

# 8x8 Voice for Microsoft Teams

Product information

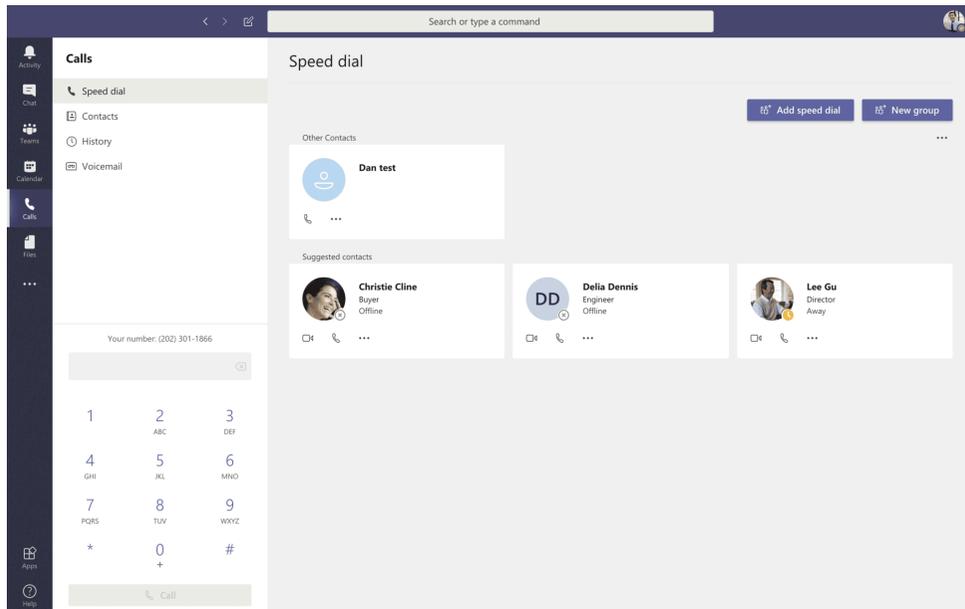


# What is 8x8 Voice for Microsoft Teams?



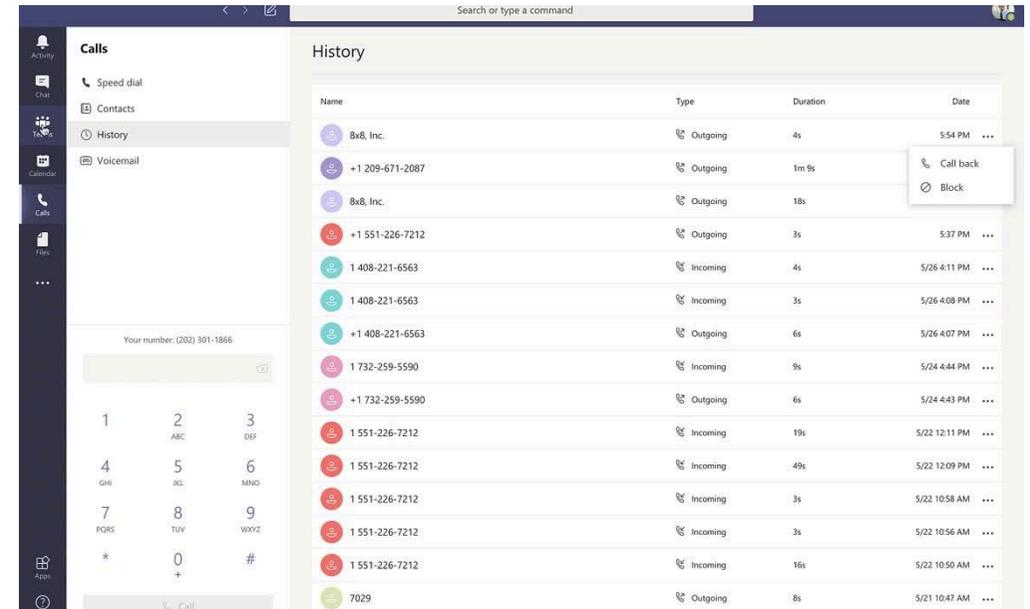
## 8x8 Voice for Microsoft Teams is a Direct Routing integration with Microsoft Phone System

It provides enterprise-grade telephony and global PSTN connectivity to customers that want to retain Microsoft Teams as their sole collaboration interface.

