.
 - Workaround - On the Dashboard landing page, customer account details including customer id is visible, hence customer id information can be sourced from here.
- **Sluggish UI Response** - Some behaviors such as initially loading the landing page, displaying View Configuration, and reloading the landing page upon return may take longer than expected for large configurations.
- **Private Interconnect Virtual Connection Stuck in “Processing” After Account Resume** - After suspending and resuming an active sub-account with private interconnect enabled, one of the private interconnect virtual connections may remain in a processing state in the interconnect table, even though the account resume completes successfully.
- **SIPREC Metadata Format Not Applied** - When configuring a generic SIP trunk service with a generic SIPREC integration, selecting Ribbon or AudioCodes as the metadata format does not take effect. The SIPREC signaling continues to use the RFC standard metadata format regardless of the selected option.
- **SIPREC X-Headers Dynamic Variables Not Supported** - In the SIPREC integration configuration, the note in the "Custom SIP headers" screen indicates that X-Headers parameters can include dynamic variables derived from the call. However, dynamic

variables in X-Headers are not currently supported, and the resulting SIPREC signaling does not reflect the expected substituted values.

- **Associated Interconnect Service field under Connection Route** - The Associated Interconnect Service field under Connection Route for Carrier and Generic SIP Service is currently not supported; ignore this field until further notice.

4

Resolved Known Issues

The following provides a list of previous known issues that are resolved in this release.

- **Cannot Add the Same Number to Another Country Code** - The system does not allow you to add the same number block to a different dial code. For example, suppose you previously added +1 98222992276. 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. The same behavior occurs when uploading numbers by way of the .csv file.
- **Inventory Option Not Available** - The Inventory option is not available when moving a number block from non-inventory site.
 - Workaround - You can create a site to act as inventory, where you can store all the numbers not in use.
- **The Country You Want is Not Listed in the Accounts Configuration Drop-Down List** - In the Add Sites procedure, the drop-down list for Country might not include the country you want.
Workaround - If the country you want is not listed, contact Oracle Support about adding the country.
- **Voice Bot Goes to Paused State After Adding Number Blocks** - When you add a number block to an existing Voice Bot, the Voice Bot may intermittently transition to the Paused state with no apparent way to resume the Active state. Sometimes, the Voice Bot remains paused indefinitely. Until the Voice Bot becomes active again, avoid adding any more number blocks.
 - Workaround - Raise a Service Request when a Voice Bot remains in the Paused state.
- **Service Remains in "Processing" State** - After removing a number block, the service remains in "Processing" even though the block is successfully removed. Customers should open a Service Request (SR) if this occurs, to change the service status to "Active".
- **The Hosting Carrier You Want is Not Listed in the Drop-Down List** - In the Adding Numbers procedure, the Hosting Carrier you want might not be listed in the Hosting Carrier drop-down list.
 - Workaround - If the Hosting Carrier you want is not listed, contact Oracle Support about adding the carrier.
- **Cannot Perform Number Block Operations** - After removing a number block from a Service, no further number block operations can be performed on existing blocks. Options such as Pause, Split, Merge, and Remove from Service are disabled under More Actions, leaving only Move to Service enabled.
- **Integration update returns error** - Updating an integration to clear previously saved username and password values (leaving them blank) fails on update and returns an HTTP 500 internal server error.
- **Carrier Service Classless Inter-Domain Routing (CIDR) Requirement** - 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 Communications Orchestration Network cloud service returns an error.

- Workaround - 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.
 - * Only use a CIDR with four octets.
 - * Example: Use

192.168.12.0/24

instead of

192.168.12.1/24