

14 Coexistence and CCaaS

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Pro tips

? Connect, Extend, and Unify are different media paths. Name the model before you name the product.

? CUCM to Teams through Direct Routing is a certified SBC, often CUBE, with one owner for normalization.

? Webex, UCCE, Genesys, and Amazon Connect each need a named bridge. 'We integrate' is not a design.

Interview traps

? Mapping a CUCM calling search space onto a Teams dial plan as if the objects were the same.

? Letting both CUCM and Teams rewrite the same number.

Cheat sheet

Connect SBC between the PBX and Teams

Extend Graph and the client; media stays put

Unify ACS-native contact-center path

CUCM partition, CSS, route pattern

Teams dial plan, usage, route, gateway

One system owns normalization

Facts in the long lessons were checked 14 October 2026. This sheet is a memory aid.

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