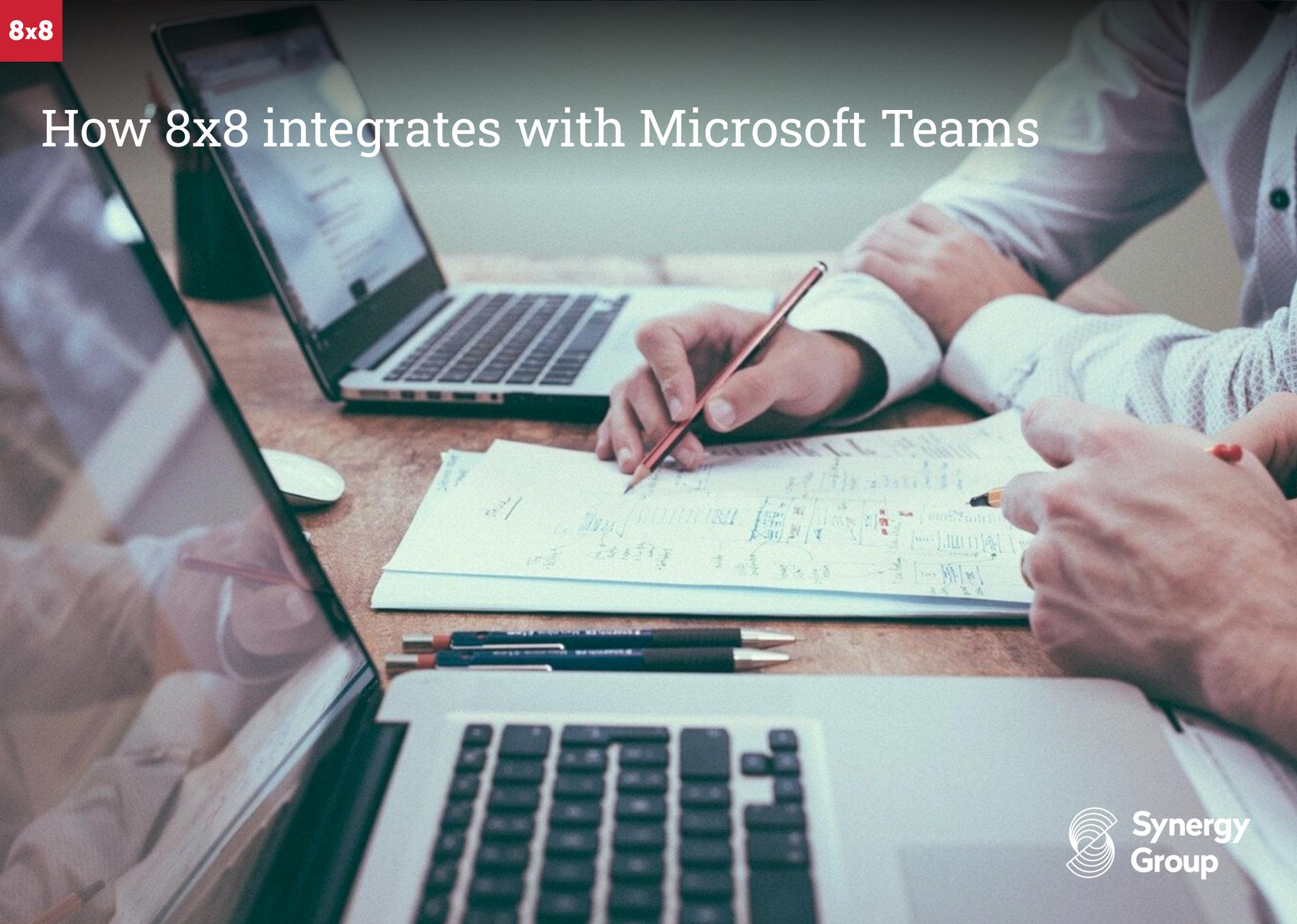


Keeping Microsoft Teams at the center of the user experience means users can continue to enjoy the user experience they are accustomed to when making calls, whether they are to teammates or co-workers who don't use Teams, customers or partners.

Watch how to make a call in Microsoft Teams via 8x8 without any change to the user experience.

