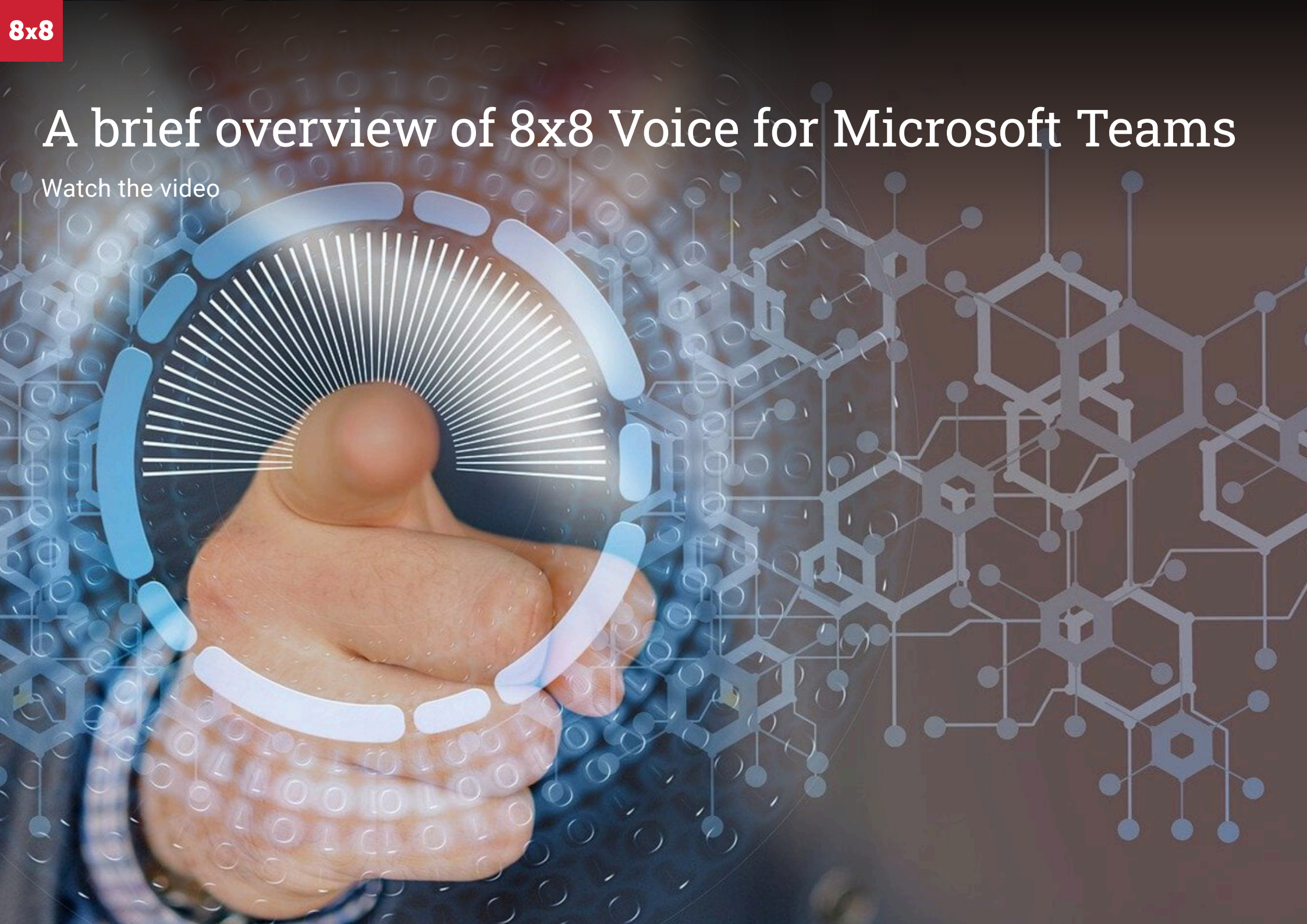
8x8 Voice for Microsoft Teams

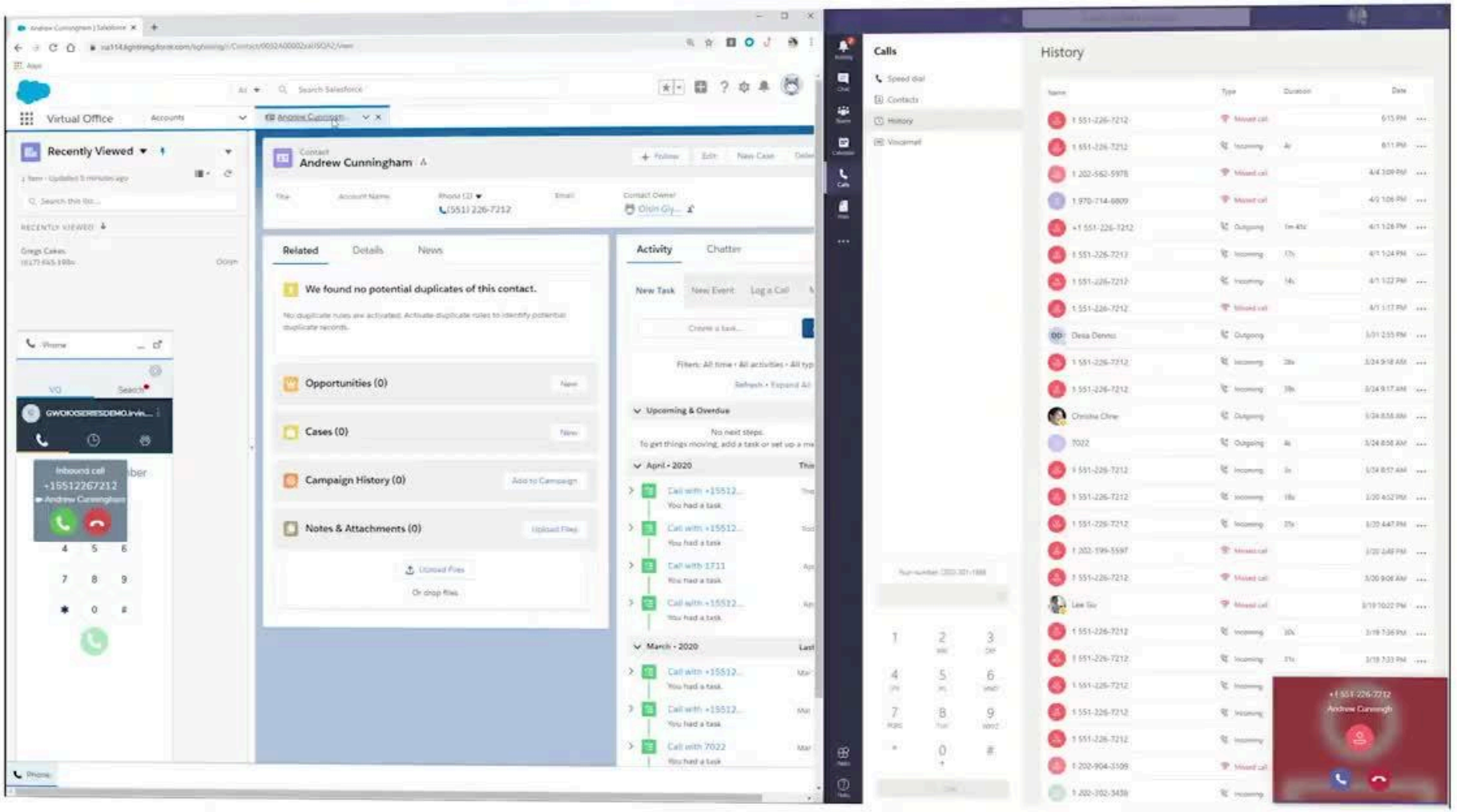
Enterprise Cloud Voice Solution for Microsoft Teams Users

8x8

A brief overview of 8x8 Voice for Microsoft Teams

Watch the video




Virtual Office
Accounts
Recently Viewed
Contact
Andrew Cunningham
(551) 226-7212
Related
Details
News
We found no potential duplicates of this contact.
Opportunities (0)
