8x8

Extend Microsoft Teams From Good to Great

Andrew Lilley

Many retailers have deployed Microsoft Teams as a way to navigate the challenges created by the pandemic. Doing so accelerated modernisation of their communications and digital transformation. With 8x8 Voice for Microsoft Teams, it's easy to extend that Teams investment with enterprise-grade telephony, contact centre, and real-time analytics reporting. Check out this video to see how 8x8 makes it easy as 1, 2, 3.

8x8 Voice for Microsoft Teams is a cloud-based PBX-to-PBX integration with Microsoft Phone System

8x8 Voice for Teams provides enterprise-grade telephony and global PSTN connectivity to organisations that want to retain Microsoft Teams as their sole collaboration interface.

Keeping Microsoft Teams as the collaboration hub means that users can continue to enjoy the experience they are accustomed to when making calls, whether internally with teammates and co-workers who don't use Teams or externally with customers and partners.
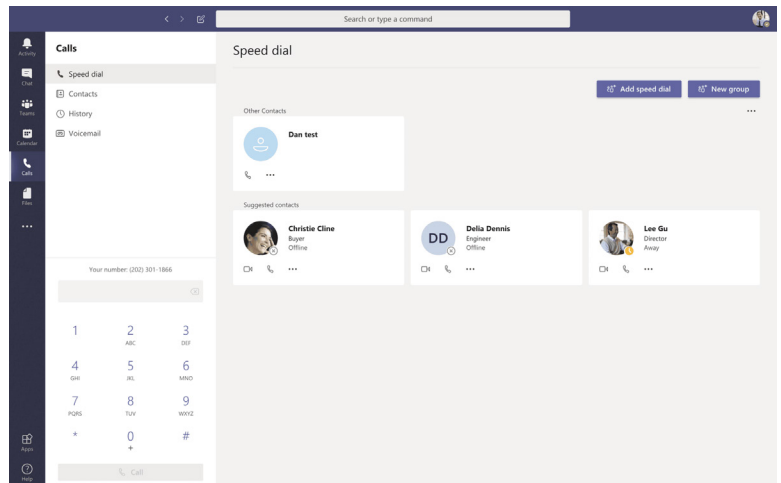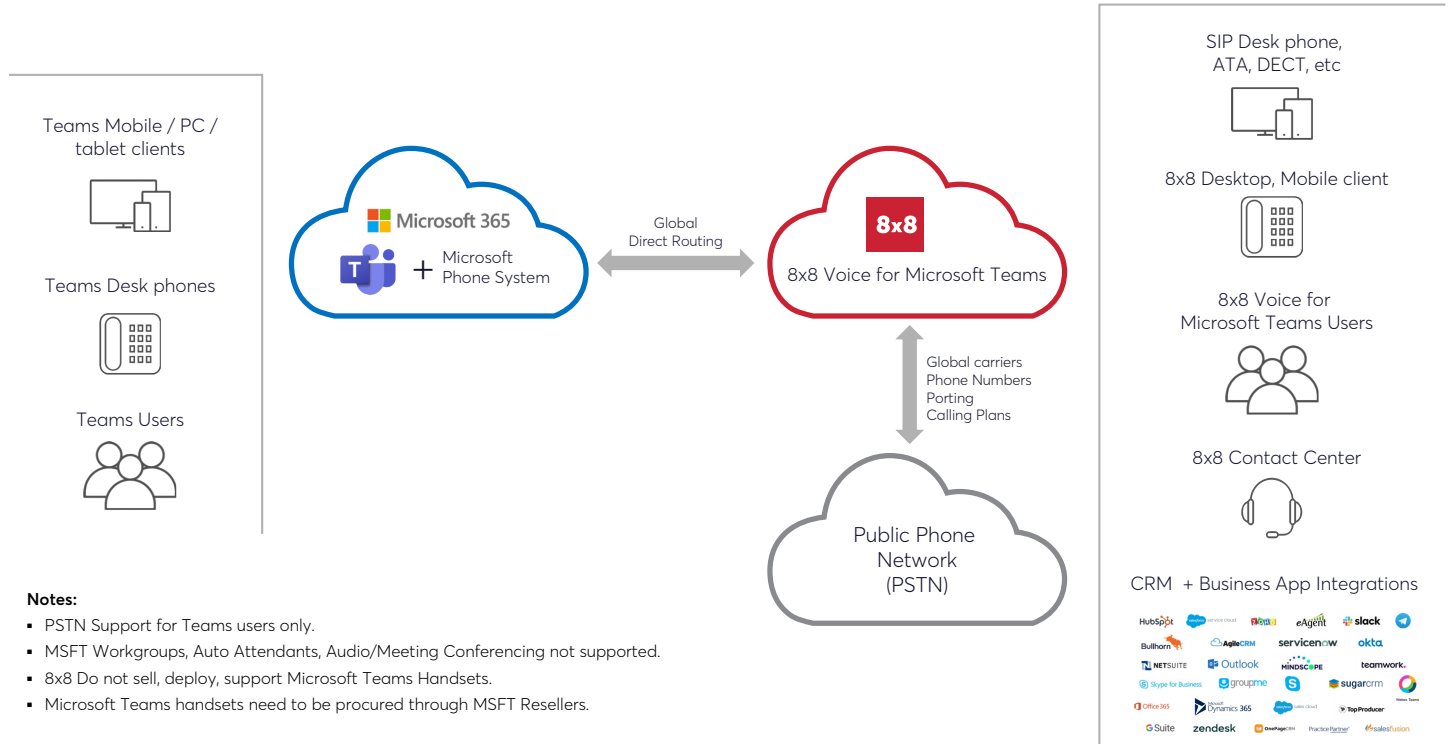