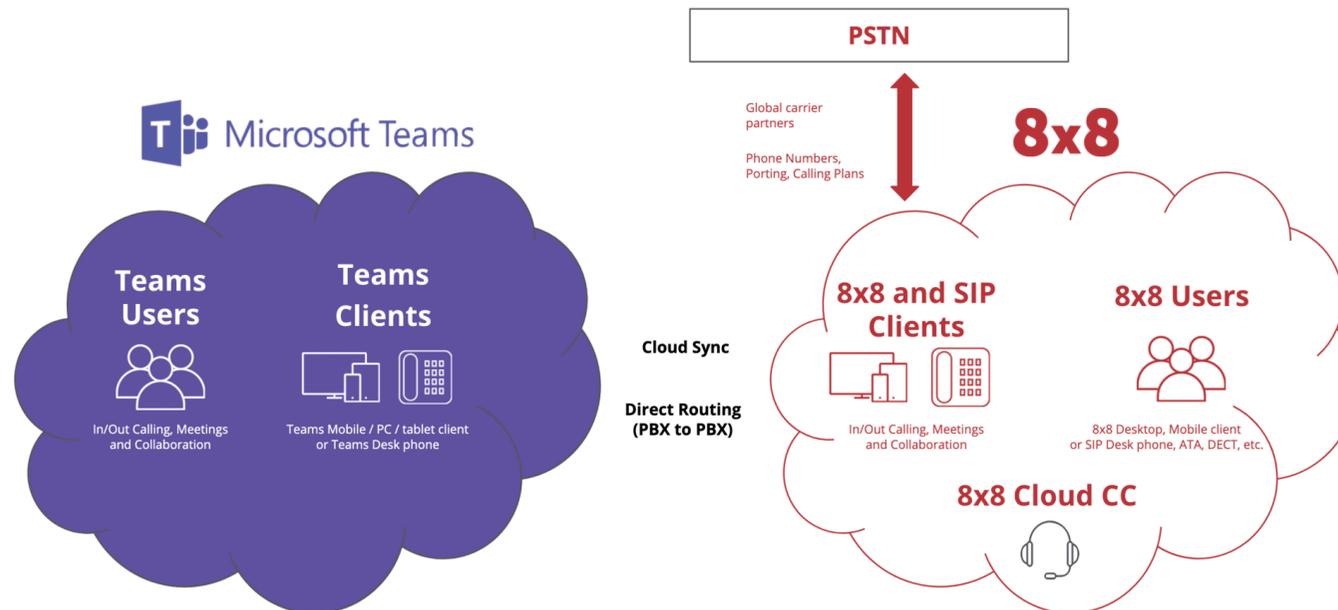


# How 8x8 integrates with Microsoft Teams



With a global infrastructure leveraging regional, Microsoft-certified SBCs across North America, Europe and Asia-Pacific, 8x8 Voice for Microsoft Teams uses Microsoft's Direct Routing interface to connect to a customer's tenant on the Microsoft Phone System via VoIP SIP trunking, providing that customer with PSTN connectivity and global calling plans in 38+ different countries worldwide.

End users can retain their preferred Teams interface - desktop app, web app or the mobile app - to make and receive calls seamlessly via the 8x8 infrastructure with no other app to download, install or manage. They can centralize all their collaboration interactions - internal and external - in the Teams apps.



# Why choose 8x8?



**8x8 Voice for Microsoft Teams integrates telephony natively with other applications and business applications such as CRM apps.**

Deployed in the cloud, it removes the key obstacles associated with implementation of 3rd party communications solutions in conjunction with Microsoft Teams.



# Simplicity

CIOs and IT managers no longer need to manage a telecom infrastructure on premise which typically requires infrastructure investments in SBCs and other equipment and networking services along with the retention of specialized resources to implement and manage. Total cost of ownership is significantly cheaper for customers because 8x8 owns and manages all of the infrastructure associated with connecting to the customer's Microsoft Phone System tenant.



