8x8® Phone App for Microsoft Teams

Cost-effective PSTN calling inside Teams.

8x8 Phone App for Microsoft Teams is a native, cost-effective solution that enables enterprise-grade PSTN calling directly within the Teams interface, without requiring per-user Teams Phone licenses. Unlike "free" or plugin-based integrations, 8x8 delivers a truly seamless user experience that doesn't rely on separate apps, plugins, or complicated deployments.

Built on Direct Routing, this solution lets users place and receive calls inside the familiar Teams interface, with accurate presence and native Teams call controls. It provides an intuitive experience across desktop, web, and mobile, simplifying communications and driving productivity.

Reduce costs without sacrificing simplicity.

Many UCaaS providers claim Teams integration but require users to leave Teams for calling, creating fragmented workflows and inconsistent experiences. 8x8 Phone App keeps users inside Teams for all call activities, eliminating friction and reducing IT overhead.

This solution is ideal for organizations that need to control licensing costs, simplify deployments, and support a mix of user needs. Whether for light callers or back-office staff, 8x8 Phone App fits perfectly into a right-sized Teams calling strategy.

Key benefits

- **Cost-efficient Teams calling** – Extend PSTN access without the need for per-user Teams Phone licenses

- **Native experience in Teams** – Make and receive calls within the Teams UI across desktop, mobile, and web

- **Accurate presence and call control** – Preserve real-time status and core telephony features

- **Simple, cloud-based deployment** – Centrally deploy and manage users from the cloud, while keeping calling entirely within the Teams interface, no need to switch apps

- **Role-based flexibility** – Ideal for light callers, back-office staff, and hybrid deployments as part of a broader Teams Phone strategy

- **Built on 8x8's enterprise platform** – Backed by a 99.999% uptime SLA and global voice infrastructure

For more information visit 8x8.com/teams.

Why being Teams-native matters.

With 8x8 Phone App, Teams users stay inside the Teams interface for all calls, delivering a unified experience that competitors can't match. This improves adoption, reduces confusion, and ensures presence status is always accurate.

This Teams-native approach also means fewer support tickets, faster onboarding, and less training, because users are already familiar with Teams. IT admins benefit from centralized control and streamlined troubleshooting, while organizations gain a scalable, future-ready voice solution that grows with business needs.

Built for Teams. Built for Business.

8x8 Phone App for Microsoft Teams combines enterprise-grade telephony, intuitive Teams-native experiences, and unmatched deployment simplicity—all without the cost and complexity of per-user Teams Phone licenses. Whether you're enhancing calling for select teams or deploying company-wide, it's the smart way to unlock voice in Teams, securely, affordably, and at scale.

Capabilities.

- **Inbound calling** – Answer incoming PSTN calls in Teams on desktop, web, or mobile.
- **Outbound calling** – Initiate outbound PSTN calls via 8x8 Phone App within Microsoft Teams.
- **Teams call controls & notifications** – Calls are handled using the native Teams call window with standard Teams call controls.
- **Active call management** – View and manage active calls, including hold, transfer, and merge.
- **Contact integration** – Search and manage contacts directly from within Teams.
- **Call history** – View and filter personal call history.
- **Presence accuracy** – Because calls are handled natively in Teams, user presence automatically updates with no sync required.
- **License efficiency** – No per-user Teams Phone license required (Calling requires a Teams Phone Resource Account at the tenant level; two resource accounts are required for additional functionality, including simultaneous calling capability).
- **No external plugins** – Native PSTN calling in Microsoft Teams, no cross-launch to apps or plugins outside Teams.

For more information visit 8x8.com/teams.