Numbers don't lie.

The proof is in the productivity gains.
Calculate your ROI today.

Chapter 7

8x8

Connect Everywhere: Better Voice Communications for Microsoft Teams

Synergy Group

During the writing of this eBook, we ran several online surveys to find out how organizations like yours were using Microsoft Teams, and how they are (and are not) using it to serve broader telephony and connectivity needs.

The results are interesting and make a solid case to re-evaluate how we integrate collaboration tools into the broader enterprise ecosystem.
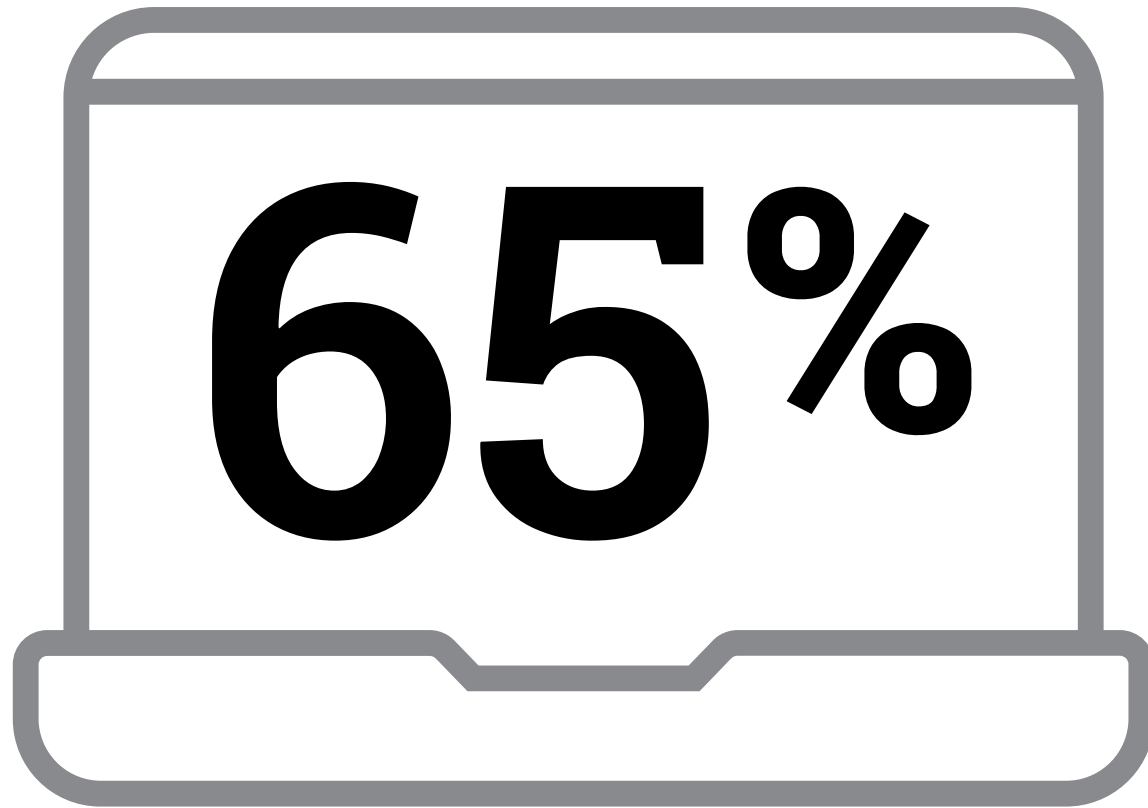
47%

Percentage of those who switch between 4 or more communications applications daily. That's a lot of productivity lost to app-switching.

