

Independent study lab

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Cutover checklist

Confirm before relying.

A migration playbook

- Dual-run the recording tools.
- Translate quick connects from the old speed-dial list, and delete the dead ones.
- Hours and holidays are a data migration, not a memory test.
- Keep a glossary so 'skill' means one thing in the new design.

Rebuilding every script before anyone has taken a CCP call.

The mapping table you put in the migration pack

- 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.

Creating a queue named after every CUCM partition.

Pitfalls that show up in every platform

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

A spreadsheet that says 'like for like' with no formulas.

Sources and go deeper

- [Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [The voice channel in Connect Customer - 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
- [Session Initiation Protocol - 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

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

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