



8x8 Contact Center for Microsoft Teams

Sales, service, and support agents can quickly connect and collaborate with other Microsoft Teams-enabled experts to resolve customer issues faster

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

With 8x8 Contact Center 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.

Extend Microsoft Teams into your contact center

- Empower agents to communicate through Microsoft Teams Phone powered by 8x8 to manage customer interactions, capture call details, and track key metrics
- Reduce high abandon rates and dropped calls using top-quality, global voice services
- Get full analytics into calling quality, performance metrics, activity history, call recordings, and speech analytics across the entire enterprise
- 8x8 is the 11x UCaaS Magic Quadrant™ Leader with a Gartner recognized CCaaS solution certified for Microsoft Teams

Key features

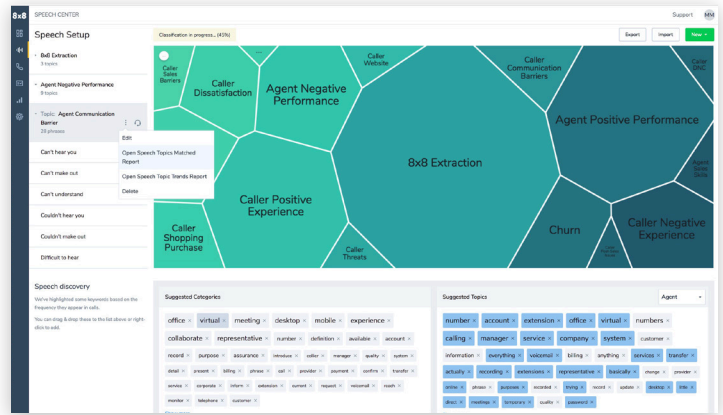
- Certified solution by Microsoft leverages the Connect Model
- Unlimited voice calling to 48 countries
- Support for regulatory compliance initiatives with 8x8 Call Recording
- Skills-based routing with Teams user presence
- Real-time Expert presence in Teams
- Integrates with Dynamics 365, Salesforce, Zendesk, Netsuite, and more

Key benefits

- Improve customer experience by connecting agents with experts to expedite resolution times
- Increase agent engagement and efficiency as they effortlessly connect with the rest of the organization
- Build a stronger contact center team through more seamless communication and collaboration

Manage service quality & quickly identify trends across interactions

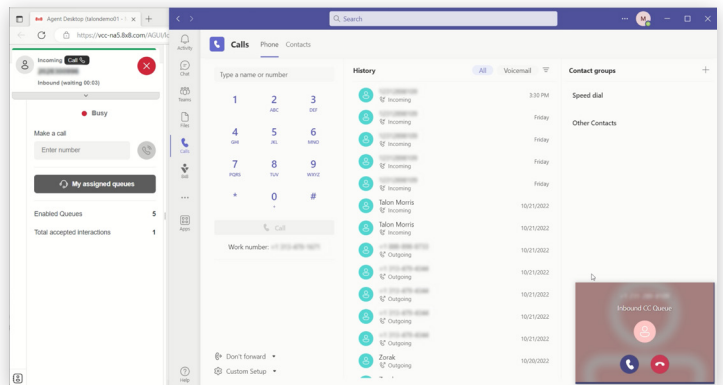
- Collect valuable customer and employee insights as you analyze 100% of calls with Speech Analytics
- Improve agent engagement through targeted coaching with integrated recording and evaluation available in 8x8 Quality Management
- Identify key patterns for training opportunities to improve CSAT and upsell/cross-sell



8x8 Conversation IQ.

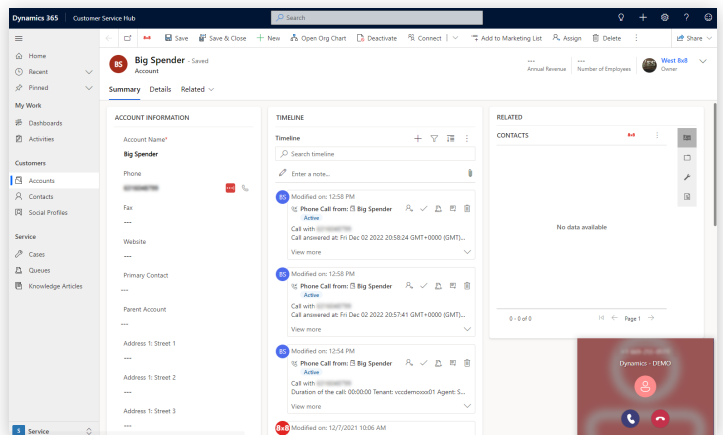
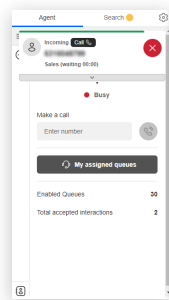
Minimize IT burden

- No download or installs
- No change to the native Microsoft Teams user experience for desktop, mobile, and web apps
- Use Teams as the single collaboration client
- No maintenance or updates required by IT
- A single communications vendor for contact center and telephony



8x8 Contact Center for Microsoft Teams.

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8x8 Contact Center for Microsoft Teams integrated with Microsoft Dynamics 365.

For more information, visit [8x8.com/teams](https://www.8x8.com/teams).



8x8, Inc. (NASDAQ: EGHT) is transforming the future of business communications as a leading software as a service provider of 8x8 XCaaS™ (eXperience Communications as a Service™), an integrated contact center, voice communications, video, chat, and SMS solution built on one global cloud communications platform. 8x8 uniquely eliminates the silos between unified communications as a service (UCaaS) and contact center as a service (CCaaS) to power the communications requirements of all employees globally as they work together to deliver differentiated customer experiences. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.

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