8x8® Operator Connect for Microsoft Teams

Reliable, Microsoft-certified Teams Phone.

Microsoft Teams has become the hub for workplace collaboration, but enabling seamless, reliable external calling can be complex. 8x8 Operator Connect for Microsoft Teams eliminates the challenges of PSTN connectivity with a Microsoft-certified, fully native Teams calling solution that integrates directly into the Teams dial pad.

As the only Operator Connect provider with a Microsoft Teams-certified contact center, 8x8 ensures that businesses not only enable voice within Teams but also unify all communications and customer engagement workflows within a single, streamlined platform.

Frictionless calling, simplified management.

8x8 Operator Connect offers the fastest and simplest way to enable native Teams Phone calling with direct Azure peering for enterprise-grade reliability and security. With automated provisioning, global PSTN replacement, and centralized management within the Teams Admin Center, organizations can deploy Teams Phone with minimal effort while ensuring maximum uptime and performance.

8x8 enables free on-net calling between Teams users and the Contact Center agents, enabling businesses to consolidate vendors while enhancing employee and customer communications.

Key benefits

- **Microsoft-certified Deployment** – Enable native Teams Phone with no SBCs, PowerShell, or external plugins

- **Global Voice with Enterprise-grade Reliability** – Direct Azure peering and a 99.999% uptime SLA

- **Native Admin Experience** – Provision users and manage numbers directly in the Teams Admin Center

- **Only Operator Connect provider with a Microsoft-certified contact center** – Unlock seamless voice and CX integration with free on-net calling between Teams users and 8x8 agents

- **Simplified Vendor Management** – Consolidate voice and contact center with a single additional provider

- **Flexible licensing options** – Support diverse user needs with mix-and-match calling plans across your Teams environment

For more information visit 8x8.com/teams.

A complete Teams communications portfolio.

8x8 is the only Operator Connect provider with a complete, integrated portfolio for Teams calling and customer engagement, making it easy to tailor deployments by region, role, or infrastructure need.

- **8x8 Operator Connect for Microsoft Teams** – A Microsoft-certified Teams Phone solution that's fast to deploy, natively integrated, and easy to manage from the Teams Admin Center. Ideal for organizations seeking the fastest, most streamlined way to enable native PSTN calling in Teams.
- **8x8 Voice for Microsoft Teams** – A flexible Direct Routing solution built for complex deployments, including support for legacy systems or regions requiring PSTN coverage in 55+ countries.
- **8x8 Phone App for Microsoft Teams** – A cost-effective way to deliver native Teams Phone calling without requiring Teams Phone licenses for every user.
- **8x8 Contact Center for Microsoft Teams** – A Teams-certified omnichannel contact center that enhances customer engagement with two-way chat and free on-net calling between Teams users and agents.

Capabilities.

- **Fully-native Teams Phone** solution for inbound and outbound PSTN calls, supporting all Teams Phone features, including Microsoft 365 Copilot.
- **Direct Azure Peering** for high-quality, secure Teams-native voice.
- **Certified compliance** with Microsoft's Operator Connect program standards.
- **PSTN replacement** in 20+ countries, enabling seamless global communication.
- **Flexible Calling Plans** with metered and unlimited options to match business needs.
- **Automated provisioning** and centralized number management from the Teams Admin Center.
- **User-based licensing** to mix with 8x8 Voice for Microsoft Teams and 8x8 Phone App for Microsoft Teams.
- **Free on-net calling** between Teams users and 8x8 Contact Center Agents, reducing costs and enhancing collaboration.

Get started today.

8x8 Operator Connect for Microsoft Teams is the fastest, most reliable way to enable global PSTN calling in Microsoft Teams, seamlessly integrated, fully certified, and backed by a 99.999% uptime SLA.

For more information visit 8x8.com/teams.