

Troubleshooting

Call Analytics is one call. CQD is a building. The SBC trace is the ladder. Mixing them up wastes the hour.

- One hypothesis: Bundled changes teach nothing and make rollback impossible.
- Reading a ladder: The response code is the branch. A story without codes is not a diagnosis.
- Call Analytics: One user, one call. That is the scope of this tool.
- Call Quality Dashboard: CQD is how you see a subnet. It is only as honest as the building map.
- Trunk health: A down trunk is not a dial-plan problem.
- A fault catalog: Naming the fault is the skill. The tools are how you prove the name.

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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