

Dynamics contact center

Dynamics 365 Contact Center is Microsoft's CCaaS. Unified routing, channels, and Copilot are the job, and AB-250 is the exam that matches it.

- Customer Service and Contact Center: Dynamics 365 Contact Center is Microsoft's CCaaS. Customer Service is not automatically that product.
- Channels: AB-250 weights channel implementation at about 30 to 35 percent, the largest published slice.
- Unified routing: Work items do not magically find experts. Classification and capacity do that, or fail to.
- Representative experience and Copilot: The person answering needs a console, a role, and assistance that quotes sources you trust.
- Voice on ACS: The contact-center voice channel is not a Teams call queue with a different logo.
- The AB-250 map: The published weights tell you where to spend the week.

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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