Cases (0)
Campaign History (0)
Notes & Attachments (0)
Activity
Chatter
New Task
New Event
Log a Call
Upcoming & Overdue
No next steps.
April - 2020
March - 2020
Inbound call
+15512267212
Andrew Cunningham
Calls
Speed dial
Contacts
History
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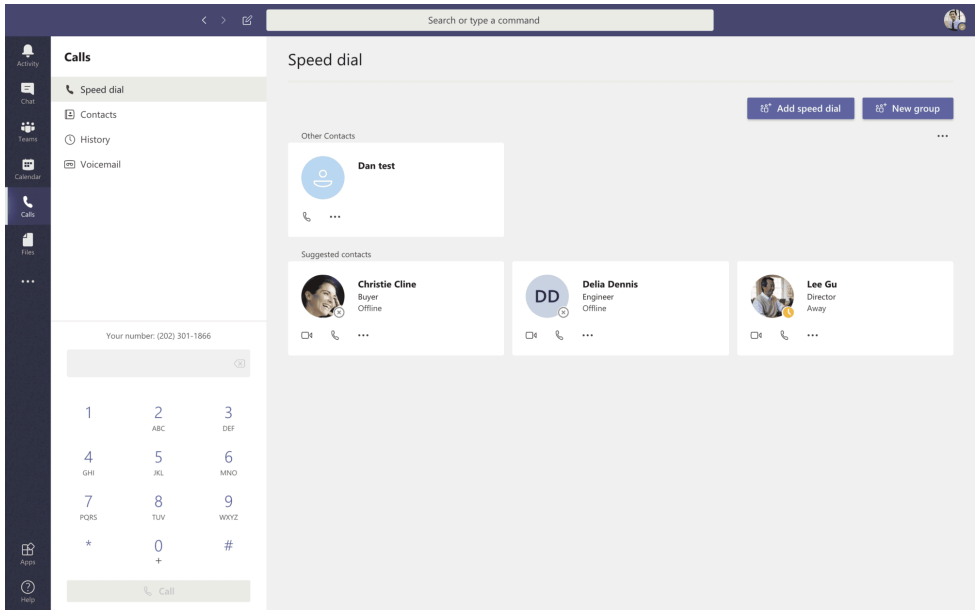
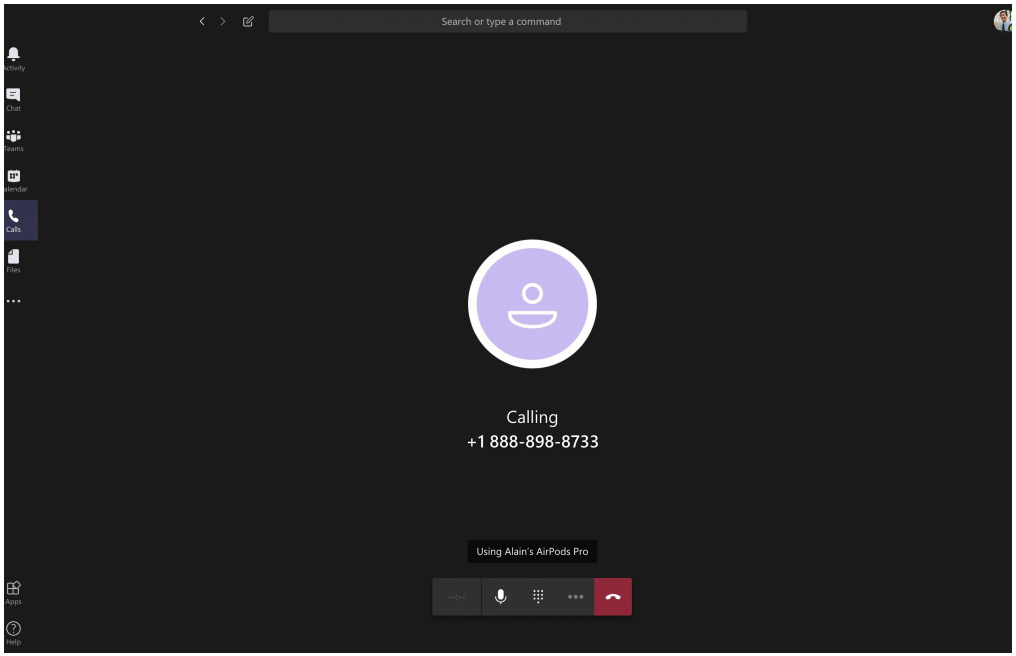
What is 8x8 Voice for Microsoft Teams?

