

Emergency, LBR, survivability

Emergency calling is a design gate, not a checkbox after go-live. Location-based routing and branch survivability use the same network map.

- Emergency calling is a design gate: A phone system that cannot reach emergency services is not ready, even if every other demo looks good.
- Dynamic location: A laptop moves. The address you shouted at install time does not.
- Calling Plans versus Direct Routing emergency: The client is Teams in both designs. The carrier is not.
- Location-based routing: Some countries treat toll bypass as a regulatory problem. Location-based routing is the Teams control.
- Survivable Branch Appliance: A WAN cut should not remove the ability to place a local PSTN call, including emergency.
- Notification and the test call: Responders at the wrong door, and a test that called the real emergency service, are both failures.

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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