Synergy Group

11%

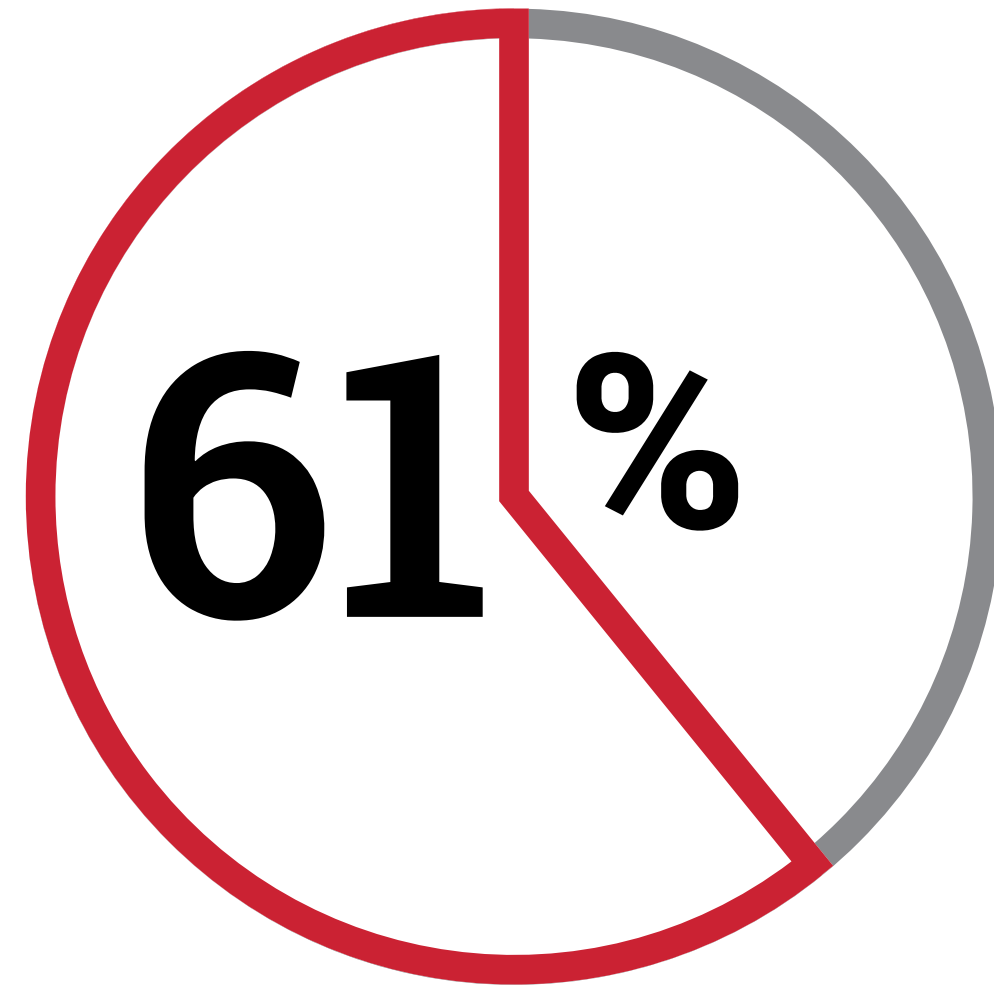**Only 11% of respondents think Microsoft's calling plans for Teams are reasonable.**

65%

Physical phones are being replaced by apps. 65% of you use computers as primary work communications devices.

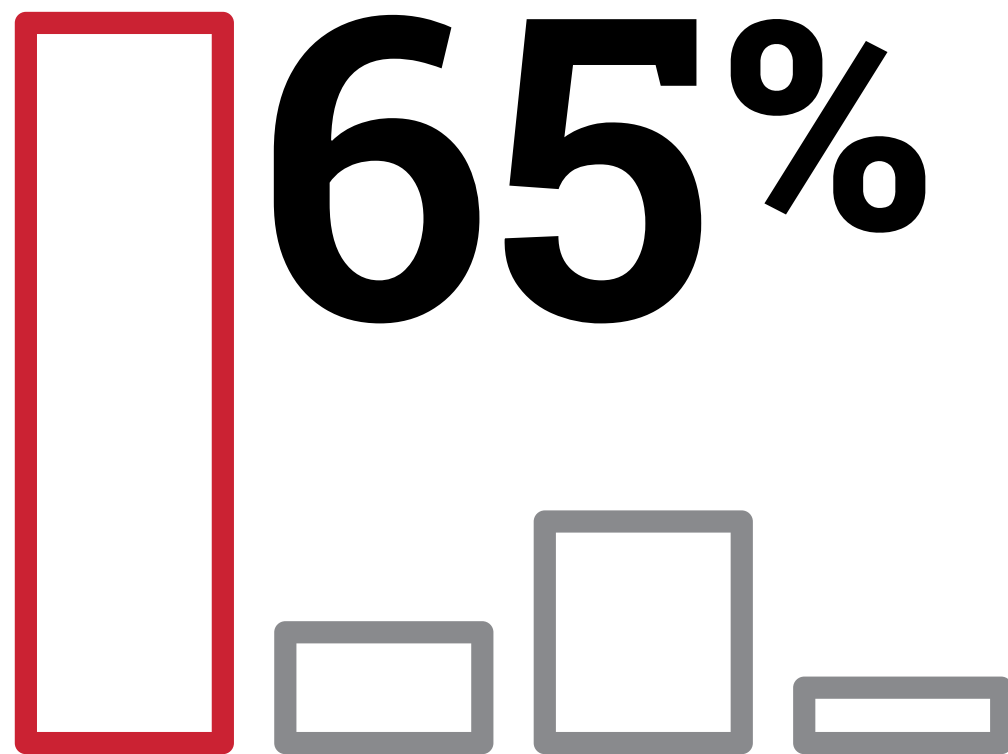**61% of respondents would prefer to use the native Teams dialer for all phone calls.**

