

8x8 Voice for Microsoft Teams

Overview

8x8 Voice for Microsoft Teams is a premier Azure-based Direct Routing service that interconnects Microsoft Teams users with the 8x8 eXperience Communications as a Service (XCaaS) Platform.

This solution combines the rich collaboration experience of Microsoft Teams with the high quality and robust telephony services provided globally by the 8x8 XCaaS platform.

It provides a unified set of inbound and outbound PSTN calling services for all connected users, whether using a native Microsoft Teams endpoint (Teams desktop, mobile, web app, or Teams phones) or the 8x8 Work app for non-Teams users, including support for analogue phones, fax machines, or doorbells.

8x8 Voice for Microsoft Teams is ideal for organizations implementing a 'move to cloud' communications strategy. For those planning a phased introduction of Microsoft Teams, 8x8 can support a mix of Teams and non-Teams users on a single platform.

Teams-based users benefit from a seamless calling experience that's accessible from PC, Mac, mobile, and certified Teams devices, all with the same native Microsoft Teams calling experience.

As a premier cloud-based Direct Routing service, there are no upfront investments in server hardware, SBCs, or SIP trunks, which means no additional IT administration resources, ongoing maintenance costs, or separate vendor contracts are needed.

The service is hosted within the Microsoft Azure cloud and operates across a global infrastructure spanning four continents. The service has built-in enterprise security and resilience and the necessary connections to the Microsoft infrastructure to deliver a high quality service.

For the standard Teams-calling experience, powered by 8x8, there's no client-side software set-up, as this is all enabled through a central management portal.

Administrators can log in to the admin portal using their regular access credentials, authenticate via Azure Active Directory, and provision, activate, and manage licensed users for 8x8 Voice for Microsoft Teams.

A further optional element of the solution is the 8x8 Voice for Microsoft Teams companion app. Available from Microsoft Appsource, this enables additional 8x8-powered capabilities within the Teams user experience, including SMS¹, MMS¹, eFax, call recording playback, and call queue settings.

Key features

Simple web-based admin interface

8x8 makes delivering PSTN calling features to Microsoft Teams users easy. All that you need to provision and manage the service is a modern web browser.

- Global PSTN connectivity between the 8x8 XCaaS platform and Microsoft 365
- No additional software or hardware required - users can make and receive calls from their existing desk phone or Teams enabled device
- Enterprise-grade cloud-based subscription service with high-availability, proven reliability, and an industry-leading SLA
- No minimum user quantity
- Fully compatible with 8x8 Contact Center, solution certified for Microsoft Teams

¹ USA and Canada Only



Central management

The integration between your 8x8 telephony services and Microsoft Teams is managed through a single interface. You have complete control over managing, adding, configuring, and removing Teams users to this service.

Intuitive, simple to use, and powerful

8x8 Voice for Microsoft Teams is designed to be the most user-friendly solution for PSTN calling.

- **100% native Teams experience**—Users retain the Teams user experience. All call features are just as they should be and as documented by Microsoft.
- **Total control**—Users don't have to do anything to use the service, there's no software to install or manage. Managers can be confident that any compliance and reporting features on the underlying 8x8 communications service stay in place and untouched, reducing the barriers to adopting integrated PSTN calling in Microsoft Teams.
- **Service delivered using tried and tested Microsoft infrastructure**—8x8 Voice for Microsoft Teams connects with Microsoft 365 via Microsoft Azure, leveraging the same familiar and secure cloud.
- **Built to enterprise standards**—With key features such as high-availability resilient software architecture, around the clock and the globe monitoring, encrypted voice channels, and Azure Active Directory single sign-on, the service delivers on the demanding requirements of Enterprise customers.

Use from any device

As the integration into Microsoft 365 happens in the cloud, the service can work with any device that supports Microsoft Teams.

This means that users on Macs and mobile devices like smartphones (iPhones, Android, etc.) and tablets (iPad, Windows Tablet, etc.) will be able to use Teams based on their company identity and credentials.

Support your IT and business needs

8x8 Voice for Microsoft Teams addresses the key requirements of both IT and business managers, by increasing user satisfaction and delivering productivity improvements from the accelerated adoption of Microsoft Teams.

IT administrators

- Want to provide voice and calls to Microsoft Teams users
- Want to reduce the number of software products to manage without compromising user features
- Prefer to use cloud services rather than capital expenditures on hardware and software
- Want no impact on their existing voice and IT infrastructure

Business managers

- Want users to have increased efficiency by bringing together collaboration and calls without requiring additional software training
- Want to have a simple subscription service without a large project and cost overhead
- Want to provide full communication mobility to users on PC, Mac, and mobile devices
- Want to enable Bring Your Own Device (BOYD)
- Want to support knowledge worker and contact center agent flexibility by centralizing communications in Microsoft Teams and through preferred devices

Technical overview

The 8x8 Voice for Microsoft Teams service is hosted within Microsoft data centers. Microsoft Teams users connect to your 8x8 communications service just like an existing desk phone or softphone. This means you don't touch any of your existing system configuration and you only need to give the Teams capability to users that need it. Everything else stays the same. No number porting, end-user training, or complex reconfiguration is required.

No hardware or software required, 8x8 Voice for Microsoft Teams is a true multi-tenant cloud service, you simply use it on a per-user subscription.

Implementing direct routing has been cost-prohibitive for all but the larger corporations. The 8x8 solution removes the need to buy expensive additional equipment, consultancy, and licensing; instead, a simple per-user subscription provides the full interface between 8x8 XCaaS and Microsoft 365.

