



# 8x8<sup>®</sup> for Microsoft Teams

The most complete Microsoft Teams Phone and contact center portfolio.

8x8 for Microsoft Teams is the only solution that offers both a Microsoft-certified contact center and Microsoft-certified Teams Phone, delivered together by a single provider with global PSTN connectivity, all natively within Teams and without complexity. Built for enterprises that want to extend the value of Microsoft Teams, 8x8 makes it easier to simplify telephony, boost productivity, and enhance CX without switching platforms.

With Microsoft-certified solutions for voice and contact center, 8x8 simplifies Teams-based communication for enterprises of all sizes. From PSTN replacement to advanced routing and seamless integration with agents and employees, every offering is designed to reduce complexity and deliver measurable value.

## Certified. Native. Integrated.

8x8's Teams-first architecture supports every deployment scenario: from full Teams-native experiences to phased migrations and hybrid environments. Every product in the portfolio is designed to deliver a consistent Teams experience while enhancing performance, compliance, and global scalability.

Backed by 8x8's 99.999% uptime SLA, the solution ensures always-on availability, secure encryption, and central management. With presence syncing, real-time analytics, and free on-net calling across

Teams and 8x8 users, businesses gain complete visibility and control across all user roles.

## Key benefits

- Microsoft-certified for voice and contact center
- Global PSTN replacement in 55+ countries
- Flexible options to match user roles and licenses
- Seamless Teams-native calling with agent-to-Teams interoperability built for real-time collaboration
- Reduces costs with mix-and-match licensing
- Simplifies global deployment with centralized management
- Built-in security, compliance, and 99.999% uptime SLA across the portfolio

## Purpose-built for every role.

From frontline agents and contact center staff to hybrid workers and global execs, 8x8 extends the Teams experience to every user type without overprovisioning or losing native functionality. The portfolio combines Microsoft-certified solutions with flexible voice deployment models, helping IT right-size communications across the enterprise.

## The 8x8 for Microsoft Teams portfolio.

The 8x8 for Microsoft Teams portfolio is the industry's most complete solution set for Teams voice and customer engagement. It brings together native PSTN calling, omnichannel contact center, and flexible telephony options all within the familiar Teams interface. Designed for global deployments and tailored role-based needs, 8x8 has a right-fit solution for every user.

The 8x8 for Microsoft Teams portfolio includes four tightly integrated solutions, each designed to extend Microsoft Teams Phone and contact center, without compromising the Teams-native experience:

- **8x8 Voice for Microsoft Teams**
- **8x8 Contact Center for Microsoft Teams**
- **8x8 Phone App for Microsoft Teams**
- **8x8 Operator Connect for Microsoft Teams**

Each solution is purpose-built to deliver Teams-native experiences that eliminate workflow disruptions, reduce licensing costs, and scale globally with enterprise-grade security and uptime. Backed by 8x8's deep Teams integration and global infrastructure, organizations can streamline communications and deliver world-class CX without switching platforms.

## One additional provider. Full control.

With 8x8, there's no need to manage multiple providers for voice, contact center, and Teams telephony. IT teams benefit from a single vendor model with shared SLAs, unified billing, and a simplified provisioning experience, all backed by 8x8's enterprise-grade global infrastructure.

## Capabilities.

- Unified Microsoft-certified solutions: Operator Connect and contact center from a single provider
- Flexible PSTN deployment models: Direct Routing, Operator Connect, and Teams Phone alternative options
- Integrated analytics, AI-powered IVR, speech analytics, and compliance call recording
- Hybrid support for Teams-native and non-Teams users across one managed environment
- Role-based licensing flexibility with centralized provisioning and number management
- Free on-net calling between Teams users and 8x8 agents and contact center staff
- Seamless administration through cloud-based management
- Enterprise-grade compliance with global standards and a 99.999% uptime SLA

## A complete portfolio, tailored to how you use Teams.

Wherever you are in your Teams journey, 8x8 delivers the flexibility, reliability, and depth of integration to meet your business needs. Simplify operations, improve CX, and unlock the full power of Teams on your terms.