61%

66% of you believe Teams is not prepared to support business-critical communications channels.

Only 25% of Teams customers we surveyed use it to make calls outside of their own organization.
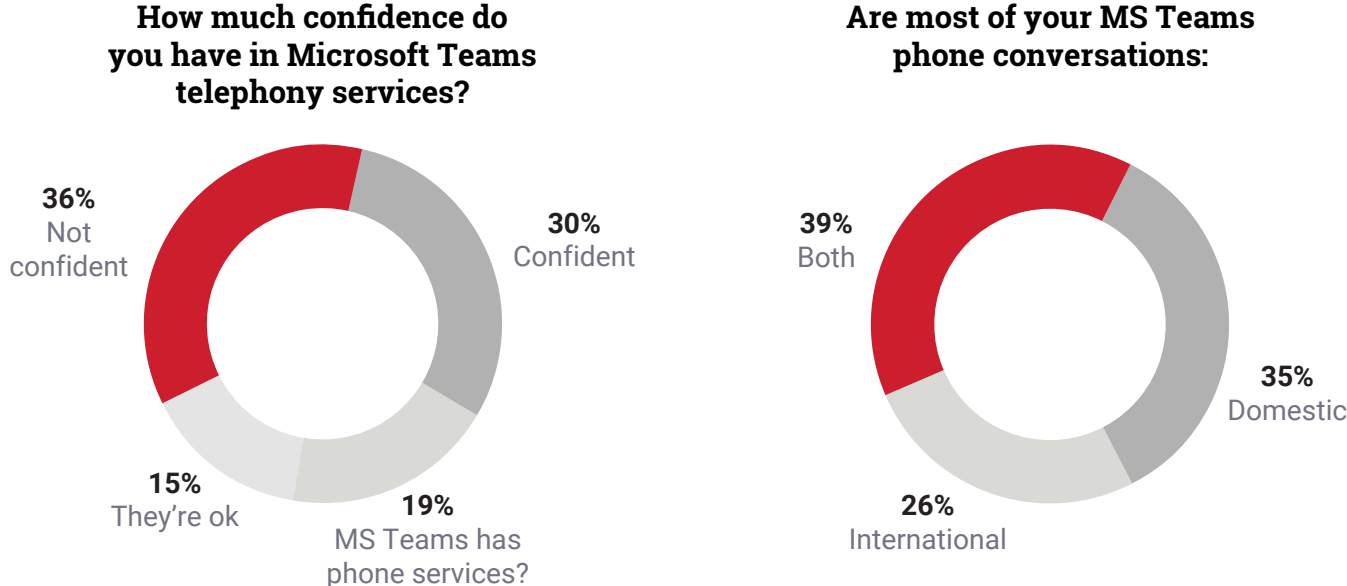
25%

65% of respondents have contact center agents use separate platforms to make up for shortcomings in Teams.

Next Steps

How did your organization stack up? Get your personalized demo and learn how to maximize your investment with 8x8 Voice for Microsoft Teams.

8x8 Poll Results

How much confidence do you have in Microsoft Teams telephony services?

36% Not confident

30% Confident

15% They're ok

19% MS Teams has phone services?

Are most of your MS Teams phone conversations:

39% Both

35% Domestic

26% International

Sources: Facebook, Linkedin, Twitter

Don't settle for app-switching to bring people and apps together.

Learn how to supercharge Teams and other apps with integrated global voice communications capabilities.

Call us on 0800 915 6666 or visit synergygrp.co.uk

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