How it works

With a global infrastructure leveraging regional, Microsoft-certified SBCs across Europe, North America, and Asia-Pacific, 8x8 Voice for Microsoft Teams uses Microsoft's direct routing interface to connect to your tenant on the Microsoft phone system for PSTN connectivity.

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. Users can centralise all their collaboration interactions, both internal and external, in the Teams apps.

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

Deployed in the cloud, 8x8 removes obstacles associated with the implementation of third-party communications solutions in conjunction with Microsoft Teams.

Notes:

- PSTN Support for Teams users only.
- MSFT Workgroups, Auto Attendants, Audio/Meeting Conferencing not supported.
- 8x8 Do not sell, deploy, support Microsoft Teams Handsets.
- Microsoft Teams handsets need to be procured through MSFT Resellers.

Simplicity

8x8 Voice for Microsoft Teams gives your organisation all the benefits of a global enterprise communication solution, without the hassle of managing a communications and contact centre infrastructure or complicating the Teams user experience. It removes the administrative complexities of setting up on-premises equipment, SIP trunks, or end-user software, and enhances the Teams user experience through better call quality, advanced phone features, and choice of economical calling plans that complement Teams-to-Teams calling and expands Teams PSTN calling globally. Organisations also benefit from rapid deployment and better commercial licensing, including unlimited local and international calls to 47 countries, full PSTN replacement across 50 countries, and DID plus toll-free numbers in over 110 countries.

TCO

The total cost of ownership using 8x8's cloud communications service is demonstrably lower when compared with more expensive dedicated or shared managed service providers that also offer direct routing integrations with Microsoft Teams because 8x8 owns and manages all of the infrastructure associated with connecting to your Microsoft phone system tenant.

Unified management

8x8 offers centralised management and administration for the entire user base, including employees that are Microsoft Teams users. Administrators can bulk sync Teams users 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 they sign 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 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 programmes for new users.

