

PSTN connectivity

Every external call uses one of four connectivity options. Mixing them is allowed. Pretending they are the same license is not.

- Four ways to reach the PSTN: The connectivity option decides who operates the carrier, who you call at 2 a.m., and which license you buy.
- Calling Plans in practice: This is the option with the least SBC work and the least control.
- Operator Connect: You keep a carrier relationship without operating the SBC.
- Teams Phone Mobile: The SIM number and the Teams number are the same number. That is a gift for frontline staff and a trap for a reception queue.
- Direct Routing: This is the option when you still own trunks, a PBX, analog devices, or a contact-center SBC.
- Mixing them in one tenant: The plan page's own example puts knowledge workers on Operator Connect, frontline on Teams Phone Mobile, contact centers on Direct Routing, and a small office on Calling Plans.

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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