



# 8x8 for Microsoft Teams

Advanced calling and contact center integrations for Microsoft Teams

## Why 8x8 and Microsoft Teams?

While many Unified Communications as a Service (UCaaS) providers viewed the rapid growth of Microsoft Teams as a threat, 8x8 recognized that the combination of external communications and Contact Center as a Service (CCaaS) addresses an important opportunity in the platform. 8x8 is actively part of this digital revolution by embracing the cloud and developing highly resilient and reliable communications services to connect employees and customers.

Less than 5% of Microsoft's 320 million monthly active users are licensed for Teams Phone, and even fewer are using an integrated contact center solution. 8x8's commitment to the Microsoft ecosystem means that 8x8 customers with Microsoft 365 can empower their users with communications provided by the only 12-time Leader in the Gartner UCaaS Magic Quadrant (MQ) that also has been recognized nine times in the Gartner CCaaS MQ. This portfolio of Teams integrations is built on this trusted network and continues to evolve with innovations and new certifications to further refine modern work.

## Intuitive, simple to use, and powerful

8x8 has designed the most user-friendly solution for Public Switched Telephone Network (PSTN) calling and contact center in Microsoft Teams.

- **Teams-native experiences** – Users retain a consistent Teams user experience and features.
- **Total control** – Setup requires no user configuration, or software to install and manage.
- **Reliable, cloud power** – 8x8 for Microsoft Teams connects with Microsoft 365 through Microsoft Azure, leveraging a reliable, trusted global network.
- **Built to enterprise standards** – This resilient service built on high availability architecture is monitored

around-the-clock and globe, so it can meet the most demanding requirements of enterprise customers.

- **Device Agnostic** – Full support for any Microsoft Teams devices, including PCs, Macs, and mobiles.
- **Secure** – End-to-end encryption of both signaling and media is enforced between 8x8 and Microsoft 365. It manages the required TLS certificates to provide encryption to the Microsoft Teams infrastructure. Customers retain full control over their Microsoft 365 tenant and the connection to 8x8.

## A Complete, Teams-first Portfolio

The 8x8 for Microsoft Teams portfolio includes the following advanced communication integrations:

- **8x8 Operator Connect for Microsoft Teams** – A purpose-built and Microsoft-certified option to quickly enable native calling in Microsoft Teams through the Operator Connect program.
- **8x8 Voice for Microsoft Teams** - An Azure-based Direct Routing as a Service solution that enables native Teams PSTN calling in over 59 countries with advanced communications capabilities and flexible deployment options.
- **8x8 Contact Center for Microsoft Teams** - A Microsoft Teams-certified contact center solution with omnichannel handling, skills-based routing, and free on-net transfers.
- **8x8 Phone App for Microsoft Teams** - A cost-effective and native PSTN calling option for Microsoft Teams that requires no additional software, desktop plugins, or per user Team Phone licenses.

## Give IT and the business what it wants

8x8 addresses the key requirements of both IT and business managers by increasing user satisfaction and delivering productivity improvements of Microsoft Teams.

### IT administrators want:

- To provide external calling through Microsoft Teams
- To reduce the number of applications to manage without compromising usability
- To transition capital expenditures into an operating expense by replacing hardware with cloud services
- To minimize the strain on existing infrastructure

### Business managers want:

- To increase user efficiency by integrating collaboration and calling without additional software or required training
- To reduce application complexity by consolidating internal and external communications channels
- To enable Bring Your Own Device (BOYD) with full communications from virtually anywhere and from any device
- To support knowledge workers, contact center agents, and frontline workers with fully integrated solutions in Microsoft Teams