Comprehensive analytics

8x8 Voice for Microsoft Teams expands reporting for Teams with rich contact centre, enterprise-wide workgroup analytics (for Teams and non-Teams users alike), as well as the ability to detect end users' networking related issues.
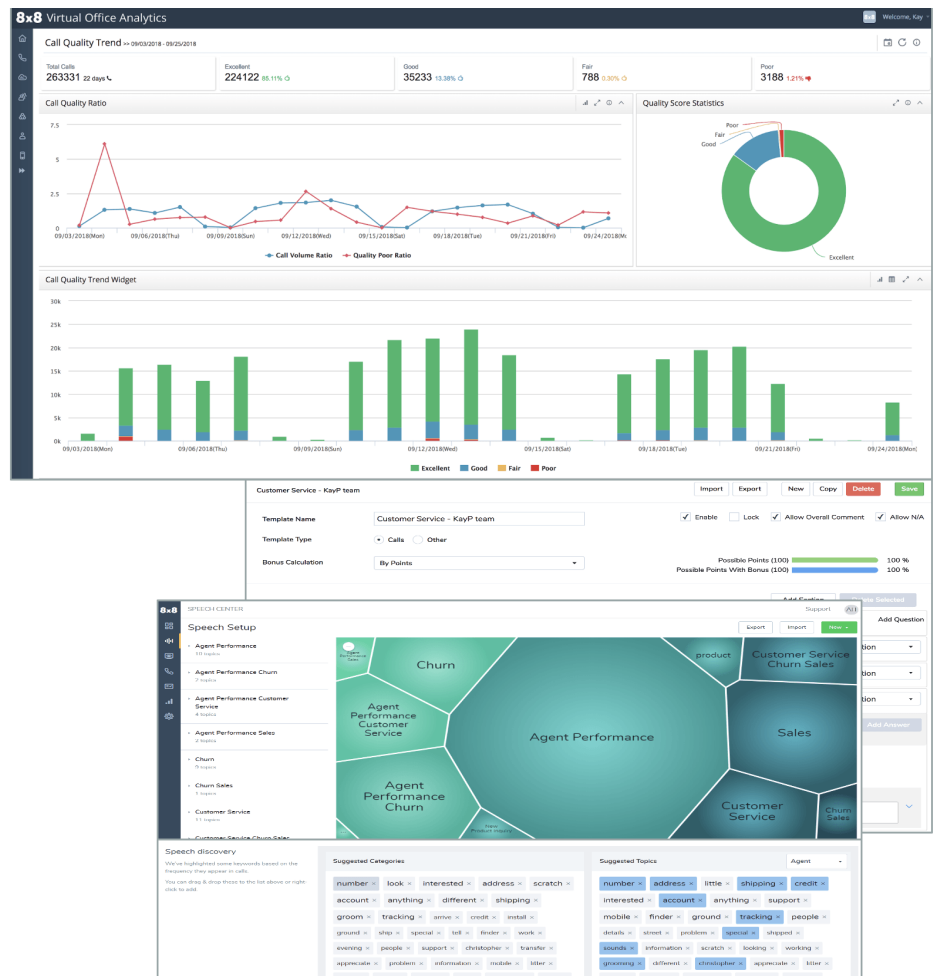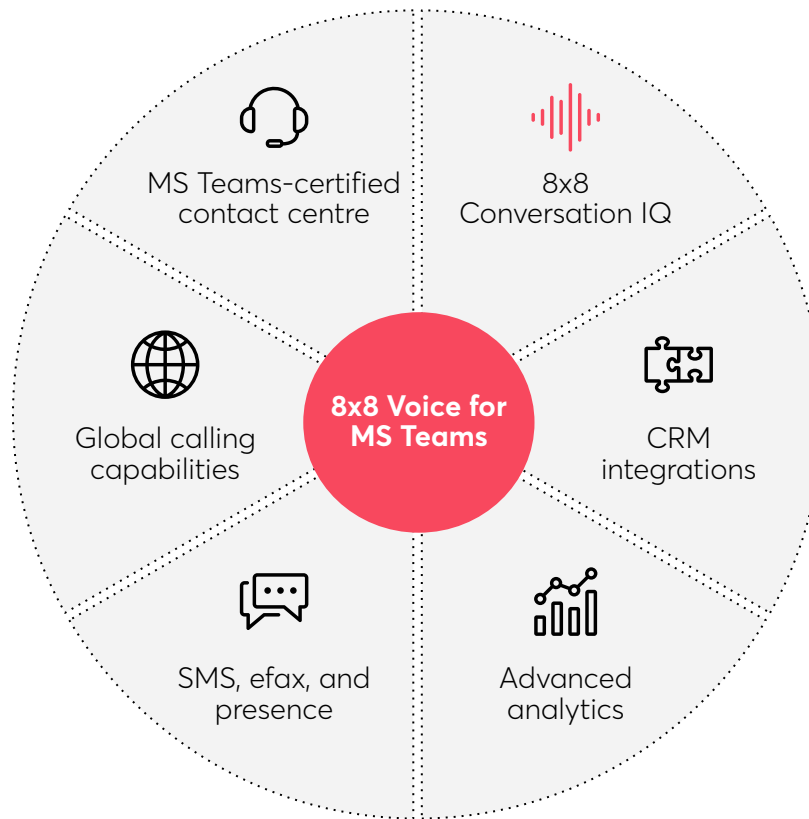
8x8 Contact Centre for Microsoft Teams

8x8 Contact Centre for Microsoft Teams provides a full suite of omnichannel contact centre functionality integrated with Teams to simplify customer engagement workflows and ignite collaboration across your organisation.

With 8x8 Contact Centre for Microsoft Teams, managers and supervisors can stay ahead of changing customer expectations with complete voice and digital channel support, intelligent routing, and proactive self-service options—everything needed to resolve problems quickly and create exceptional customer experiences.

Solution certified for
Microsoft Teams
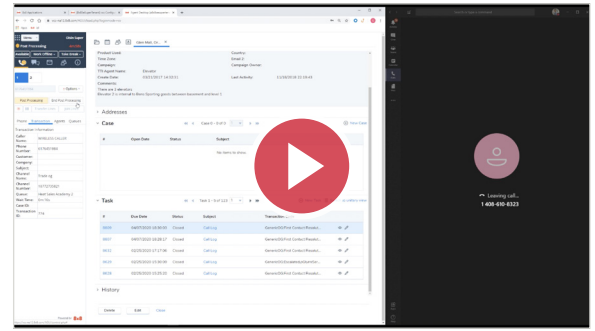
The result is **one** comprehensive communications solution that works seamlessly with Microsoft Teams.

MS Teams-certified contact centre

8x8 Conversation IQ

Global calling capabilities

8x8 Voice for MS Teams

CRM integrations

SMS, efax, and presence

Advanced analytics

Visit 8x8.com to learn more about how 8x8 can work with you to take your investment in Microsoft Teams from good to great.

Taking the next step

Whatever your precise needs, 8x8 can help you tailor a flexible, powerful, cloud-based solution with an integrated contact centre, voice, video, and chat. The 8x8 eXperience Communications Platform powers engaging, responsive communication experiences that delight customers and make your business more agile.

Unlike point solutions, 8x8 delivers personalised experiences that boost employee productivity, guarantees platform-wide uptime, and lowers costs.

Talk to one of our experts now. Visit 8x8.com.