

# Ecosystem

Glossary, mind map, sister technologies, integration maps, bridges, and future hooks.

- Voice is not a closed box: The call is not finished when it rings. Recording, staffing, location, analytics, CRM, and agents are part of the same job.
- How to use the glossary: The glossary is the shared language for the map. Interviews punish fuzzy words.
- The mind map: A picture of the estate stops you from buying a second phone system by accident.
- Compliance recording and quality management: Regulated desks need a recorder the user cannot stop. Convenience recording is not that recorder.
- Workforce management: A queue without a staffing model is a guess. Teams user reports will not staff next Tuesday.
- E911 as a system of record: Location is data you operate, shared with routing and with quality maps.
- Analytics and Power BI: A dashboard is a view. Call Analytics, CQD, and contact-center analytics are different grains of truth.
- CRM and screen pop: The case is where the business remembers the call. Teams will not open Dynamics for an ordinary PSTN call by itself.
- AI agents beside the queue: A bot is a front door with a failure mode, not a headcount reduction you can assume.
- Integration maps: A goal implies a set of systems. Naming them prevents a tool from being asked to do a job it does not have.
- Cross-platform bridges: CUCM, Webex, UCCE, Genesys, and Amazon Connect all show up next to Teams. The bridge is an SBC and a rule, not a slogan.
- Future-integration hooks: A seam you name now is cheap. A rewrite after go-live is not. These hooks use products that exist today.
- Configuring an ecosystem change: A voice change that ignores the sisters will pass a test call and fail the business.
- Troubleshooting across a vendor boundary: The fault is usually on one side of a boundary. The argument is usually on both.

## 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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