8x8 Voice for Microsoft Teams is a cloud-based PBX-to-PBX 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 internal teammates, teammates or co-workers who don't use Teams, customers or partners.

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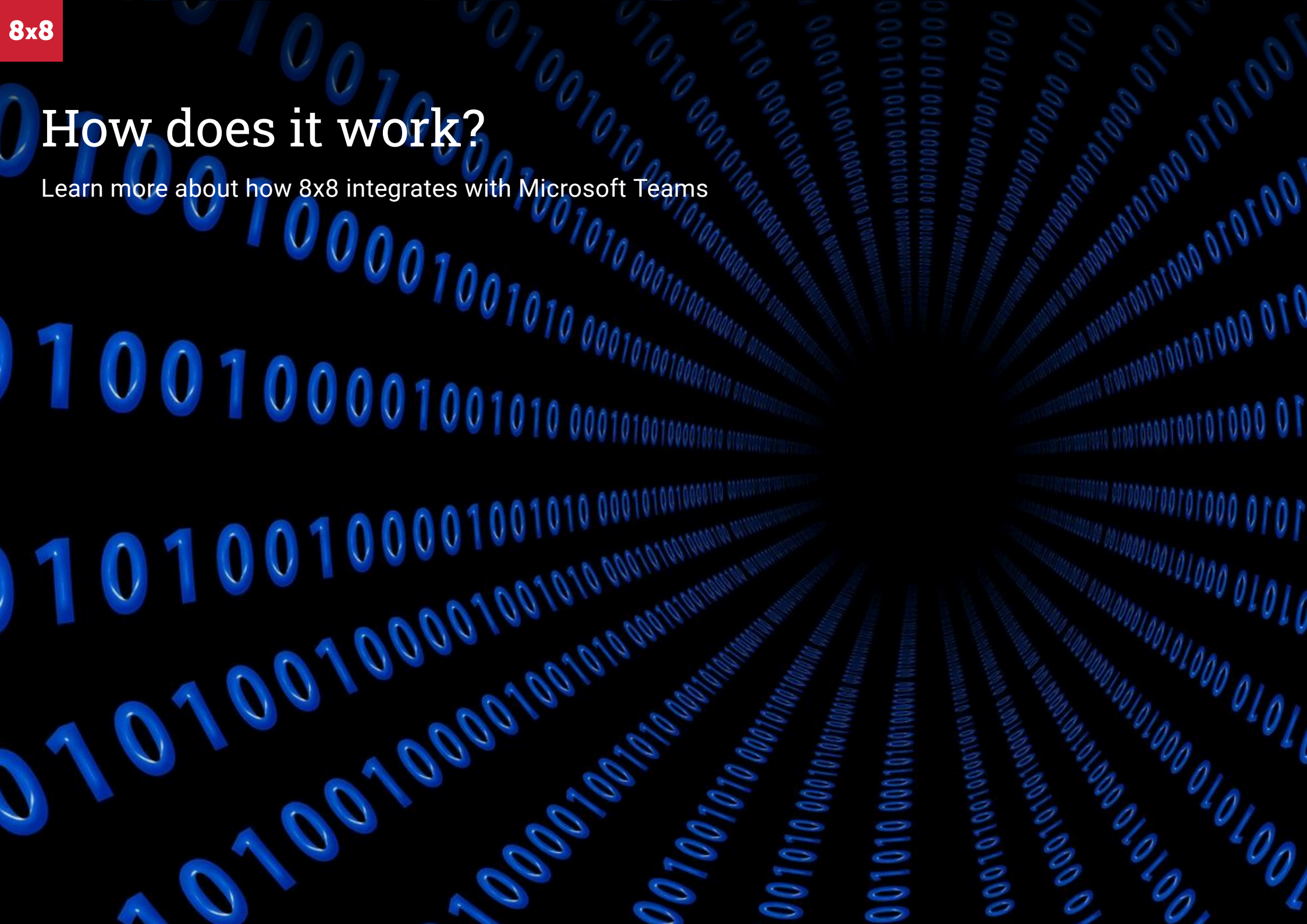
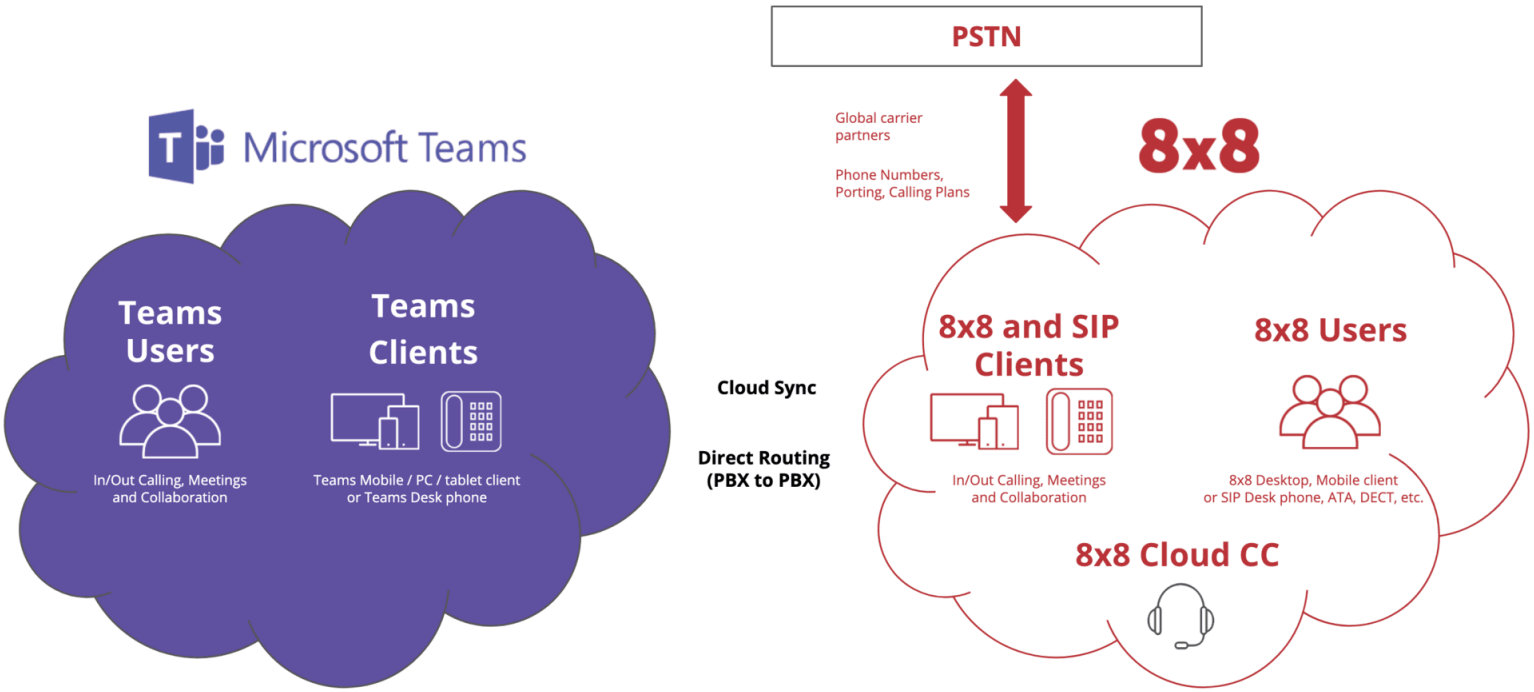
How does it work?

