8x8 Phone App for Microsoft Teams

Cost-effective and native PSTN calling Microsoft Teams

PSTN Calling in Microsoft Teams without requiring per user Teams Phone licenses

8x8 Phone App for Microsoft Teams is a cost-effective and native PSTN calling solution that requires no additional software, plugins, or per user Teams Phone licenses.

Cost-effective without added software

Many Unified Communications (UC) providers offer a Teams App that creates a connection from the PSTN into Microsoft Teams without requiring the Teams Phone license per user.

But unlike 8x8, most of these providers also require their UC software, a desktop plugin, or a mobile app to be installed, configured, and running in parallel to Teams. This means that calls placed via the UC Teams App redirect users to a non-Teams-native calling window, which could have an entirely different user interface. Since these calls are happening outside of Teams, they are not Teams calls and lack the connectivity to the rest of the Teams experience.

These Teams Phone free options can reduce licensing costs, but they also come with clear tradeoffs. Most UC providers create bifurcated experiences that separate users into a world for calling and a world for collaboration within Teams. 8x8 Phone App does not separate users into two separate environments. Instead, users simply need to use the dialpad within 8x8 Phone App for Microsoft Teams. When a user enters a number or selects a contact in 8x8 Phone App, the service will call the user to initiate the outgoing call. Incoming calls happen exactly like any other Teams call—ringing the user through a normal notification.

For more information, call 1 866 879 8647 or visit 8x8.com.

Many UC providers position their integration as "free," but they often overlook the additional costs of deploying, installing, configuring, and managing the required additional software for the solution. 8x8 Phone App can only be deployed by administrators to authorized users. This removes the friction and frustration for users attempting to install something that their IT doesn't support or want in their environment, streamlining the process for IT to administer and support.

Key benefits

- **Cost-effective** calling without leaving Teams
- **Native** experience with accurate user status
- **Intuitive** calling across desktop and mobile
- **Simple** for IT to administer and deploy
- **Flexible** to mix with 8x8 Operator Connect for Microsoft Teams and 8x8 Voice for Microsoft Teams by role and calling needs

Why Being Teams Native Matters?

If a "free" integration for Teams requires additional software to deploy and configure, and the experience happens outside of Teams, how can this be considered integrated?
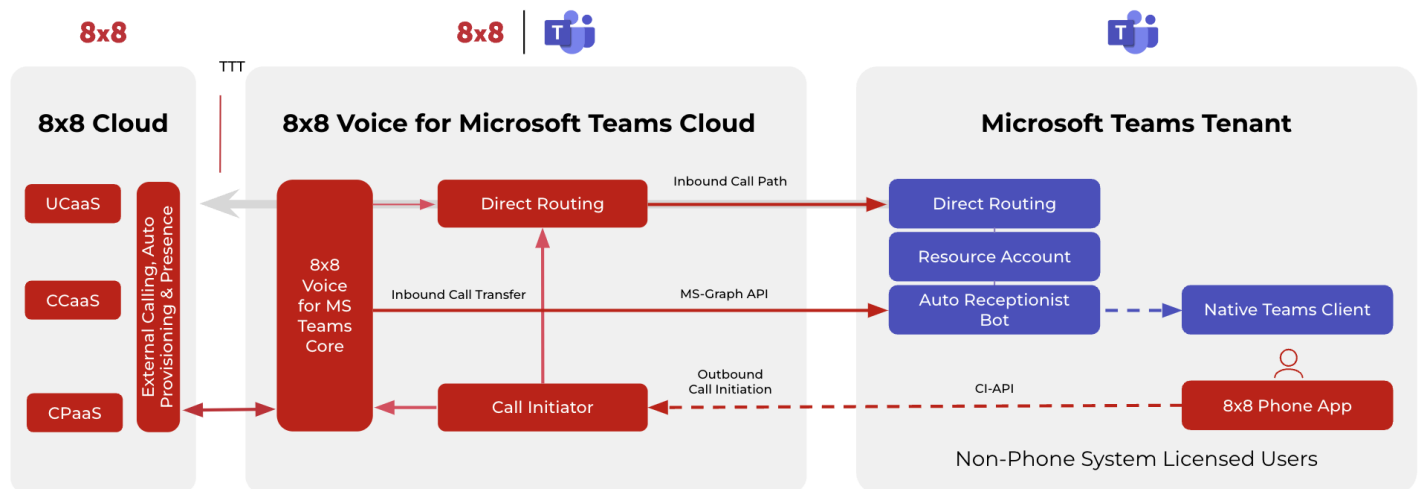
8x8 Phone App is truly integrated into Microsoft Teams. And because it is built on Direct Routing technology, it offers many of the native controls for holding, resuming, and transferring calls that are expected from Teams Phone. This means an 8x8 Phone App user can transfer or conference a PSTN call to a Teams user who is unlicensed for external calling through the native Teams call controls.

Being Teams native matters even more to the organization because each calling activity accurately shows the user's true presence information to others in Teams. Unlike other providers that rely on a presence sync mechanism, this natively shows each user's status without being generically "busy." When a user is "in a call" via 8x8 Phone App, every other user in Teams can see that they are "in a call."

Features

- Dial any outbound number, including extensions
- Search and manage contacts
- View and filter call history
- Manage active calls
- Answer incoming calls in Teams via a desktop, web, or mobile
- User presence accurately reflects call status to other users in Teams
- No per user Teams Phone license required
- Native PSTN calling in Microsoft Teams with no cross-launch to software outside of Teams or desktop plugins

Architectural Overview of 8x8 Phone App for Microsoft Teams

- ■ 8x8 UC platform and SBC
- ■ Voice for Teams Architecture (8x8 Phone App)
  - ○ SBC
  - ○ REST API Platform

- ■ Microsoft SBC
- ■ Microsoft Teams Client
- ■ 8x8 Phone App for Microsoft Teams

Learn more at 8x8.com/teams