It's as simple as that! Your calls pass easily between 8x8 services and Microsoft 365 through the Microsoft Cloud.

Enabling PSTN calling for Microsoft Teams

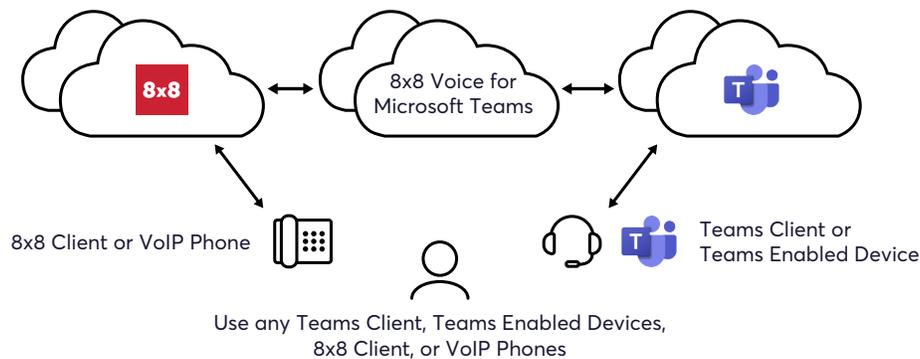
8x8 Voice for Microsoft Teams provides enhanced functionality and flexibility compared to alternative methods for delivering PSTN calling to Microsoft Teams. This table compares the four ways of getting phone calls in Teams.

PSTN calling options for Microsoft Teams

	8x8 Voice for Microsoft Teams	Microsoft calling plans	Operator Connect	3rd party SBC & direct routing
Simple per-user subscription	■	■	■	
No number porting required	■		■	■
No hardware or software required	■	■	■	
Keep PBX call flows and groups	■			
Keep Call Center functionality	■			
No complex PBX configuration required	■	■	■	
Keep existing desk phones and devices	■			
Available in all countries	■			
No special training or knowledge	■	■	■	
Cost-effective pricing	■		■	■
Mix Teams and standard VOIP phones for users	■			
Keep your current phone provider	■		■	■

How it works—8x8 Voice for Microsoft Teams

1. 8x8 Voice for Microsoft Teams Global SBC network sits at the core of the solution connecting 8x8 services to Microsoft Teams.
2. Users with Microsoft Teams connect to Microsoft 365 to place calls to the phone network and other Teams users.
3. If a call is placed to a phone number or extension, the Microsoft Teams Phone System will send the call to the 8x8 platform.
4. When 8x8 receives the information to place a call, it connects to the customer's 8x8 communications service and emulates a regular SIP VoIP device making a call with the number the user has entered.
5. The 8x8 system takes the dialed number and places the call either internally or via the upstream 8x8 PSTN connection.
6. Incoming calls are handled by 8x8 and presented to a user's regular desk phone and/or sent via 8x8 to their Teams client. The user can choose to answer on either device.
7. Media and signaling flows from the Global SBCs and on to Microsoft Teams, without transcoding, so you are in control of optimizing media codecs. The service supports media in normal and bypassed-media modes.
8. If your equipment supports it, you can perform end-to-end encryption of signaling and media.



Security

8x8 Voice for Microsoft Teams has several key security features:

- End-to-end encryption of both signaling and media is enforced between the 8x8 infrastructure and Microsoft 365. Where a customer's PBX or phone service provider can support security, this may be enabled on that leg of the call also to provide encryption of the entire call.
- To provide the encryption into the Microsoft Teams infrastructure, SSL certificates are required. 8x8 Voice for Microsoft Teams provides and manages these certificates as a part of the service. No action is normally required by the customer to create and manage SSL certificates.
- Administrative access to the service portal is controlled via Azure Active Directory single sign-on, so no user credentials are stored by the service. This also provides for the access policy to be managed by the organization directly and can include two-factor authentication.
- Customer data is securely stored within Microsoft Azure with strict data retention policies to delete unwanted account information in line with GDPR policies
- The customer is under control of the access to their Microsoft Teams tenant via the presence of the DNS records. By removing these records, the customer can revoke access to their Microsoft 365 tenant at any time. SIP device and phone service provider credentials are also under complete control of the customer.



The cloud environment

The 8x8 Voice for Microsoft Teams infrastructure is being rolled out global, with four continents already serviced via high-availability Azure clusters.

- Setup uses load balancing to provide a single network service from our regional Azure servers around the world. If one of Microsoft's Azure locations were to cease operating, our high-availability servers work together to ensure uptime and reliability.
- Customers are provisioned on at least two nodes to provide active high-availability.
- Measures are in place to ensure that the service scales with an increased number of tenants, maintaining reliability and uptime. All inbound connections are secured through SSL Certificates and TLS, which are constantly checked to meet current cloud standards.
- Our 24/7/365 monitoring services automatically detect any service alerts, which are configured with escalation chains.
- 8x8 uses state-of-the-art tools and technologies to ensure all aspects of the service are readily available. The service is situated in load-balanced groups for reliability and scalability purposes. Network and application traffic is therefore distributed across several different servers.

For more information, visit 8x8.com/teams.

8x8

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.

© 8x8, Inc. All Rights Reserved. Unless otherwise specified, all trademarks identified by the ©, TM, or SM are registered trademarks, trademarks, or services marks respectively of 8x8, Inc. 8x8®, 8x8 XCaaS™, eXperience Communications as a Service™, eXperience Communications Platform™ are trademarks of 8x8, Inc.

