

PowerShell and admin

The portal hides order. The shell shows the object you actually changed, and it is how compliance recording is assigned.

- The module and the session: The shell is how you read effective policy and how you assign compliance recording. The portal will not show you every object.
- Objects you will actually get: Voice routing is a handful of objects. If you can draw them, the cmdlets are spelling.
- Grant, set, and new: New creates, set changes, grant assigns. Mixing them up is how a policy is edited and never reaches the user.
- Reading a user before you change one: The pilot user is often not the user you think. Group assignment hides the policy you just edited.
- When the portal and the shell disagree: The toast is not the directory. The directory is what the next call will use.
- Safety on a lab tenant: Certificate and routing experiments belong where a mistake cannot take the company's numbers away.

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

- **No checked URL for this page** — confirm — last checked 2026-10.

A note from the student behind this lab

This is an independent, free, learning-only student project. It respects every company and vendor. Trademarks belong to their owners. It is not affiliated or endorsed.

Concerns go to <https://cyphermonkeylabs.com/#contact> and will be removed or corrected. Nothing is sold. Happy to volunteer for any organization.

CypherMonkey Labs

© 2026 CypherMonkeyLabs 