Learn more about 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.



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Why choose 8x8?

Find out why 8x8 is the best communications solution for Microsoft Teams

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

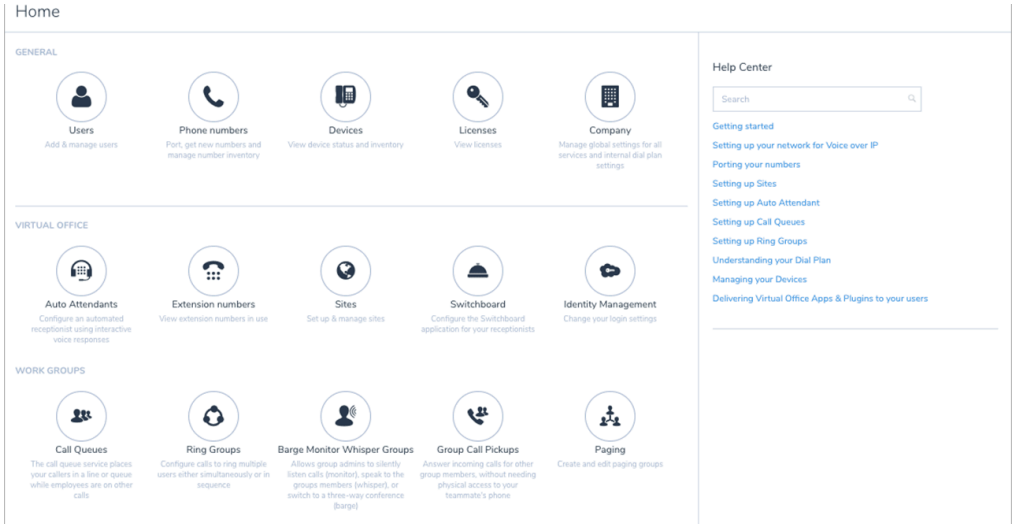
CIOs and IT managers no longer need to manage a telecom infrastructure on premise which typically requires infrastructure investments in SBCs and other equipment and networking services along with the retention of specialized resources to implement and manage. Total cost of ownership is significantly 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.