## High availability, reliability, and support

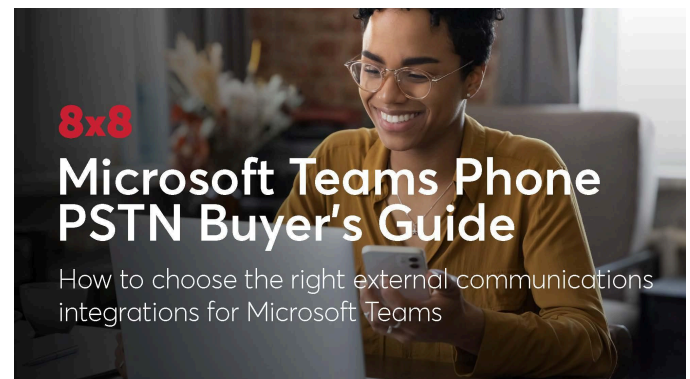
Organizations with Microsoft 365 need a reliable cloud-based communications service, which is why all 8x8 Teams integrations are built on 8x8's high availability infrastructure, backed by a 99.999% platform-wide SLA.

8x8 is the leading UCaaS provider for Microsoft Teams Phone, with over 400,000 customers and growing. Integrations into the platform need to be native and certified where applicable, which 8x8 has now secured for both telephony and contact center. These organizations need flexibility to optimize their spending to match their business needs by user, endpoint, and persona. 8x8 for Microsoft Teams delivers the necessary options to enable friction-free communications in Microsoft 365.

To extend this reliability to 8x8 for Microsoft Teams, the architecture requires strict adherence to a proven global model that anticipates scaling, resiliency, and failover needs to ensure the service automatically load balances to maintain high availability to deliver the expected quality of service and uptime. This is backed by 8x8's 24/7/365 monitoring services that automatically detect service alerts to action through predefined escalation chains.

### Enabling PSTN calling for Microsoft Teams

8x8 for Microsoft Teams provides flexible options for connecting PSTN calling into Microsoft Teams. Check out the [Microsoft Teams Phone PSTN Buyer's Guide](#) for more about the options for integrating external calling into Microsoft Teams.



## 8x8 Operator Connect for Microsoft Teams

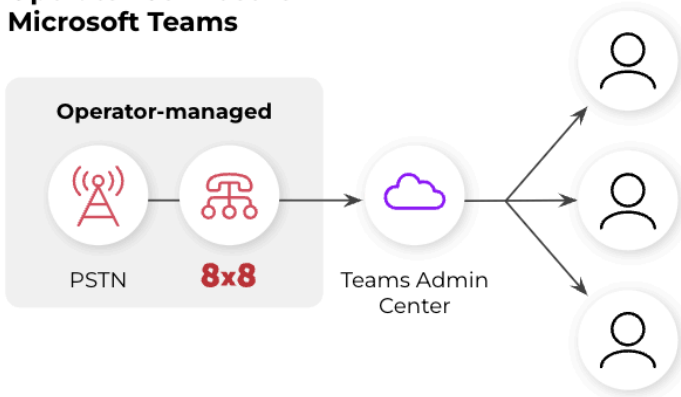
8x8 Operator Connect for Microsoft Teams is purpose-built and Microsoft-certified to quickly enable native calling through Teams Phone.

The service is powered by 8x8's leading UCaaS network reliability to provide trusted communications in Microsoft Teams with global full PSTN replacement in over 20 countries, offer flexible metered and nationwide calling plans, and increase admin efficiency.

It provides a unified set of inbound and outbound PSTN calling services for all connected users and is designed to be exclusively used through the native Microsoft Teams endpoint.

As the only Operator Connect provider with a Microsoft Teams-certified contact center solution and free on-net calling, 8x8 can uniquely offer a complete portfolio of Teams integrations that can reduce configuration complexity, consolidate providers, and optimize costs to do more with less.

### Operator Connect for Microsoft Teams



### Key benefits:

- **Microsoft-certified** - Fast to deploy, fully compliant with the Operator Connect Program for native Teams Phone
- **Reliable** - Direct peering through Microsoft Azure to meet program architecture, support, network, and shared SLA requirements from the only 12-time Gartner UCaaS Magic Quadrant Leader
- **Complete** - Part of the 8x8 for Microsoft Teams portfolio that offers Global Reach, flexible calling plans, and a Teams-certified contact center solution with free on-net calling
- **Teams Phone Native** - To keep things simple, calls happen exactly where users expect them—natively within Microsoft Teams
- **Increase Admin Efficiency** - Provision numbers and manage users from the Microsoft Teams admin center to improve deployment time
- **Optimize Costs** - Consolidate providers and vendors to enhance Teams communications through a single additional source

## 8x8 Voice for Microsoft Teams

8x8 Voice for Teams is a premier Azure-based Direct Routing service that interconnects Microsoft Teams users to the 8x8 Platform.

