

Routing and dial plans

Normalization and routing are two steps. A number that is not E.164 never gets a fair chance at a voice route.

- Normalize, then route: Routes match the number after the dial plan. A perfect route that expects E.164 will never see a local habit.
- Dial plans and first match: A branch that dials differently needs its own plan. Editing the global plan does not change a user who has a more specific one.
- PSTN usages are the permission: A route without a usage on the user's policy is invisible. A usage on the wrong policy is an international bill.
- Voice routes and gateways: The route is a regular expression plus an ordered list of SBCs. CUCM wildcards will not work here.
- A London worked example: One concrete walk is worth a page of definitions.
- Islands mode and other hard stops: Some failures are not routing tweaks. They are unsupported states.

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 