

TLS, certificates, SIP

A dial-plan argument is wasted when the certificate name is wrong. OPTIONS tell you the trunk is alive.

- The certificate profile: SIP never starts if TLS fails. Dial-plan debates can wait.
- Names, wildcards, and the paired FQDN: A certificate can be valid and still be the wrong name.
- Three SIP proxies and failover: The service tells the SBC which proxy is nearest and fails between them. Your firewall has to allow all of them.
- SIP OPTIONS: OPTIONS are how Teams decides the trunk is willing. A dial plan cannot heal a trunk that does not answer.
- Codecs and SRTP: An empty codec list is a 488. Missing media ports is silence after a 200.
- Failover you can rehearse: The outage should not be the first test of the second proxy or the second SBC.

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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