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

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# 8x8 Voice for Microsoft Teams

Global Teams calling, simplified by 8x8.

8x8 Voice for Microsoft Teams is a fully integrated, cloud-based PSTN calling solution built to work natively within Teams. With PSTN replacement in over 55 countries, this Azure-hosted Direct Routing service simplifies telephony management and removes IT overhead while delivering enterprise-grade performance, flexibility, and security.

## Key benefits

- Native Teams calling with global PSTN coverage in 55+ countries
- Simplifies IT operations with an intuitive admin tool, no PowerShell or SBCs
- Optimizes costs with flexible metered, unlimited, and international calling plans
- Enhances productivity with SMS/MMS\*, eFax, call recording, and analytics
- Empowers supervisors with real-time tools like barge, monitor, and whisper

\* SMS/MMS in select markets.

## Capabilities.

- Provision users and numbers in minutes through a secure cloud admin portal, no PowerShell, SBCs, or plugins
- Built-in compliance with HIPAA, GDPR, ISO 27001, and PCI-DSS
- eFax, call queues, call monitoring, analytics
- CRM integrations: Dynamics 365, Salesforce, ServiceNow, Zendesk, and more
- 99.999% uptime SLA and global support

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8x8 Voice for Microsoft Teams helps enterprises modernize voice at scale without disrupting user behavior or burdening IT. Employees stay productive in the familiar Teams interface, while IT gains unified management, global coverage, and compliance-grade reliability. It's a turnkey upgrade path from legacy telephony to cloud-delivered calling with everything managed through a single provider.

## Modernize voice in Teams without the complexity.

8x8 Voice for Microsoft Teams gives enterprises a smarter way to modernize telephony, reducing IT effort, controlling costs, and unlocking advanced capabilities like call recording, analytics, and supervisor tools. Users keep calling inside the Teams interface they already know, while IT gets centralized control, flexible licensing, and seamless global coverage.

Whether you're replacing legacy systems or supplementing Teams Phone, 8x8 simplifies the transition with intuitive provisioning, enterprise-grade security, and reliable voice quality across 55+ countries. It's everything modern voice should be: native, secure, and scalable, without added complexity.

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# 8x8 Contact Center for Microsoft Teams

Certified contact center for the Teams-first enterprise.

8x8 Contact Center for Microsoft Teams is a Microsoft-certified omnichannel solution that enables seamless collaboration between contact center agents and Teams users. With real-time presence, two-way chat, and free on-net calling, agents and back-office teams can resolve issues faster and serve customers better while staying connected to internal Teams users without disruption.

## Key benefits

- Unify contact center and Teams Phone under one certified provider, streamlining voice and customer engagement across Teams
- Improve service efficiency with true omnichannel support for voice, chat, email, and social
- Accelerate resolution with real-time presence sync, internal chat, and free on-net calling between agents and Teams users
- Drive smarter interactions with AI-powered routing, sentiment analysis, and automated QA tools
- Scale globally with a cloud-native platform offering global PSTN reach and a 99.999% uptime SLA

## Capabilities.

- Intelligent IVR, skills-based routing, and automated call handling
- AI-powered sentiment analysis, speech analytics, and quality management
- 99.999% uptime SLA with built-in fraud detection and enterprise reliability
- Prebuilt CRM integrations with Dynamics 365, Salesforce, ServiceNow, Zendesk, and more
- Native analytics dashboards and compliance monitoring for deeper insights

## Why it matters.

Unlike standalone CCaaS tools or siloed Teams plugins, 8x8 Contact Center empowers agents to resolve customer issues faster by tapping into real-time presence, back-office expertise, and unified communications all within a connected experience. The result: quicker response times, smoother collaboration, and better CX.

