

Routing, WFM, QM

Unified routing assigns work. Workforce management forecasts it. Quality evaluation scores it.

- Classification, then assignment: Unified routing is two stages. Mixing them makes the wrong control look broken.
- Voice workstreams and voice queues: A voice workstream will not offer pick mode. The page says push only, and the choice cannot be edited later.
- Highest capacity, round robin, least active: The assignment method is a choice on the queue. The page defines three out-of-the-box methods this room can repeat.
- Forecast, capacity, and schedule: Workforce management in this stack starts as a forecast of volume and handle time. It is not a Teams calling policy.
- Indicators and guardrails: A quality indicator produces a score. A guardrail produces a violation. The page treats them as different objects.
- Two recording controls: Dynamics can play a recording announcement on the voice channel. Teams compliance recording is a separate policy.
- Which control failed: Routing, forecasting, and quality fail in different places. The first control you change should be the one the evidence names.

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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