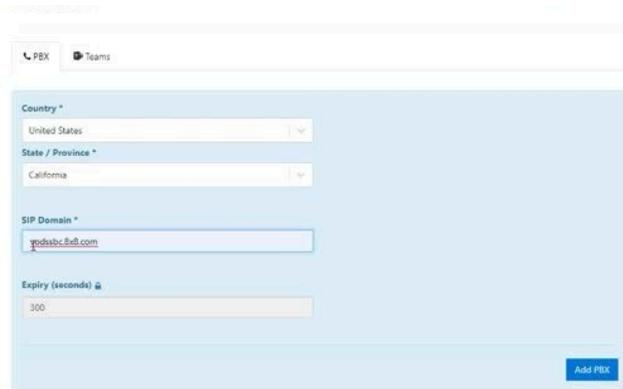
# TCO

The total cost of ownership using 8x8's cloud communications service is demonstrably lower compared to more expensive dedicated or shared managed service providers that also offer Direct Routing integrations with Microsoft Teams.



# Unified Management

8x8 offers centralized management and administration of an organization's entire user base, including employees that are Microsoft Teams members. In the case of Microsoft Teams members, administrators can bulk sync Teams with 8x8 users through an integration with Active Directory that simplifies moves, adds and changes and also supports single sign-on capabilities so Teams users are automatically authenticated and logged in to their 8x8 communications account when the log into Teams.

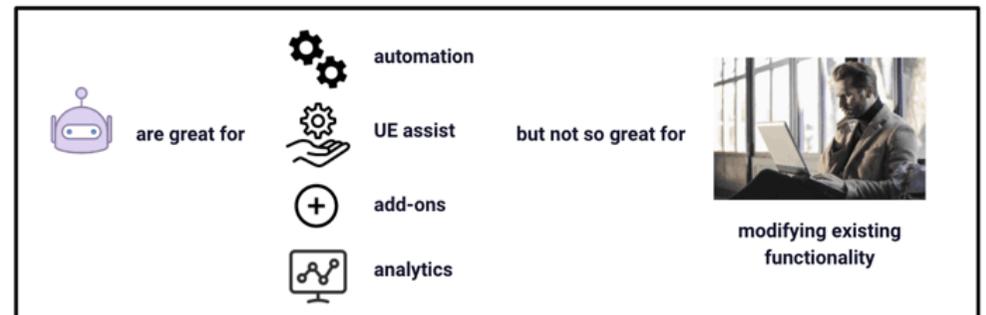


The screenshot shows a web-based administration interface for adding a PBX. It features several input fields: 'Country' with a dropdown menu set to 'United States', 'State / Province' with a dropdown menu set to 'California', 'SIP Domain' with a text input field containing 'yodasbc.8x8.com', and 'Expiry (seconds)' with a text input field containing '300'. A blue 'Add PBX' button is located at the bottom right of the form.

# No Bots or Plugins

Because this is a Direct Routing integration, no bots need to be downloaded and added to the Microsoft Teams bot framework and no client or browser plugins are required either. Users can benefit from the exact same user experience when making calls, either from the desktop app, the mobile app or the browser app. This eliminates the need for any special retraining of existing Teams users as well as any modification to onboarding programs for new users.

## Why wouldn't I choose a cloud overlay app/bot option?

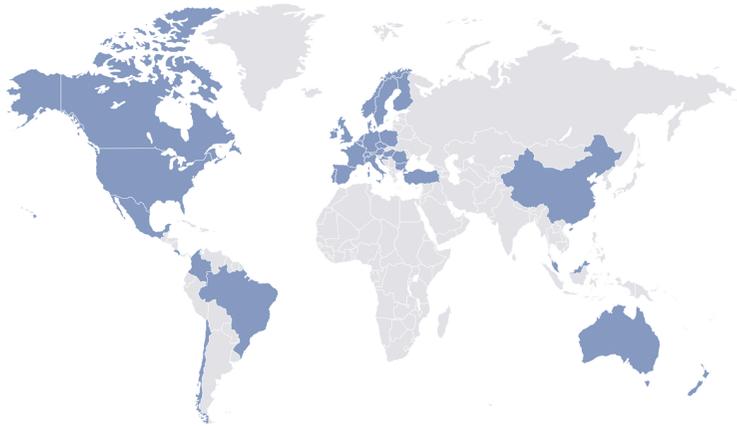


### Communications bot integrations are fundamentally dysfunctional:

- They require additional work by IT to download and install
- They break the current user experience requiring specialized training
- A separate vendor-provided application is still needed for calling:
  - ◆ A vendor supplied separate desktop or web application
  - ◆ A vendor supplied mobile app, requiring app switching

# A Global Enterprise Telephony Presence

8x8's communications platform spans the globe providing PSTN coverage in 38 countries, calling plans including up to 47 countries and toll free and DID number support in 109 countries worldwide.



