

Session border controllers

Microsoft supports Direct Routing on certified SBCs. AudioCodes, Ribbon, Oracle, and Cisco CUBE are families you will meet. The support path starts with the vendor.

- What certification buys you: Microsoft supports Direct Routing on certified SBCs. Everything else can be refused.
- AudioCodes pattern: Mediant SBCs are common in Teams designs. The pattern is still the shared gate, plus their guide.
- Ribbon pattern: Ribbon Core and software editions differ. The brand is not the release.
- Oracle Communications SBC: Oracle's session border controller is a Direct Routing option only on the releases Microsoft lists.
- Cisco CUBE for Teams: CUBE is the usual bridge when CUCM is still in the building. It is still an SBC.
- The support boundary: Knowing who you call is part of the design.

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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