

Attendants and queues

The number people publish is often a voice app, not a human. The resource account is the identity of that app.

- Resource accounts for voice apps: The attendant and the queue are not callable until an account represents them.
- Auto attendant design: The published company number is usually this object. A sloppy menu is a public defect.
- Queue routing methods: Attendant, serial, round robin, and longest idle are different promises to the people answering.
- Timeout, overflow, and outbound funding: A queue without overflow is a waiting room with a locked door.
- Nested voice apps: Real companies are a tree: one attendant, a few queues, an overflow attendant. The tree needs a picture.
- Numbers on voice apps: The number's owner decides whether the company keeps it when a human leaves.

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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