# A Recognized Industry Leader

8x8 has been recognized as a leader in the enterprise cloud communications space with awards and recognition throughout the industry.

- A global unified communications leader with over 50,000 customers worldwide
- A single secure cloud communications platform with industry leading QoS and end to end SLA
- Complete ownership of the tech stack, built over 20+ years
- Over 200 patents awarded since inception
- The only Gartner UCaaS Magic Quadrant Leader 8 years in a row
- The only Gartner CCaaS Magic Quadrant Challenger 5 years in a row

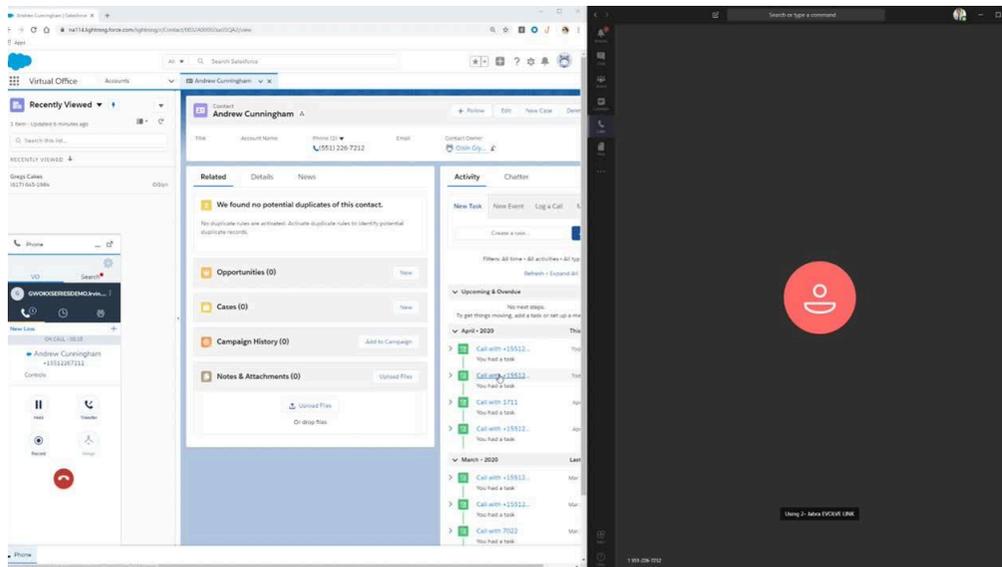
# More than just a communications platform

In addition to the underlying communications platform, 8x8 also provides some value-added capabilities that significantly differentiate the service from what other BYO telco and managed service providers are offering.

# Native Business Application Integrations

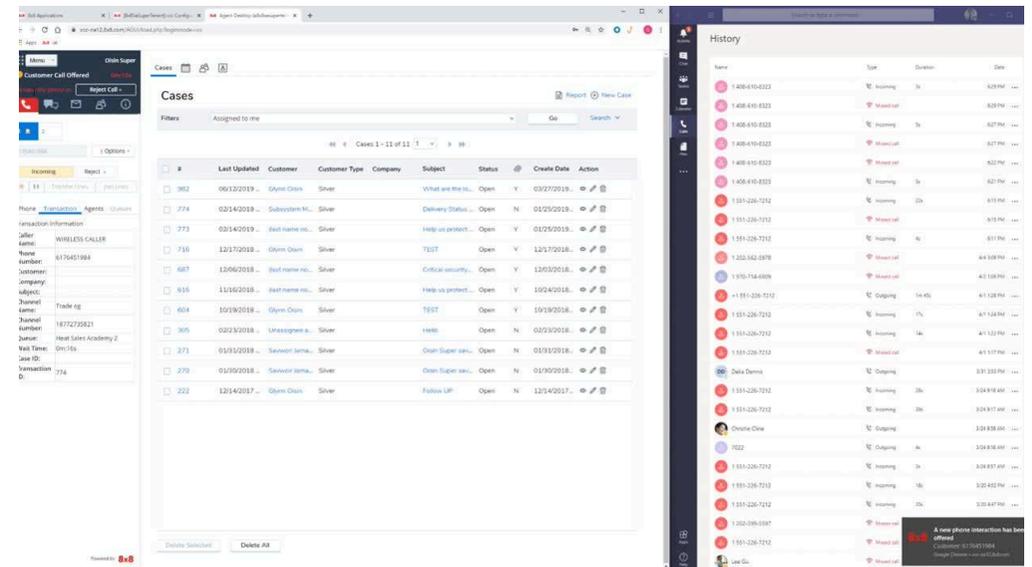
Native integrations with 35 different business applications allowing for call screen synchronization and logging of call information, including links to the call recordings.

