

Foundations

A voice change is a tenant change. Identity, domain, and admin role decide whether the later work can exist.

- The tenant boundary: Every later object, from a dial plan to a recorder, lives in one tenant. Pairing an SBC in the wrong tenant is a different phone system.
- Entra ID accounts voice will use: Licenses and policies attach to Entra objects. A queue that nobody can find in the directory cannot be licensed.
- Roles that can change voice: Global Administrator is not a voice habit. The role you use decides what an audit can prove later.
- The admin-center map: Voice objects are split across the Teams admin center, the Microsoft 365 admin center, and PowerShell. Hunting in one pane wastes the outage.
- Exchange and Cloud Voicemail: Voicemail is an Exchange dependency. A clean SBC trace can still mean a lost message.
- What homed online means: A license on a user who is still homed on a legacy registrar will not produce Direct Routing calls.

CUCM

Cisco CUBE is one of the SBC families named in this lab's certification lesson. A certified release can be the Direct Routing SBC between Unified CM and Teams.

The tenant still needs a verified domain on the SBC FQDN, and the user still needs Teams Phone. The studio translator does not open a live AXL session. Confirm the current certified release before you build.

Webex

Teams Phone and Webex Calling are separate clouds. This lab does not describe a feature that registers a Webex Calling user into a Teams tenant.

A number move is usually a carrier port, a certified SBC, or a meetings interop product. Confirm before relying.

UCCE

Unified CCE stays the ACD until you migrate it. Microsoft's contact-center articles name Connect, Extend, and Unify. They do not name a UCCE connector in the notes this lab cites.

Voice into Teams is still Direct Routing or Operator Connect. The routing script stays on the contact-center product you bought. Confirm the vendor's current model. Source:

<https://learn.microsoft.com/en-us/microsoftteams/teams-contact-center>.

Sources and go deeper

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