## Unify CX and internal collaboration.

Give your contact center the power to do more without disrupting Teams workflows. With Microsoft-certified integration, omnichannel support, and embedded collaboration tools, 8x8 Contact Center for Microsoft Teams helps agents respond faster, collaborate smarter, and deliver exceptional customer outcomes.



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# 8x8 Phone App for Microsoft Teams

Cost-effective calling in Teams without per-user Teams Phone licenses.

8x8 Phone App for Microsoft Teams delivers enterprise-grade PSTN calling without the need for per-user Teams Phone licenses. Users can make and receive calls across desktop, mobile, and web from inside the familiar Teams interface with accurate presence and call controls.

## Key benefits

- Reduce per-user Teams Phone licenses to maximize telephony spending
- Maintain a consistent Teams experience with native call handling and accurate presence
- Simplify IT operations with centralized, cloud-based deployment and management
- Tailor calling capabilities to light callers and back-office users without overlicensing
- Enable flexible hybrid deployments across Teams-native and non-Teams roles



## Capabilities.

- Native PSTN calling from within the Teams interface across desktop, mobile, and web
- Full call control features including hold, transfer, merge, call history, and notifications
- Eliminates plugins or app switching, maximizing workflow efficiency
- Backed by 8x8's 99.999% uptime SLA and global voice infrastructure
- Supports mix-and-match licensing across the 8x8 for Microsoft Teams portfolio

## Why it matters.

8x8 Phone App for Microsoft Teams extends enterprise voice to more users without the cost or complexity of licensing Teams Phone for every role. It's ideal for back-office staff and light callers who need secure PSTN access from the familiar Teams environment without app switching or presence limitations.

## Do more with less right inside Teams.

Extend voice to more users with the same core architecture trusted by enterprises worldwide. 8x8 Phone App for Microsoft Teams gives IT the control to deploy calling where it's needed most without overprovisioning, app switching, or compromising the Teams experience.

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# 8x8 Operator Connect for Microsoft Teams

Certified, seamless, and native Teams Phone.

8x8 Operator Connect for Microsoft Teams is the fastest and most reliable way to enable Teams-native PSTN calling. Fully certified by Microsoft and integrated directly into the Teams Admin Center, this solution provides native provisioning, direct Azure peering, and the same global infrastructure and 99.999% uptime SLA that power the entire 8x8 for Microsoft Teams portfolio.

## Key benefits

- Enable Teams-native calling with Microsoft-certified Operator Connect built for simplicity, security, and scale
- Simplify provisioning with centralized number management in the Teams Admin Center
- Reduce costs and enhance collaboration with free on-net calling to contact center agents
- Deliver high-quality global voice with direct Azure peering and shared Microsoft SLAs for uptime and performance
- Consolidate Teams Phone with one certified provider, reducing vendor complexity and improving cost control



## Capabilities.

- Native Teams Phone experience with integrated dial pad, presence, and call controls
- PSTN replacement in 20+ countries with direct Azure peering for optimized call quality
- Provision users and manage numbers directly in the Teams Admin Center
- Flexible calling plans and mix-and-match licensing across the 8x8 for Microsoft Teams portfolio
- No SBCs or PowerShell scripting required, reducing configuration overhead and accelerating deployment through native integration

## Why it matters.

8x8 Operator Connect gives IT teams a faster, easier path to deploying voice in Microsoft Teams without SIP trunks, SBCs, or manual carrier setup. Certified by Microsoft and backed by shared SLAs, it's built for enterprises that need global reliability, simplified management, and seamless integration with contact center workflows.

## Streamline Teams voice without the complexity.

8x8 Operator Connect delivers the enterprise-grade PSTN coverage, security, and manageability IT teams need without the operational burden. As part of the broader 8x8 for Microsoft Teams portfolio, it unlocks seamless collaboration across voice, contact center, and Teams users through a single, certified provider.

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