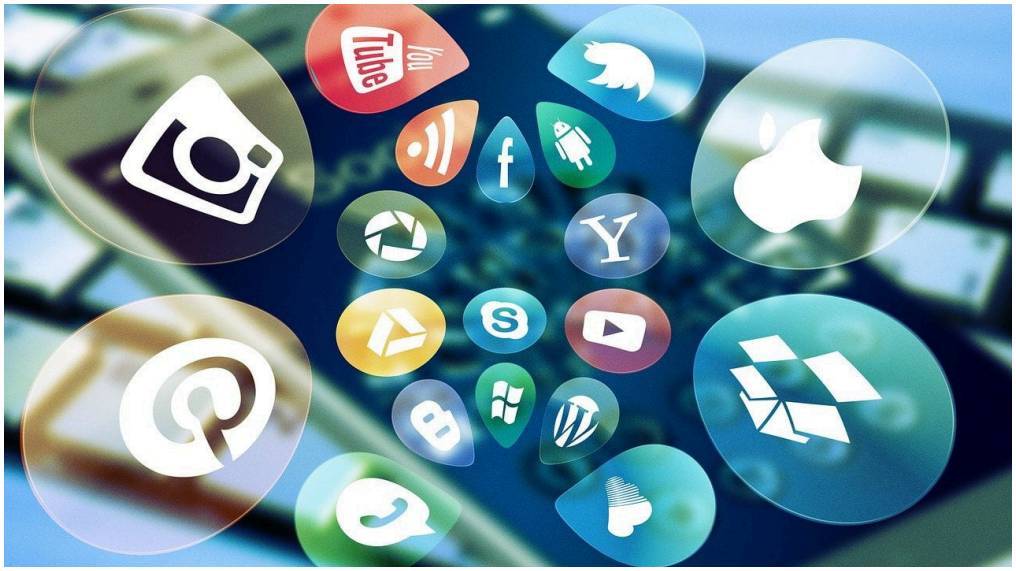
Unified Management

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.



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.



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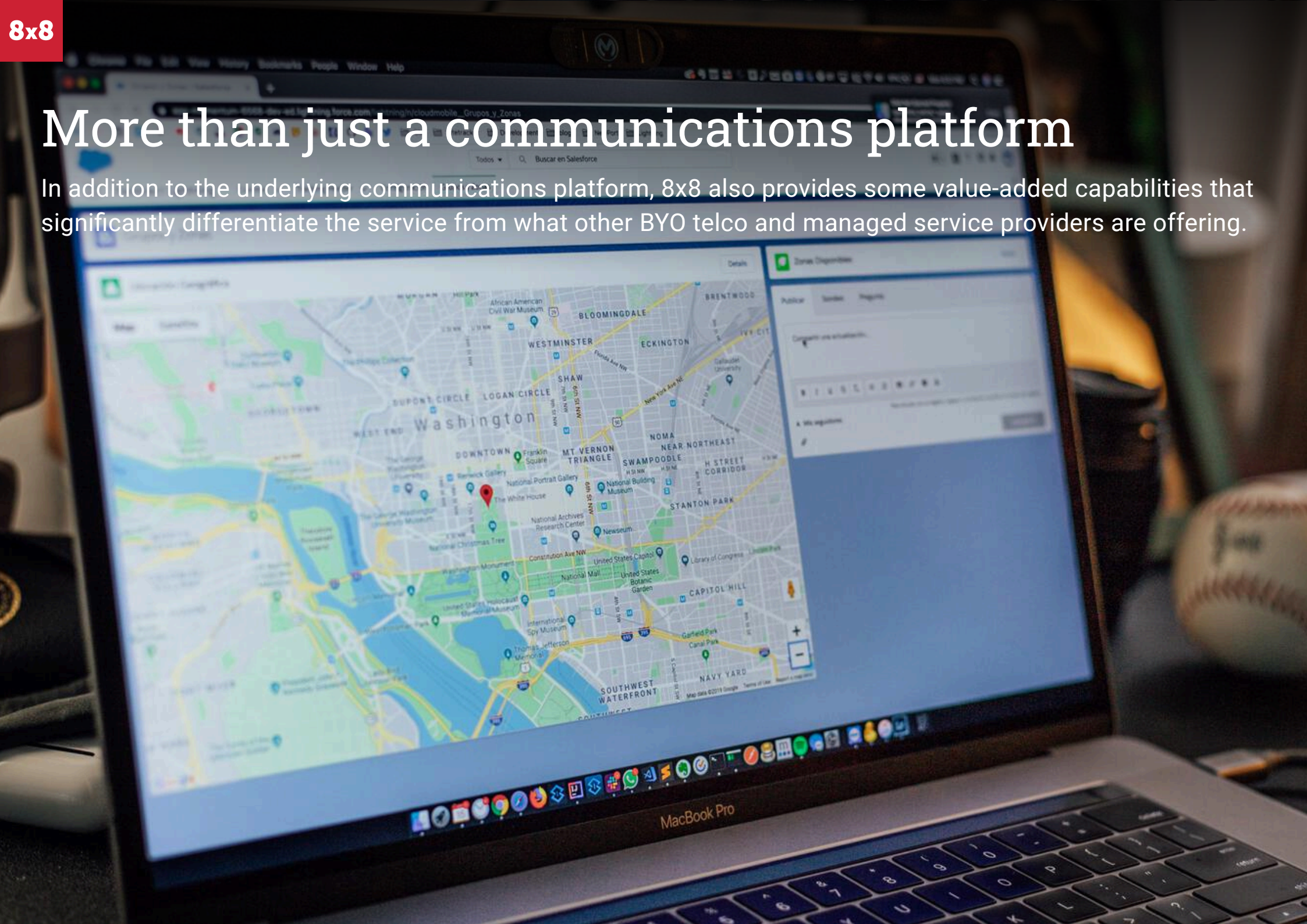
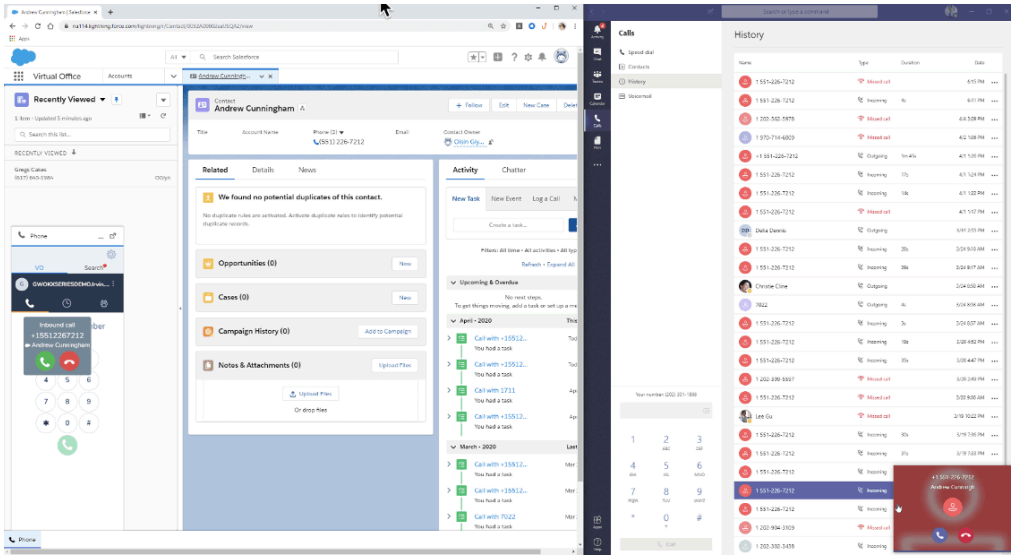
More than just a communications platform

