

CRM and CTI

Dynamics 365 voice and Salesforce Voice each document a bridge from the call to the CRM record.

- What CTI names: The name is older than any of the products in this track. The vendor page still has to say what the product actually does.
- The Dynamics voice channel: The voice channel is the Dynamics page that says where PSTN calling lives, and which app the representative uses.
- Teams Phone into the voice channel: A Teams number can be the PSTN path. The page that allows it also limits which Calling Plan numbers qualify.
- The resource account and the number: The number does not appear in Dynamics until the resource account exists and someone runs Sync from Teams.
- Salesforce Voice and Partner Contact Center: The old name is still in product screens. The pages opened for this room say what the current name is.
- Amazon Connect and partner telephony: The help page does not collapse the telephony models into one setup path.
- The call-to-record seam: The bridge fails when the call and the CRM record do not share an identifier you stored.

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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