

18 CRM and CTI

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Pro tips

? The Dynamics voice channel page says the channel is built on Azure Communication Services. The representative notification it describes is the Copilot Service workspace, not the Teams client.

? The Salesforce help page that opened says Salesforce Voice with Telephony Providers, formerly Service Cloud Voice, is now part of Partner Contact Center.

Interview traps

? Treating a Teams resource account as proof that the representative answers in the Teams client.

? Using a remembered application ID. The Teams Phone page prints one. Copy it from the current page.

Cheat sheet

CTI telephone coordinated with a computer

Dynamics ACS voice channel, unified routing

Teams number resource account, then Sync from Teams

Calling Plan service numbers only, on that page

Salesforce Voice, formerly Service Cloud Voice

Record the id you store, not a matching name

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

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