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.



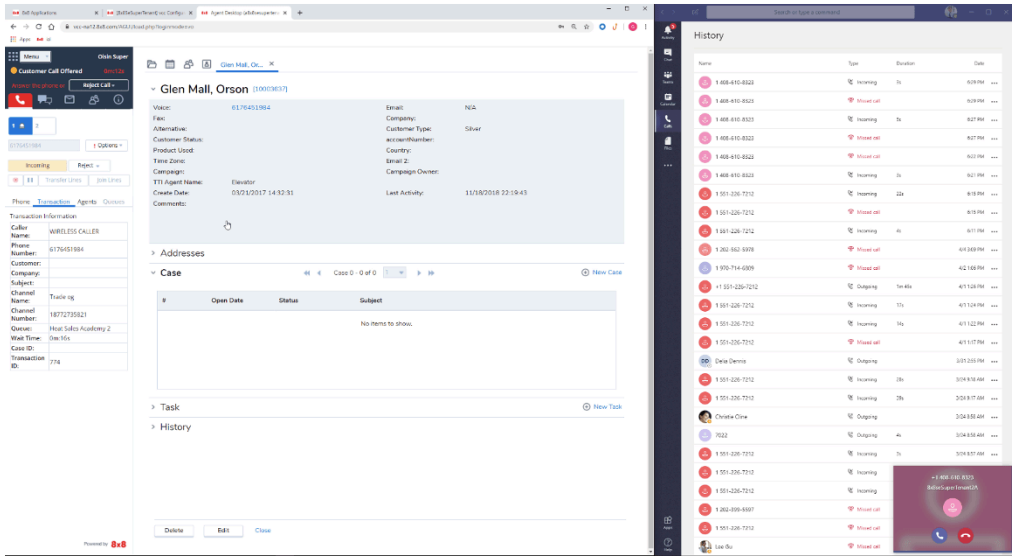
Native Business Application Integrations

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



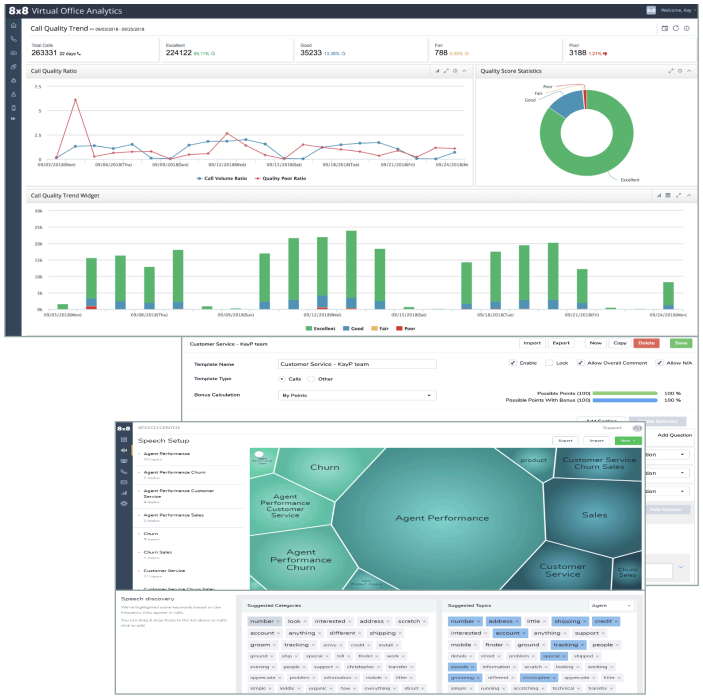
Native Contact Center Integration and Applications

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.