Watch how 8x8 provides out of the box integration with Salesforce.com.



# Native Contact Center Integration and Applications

Native contact center integration with a full complement of contact center applications including IVR, inbound and outbound contact center, workforce optimization, and call screen synchronization. Watch the demo!



# Comprehensive Analytics

Comprehensive analytics, with full insight into calling quality and performance metrics and activity history as well as any call recordings and speech analytics across the entire enterprise.

Watch how 8x8 can provide comprehensive analytics for your Teams users using 8x8.

The screenshot displays the 8x8 Customer Experience analytics interface. The main window shows a 'Detailed Calls' table with columns for Call Date, Call Start Time, Call Duration, Caller Name, Dialed Phone Number, Hangup by, and Time in RVR. A sidebar on the left provides filters for Tenant, Channel, and Date Range. A right-hand sidebar shows a 'Calls' list with columns for Type, Duration, and Date.

Call Date	Call Start Time	Call Duration	Caller Name	Dialed Phone Number	Hangup by	Time in RVR	Actions
03/18/2020	20:12:24	00:00:27.0	BEDLEY, B	14036108323	Caller	00:00:26.5	
03/26/2020	16:47:49	00:00:43.2	Name Unavail.	14036108323	Caller	00:00:42.8	
02/20/2020	14:30:36	00:00:10.4	4066107883	14036108323	Caller	00:00:09.9	
02/24/2020	14:01:34	00:00:07.9	ZATULOVSKIY	14036108323	Caller	00:00:07.4	
01/22/2020	14:50:34	00:00:58.5	ERIC SEHP	14036108323	Caller	00:00:37.9	
01/22/2020	14:50:09	00:00:22.1	ERIC SEHP	14036108323	Caller	00:00:21.5	
12/13/2019	15:31:41	00:00:00.8	Bilquis Joseph	14036108323	Caller	00:00:00.3	
12/10/2019	16:53:37	00:00:10.9	LARK UP INT.	14036108323	Caller	00:00:10.4	
12/10/2019	12:34:21	00:00:40.9	WIRELESS C.	14036108323	Caller	00:00:40.4	
12/03/2019	13:18:07	00:00:15.0	DawnMoran	14036108323	Caller	00:00:14.5	
11/10/2019	23:43:51	00:00:04.4	Fuhrman Frans	14036108323	Caller	00:00:03.9	
10/23/2019	15:29:08	00:00:08.5	Chris Faldon	14036108323	Caller	00:00:07.10	
10/22/2019	15:14:23	00:00:10.6	800 Service	14036108323	Caller	00:00:10.0	
10/21/2019	11:07:52	00:00:11.1	WINDSTREA.	14036108323	Caller	00:00:10.6	
10/20/2019	21:52:33	00:00:05.7	Unassigned	14036108323	Caller	00:00:04.7	
10/17/2019	12:05:45	00:00:10.9	HONGE REMO.	14036108323	Caller	00:00:10.4	
10/16/2019	11:32:51	00:00:10.6	SAN JOSE	14036108323	Caller	00:00:10.0	
10/13/2019	15:55:56	00:00:37.2	SUN CITY CT.	14036108323	Caller	00:00:36.7	

**One** comprehensive communications solution that works seamlessly with Microsoft Teams.



# What's needed?

Learn more about what's needed to enable 8x8 Voice for Microsoft Teams



**8x8**



**OR**



Thank you for reading

# All About Voice for Microsoft Teams



# 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](https://synergygrp.co.uk)**



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