

Comparison

Microsoft, Amazon Connect Customer, and Google CCAI, described only from pages this lab opened.

- A comparison with no winner: A comparison is a set of sentences you can point at. A ranking is a sentence these pages do not contain.
- What the Microsoft pages name: Microsoft publishes more than one voice path. The page you cite has to be the path you mean.
- Amazon Connect Customer: The admin guide opened for this room uses a current product name that is not the old title.
- CCAI Platform and the GECX rename: The docs page and the legal change log do not print the same product title. Both were opened.
- Documented differences only: A table is safe when every cell comes from a page you can reopen.
- What these pages do not decide: The honest end of a comparison is the list of questions the opened pages do not answer.

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

- **No checked URL for this page** — confirm — last checked 2026-10.

A note from the student behind this lab

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