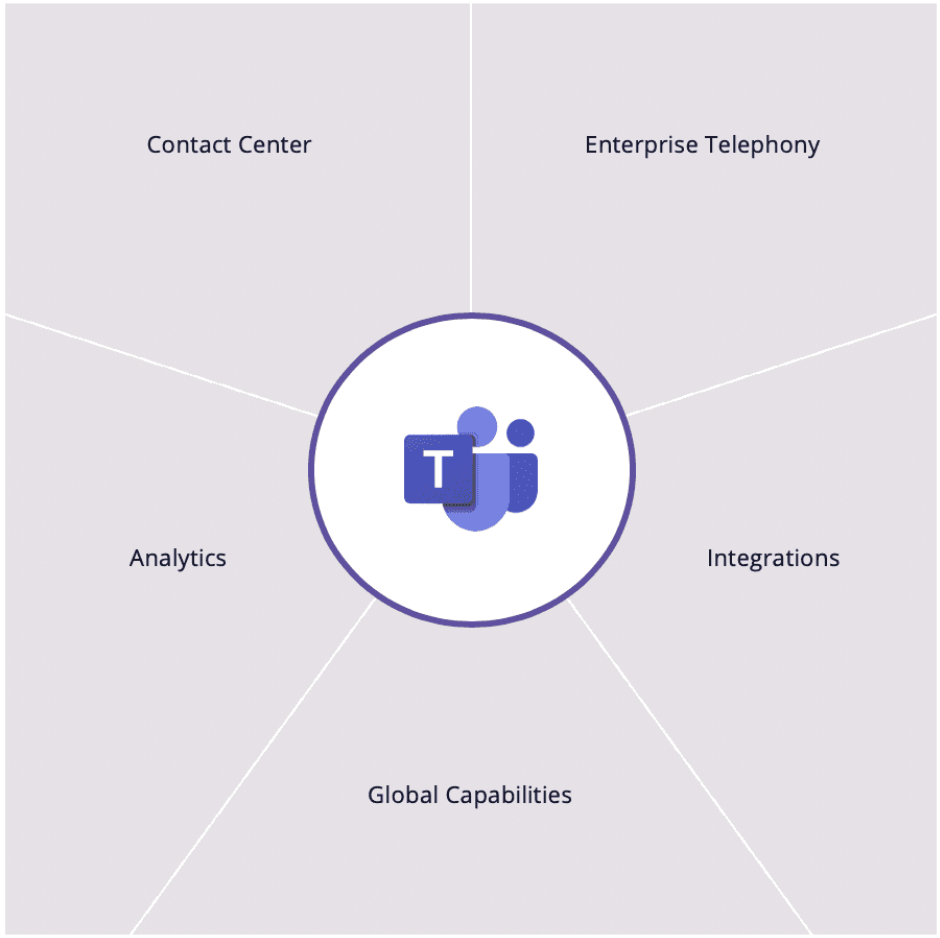


Comprehensive Analytics

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.



One comprehensive communications solution that works seamlessly with Microsoft Teams.



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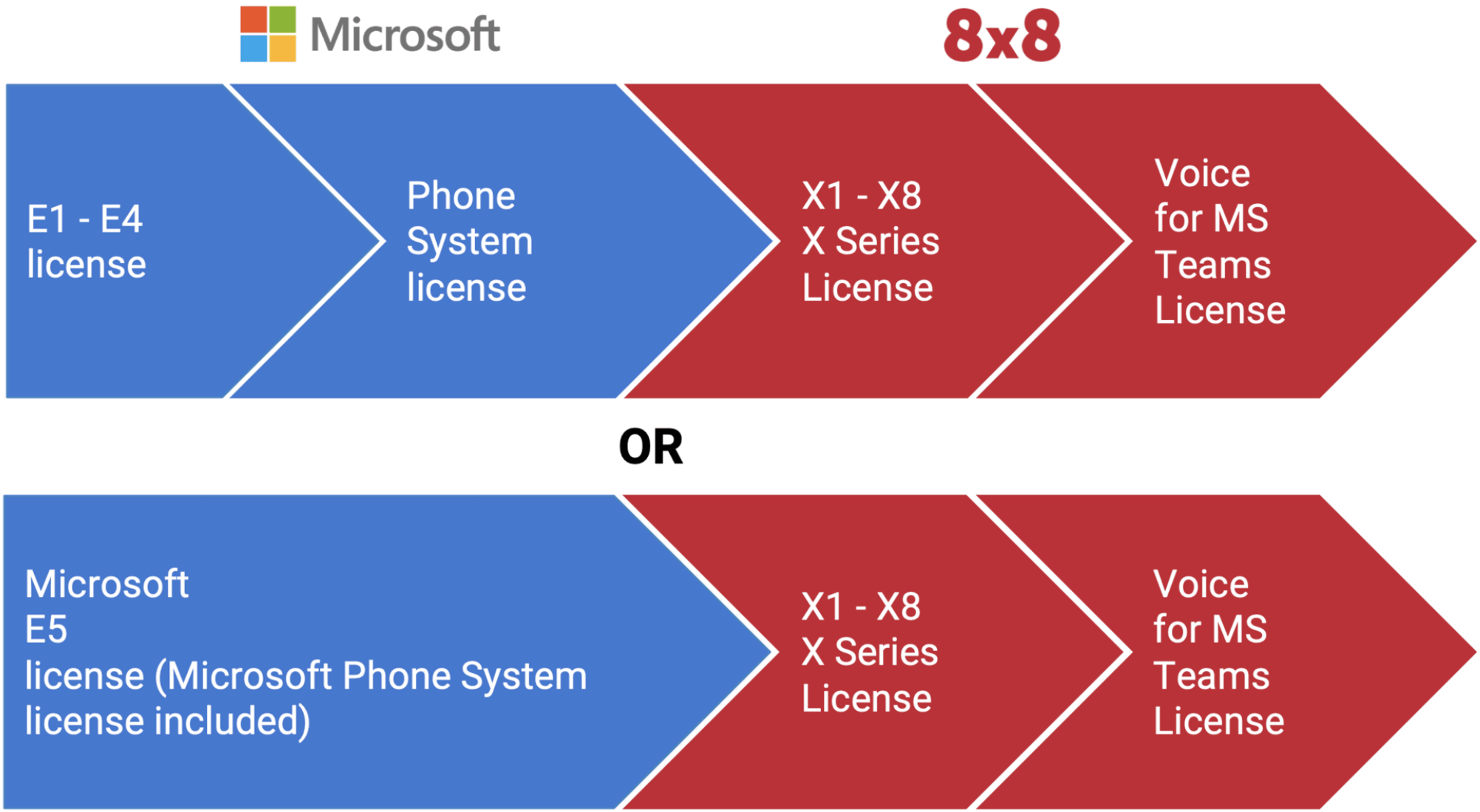
What's needed?
Learn more about what's needed to enable 8x8 Voice for Microsoft Teams


