

Independent study lab

This is an independent, free, learning-only student project. It respects every company and vendor. Trademarks belong to their owners. It is not affiliated with or endorsed by Amazon Web Services, Cisco, Genesys, Salesforce, Twilio, or any other company. If you have a concern, the page will be removed or corrected promptly through the contact form. Nothing here is sold. There are no ads. The author is happy to volunteer for any organization.

Contact: <https://cyphermonkeylabs.com/#contact>

UCCE, Genesys, and Webex bridges

Confirm before relying. Quotas, prices, and names change.

The mapping table you put in the migration pack

A CUCM calling search space is not a routing profile, but the profile is the closest idea of 'who can receive what'. A partition is not a Connect object. A UCCX CSQ and a UCCE skill group map to a queue. Precision steps map to routing criteria. A script, an Architect flow, and an Avaya vector map to a contact flow.

Finesse maps to the CCP or a Streams desktop. CUIIC maps to real-time metrics, historical metrics, and the CTR. A recording trunk maps to the recording block and S3.

- Write one row per old object, with the Connect object and the pitfall.
- Skills can become proficiencies or extra queues. Pick one and say why.
- Hunt pilots become queues plus priority and delay.
- The lab translator does this row by row.

Source: Routing profiles

Pitfalls that show up in every platform

People map skills to queues and also to proficiencies and double-route. They forget that a PSTN transfer drops attributes, so the CUCM agent has no screen pop. They compare AHT that includes ACW with AHT that does not. They port the number before UDP 3478 is open. They discover campaign or outbound country limits on week one.

Webex Contact Center is a competing CCaaS, not a card you slot into Connect. Genesys Edges and Avaya port networks do not become Connect constructs. You replace them or you transfer

to them.

- Write the AHT formula on the report.
- Test the external transfer with a real desk phone.
- Inventory holidays.
- Decide what 'abandoned' means.

Source: Transfer to phone number

Sources and go deeper

- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10
- **confirm** Cisco Unified Communications Manager. Wikipedia. last checked 2026-10. Opened 2026-10. HTTP 404.
- [Flow block in Connect Customer: Transfer to phone number - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10

[sources.json \(br-map\)](#) [sources.json \(br-pitfalls\)](#)

Independent study lab

This is an independent, free, learning-only student project. It respects every company and vendor. Trademarks belong to their owners. It is not affiliated with or endorsed by Amazon Web Services, Cisco, Genesys, Salesforce, Twilio, or any other company. If you have a concern, the page will be removed or corrected promptly through the contact form. Nothing here is sold. There are no ads. The author is happy to volunteer for any organization.

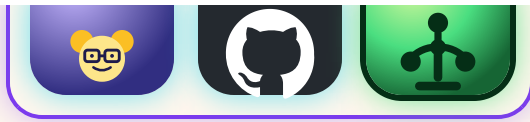
Contact: <https://cyphermonkeylabs.com/#contact>

CypherMonkey Labs

Website

GitHub

Linktree



© 2026 CypherMonkeyLabs 🐵