

17 Ecosystem

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Pro tips

? Compliance recording is a certified recorder, an application instance, an enabled policy, and a grant. The partner stores the media.

? Join the logs on an identifier you can name: call id, user, queue, and the recorder's own reference.

? The Erlang C calculator in this campus is a teaching model. It is not a workforce-management product.

Interview traps

? Expecting a Teams call queue to forecast, score adherence, and run quality management.

? Enabling recording without a notice and without granting the policy to the right users.

Cheat sheet

Recording certified bot, policy, grant, notice

WFM queue intervals; not a Teams feature

E911 location, then the carrier route

Analytics CQD, then a model you own, then Power BI

CRM screen pop on an id you store

Agent answer, then a human escape

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

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