Microsoft
8x8
E1 - E4 license
Phone System license
X1 - X8 X Series License
Voice for MS Teams License
OR
Microsoft E5 license (Microsoft Phone System license included)
X1 - X8 X Series License
Voice for MS Teams License

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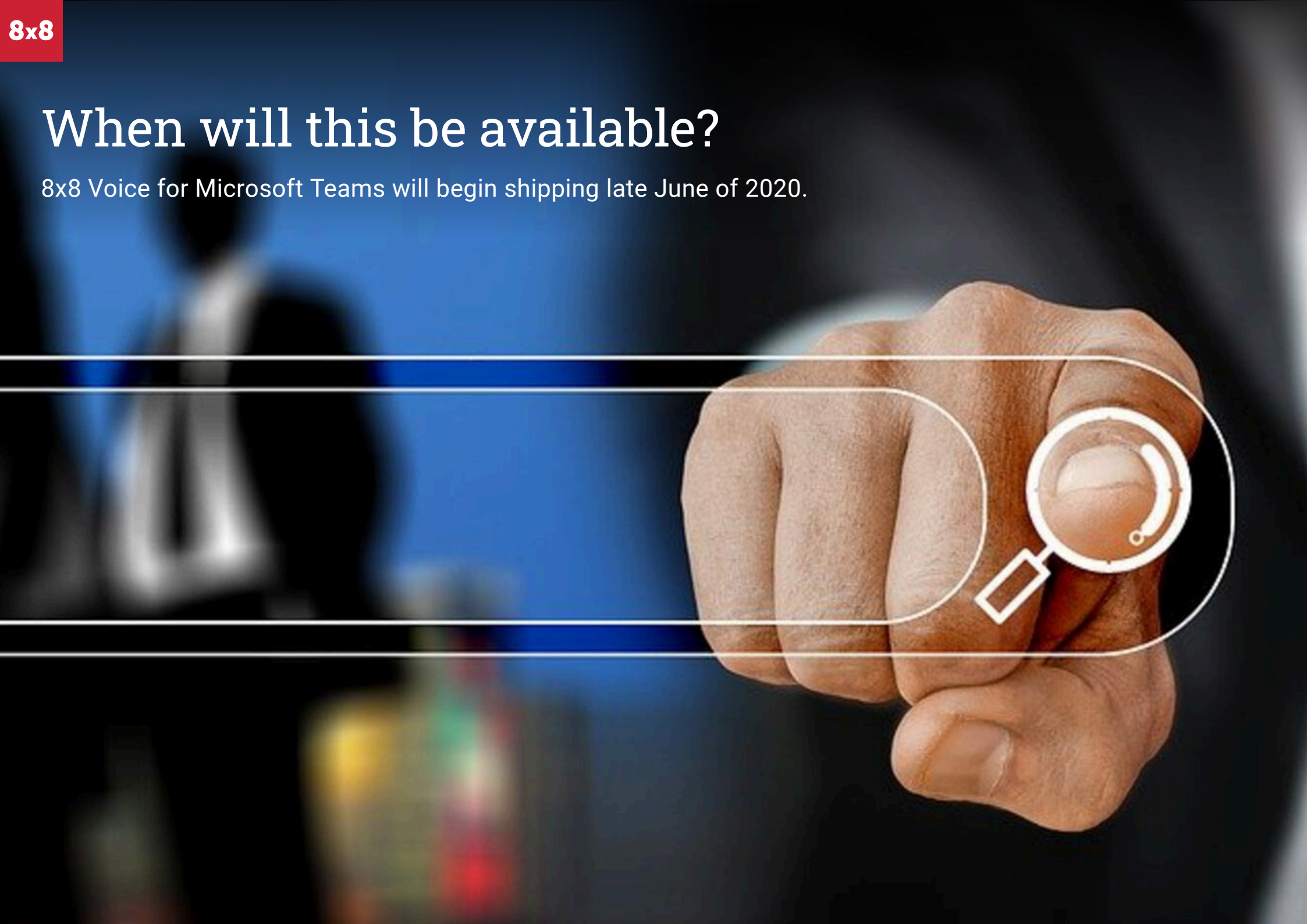
When will this be available?

8x8 Voice for Microsoft Teams will begin shipping late June of 2020.



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Thank you for reading

All About Voice for Microsoft Teams

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