This solution combines the rich collaboration experience of Microsoft Teams with the high quality and robust telephony services provided globally by the 8x8 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 analog phones, fax machines, or doorbells.

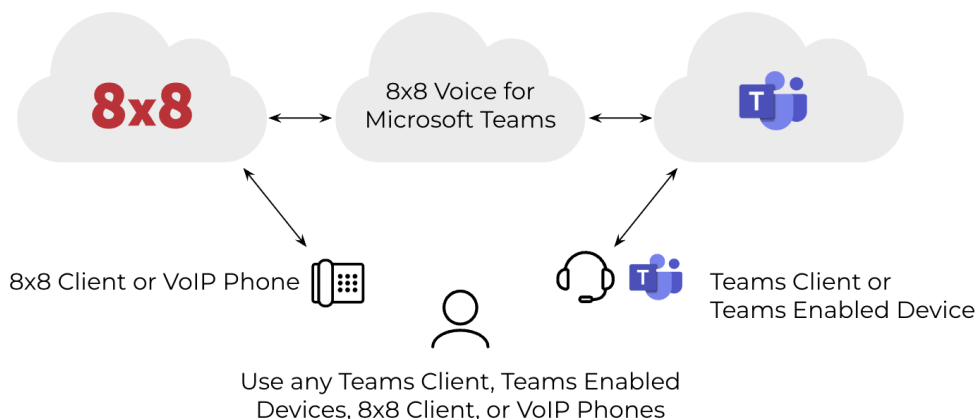
8x8 Voice for Microsoft Teams is ideal for organizations looking to move to the cloud. For those planning a phased introduction of Microsoft Teams, 8x8 can support a mix of Teams and non-Teams users on a single platform. Since it has the full 8x8 PBX on the backend, it can fully support robust phone system requirements such as extension dialing, ring groups, call queues, compliance recording, sentiment analysis, legacy devices, barge/monitor/whisper, SMS/MMS in select markets, eFax, and customer relationship management systems.

As a complete cloud-based Direct Routing service, there are no upfront investments in server hardware, SBCs, SIP trunks, or additional client-side software which means no additional IT administration resources, ongoing maintenance costs, or separate vendor contracts are needed. Administrators log in to the portal using their regular access credentials, authenticated via Microsoft Entra, and provision, activate, and manage licensed users.



### Key benefits:

- **Reliable** - Azure-based Direct Routing as a Service backed by an industry-leading platform-wide 99.999% uptime SLA
- **Flexible** - Full PSTN replacement in over 59 countries and optional unlimited calling plans
- **Advanced** - Enhance Teams with SMS/MMS in select markets, eFax, automated compliance call recording, AI-driven analytics, and supervisor tools for barge, monitor, and whisper
- **Simple** - Reduce admin complexity through an intuitive cloud portal—no on-premises SBCs, SIP Trunk configuration, or PowerShell scripts required
- **Complete** - Part of the 8x8 for Microsoft Teams portfolio that offers Global Reach, flexible calling plans, and a Teams-certified contact center with free on-net calling



## 8x8 Contact Center for Microsoft Teams

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

The service is built on the same direct routing foundation as 8x8 Voice for Microsoft Teams, which inherits all of those benefits and features, and it adds the Microsoft Teams certification for contact center. Microsoft's connected contact center for Microsoft Teams certification program verifies the solution quality, compatibility, and reliability necessary and expected within complete Microsoft solutions.

The integration into Teams connects two professional worlds that have been traditionally separated between Subject Matter Experts and Agents. This enables these individuals to leverage user presence status to find real-time expert availability, on-net transfers with unlimited voice calling to 48 countries, quality management with speech and text analytics, automated call recording for regulatory compliance, integration with the most popular customer relationship management systems, and skills-based routing to improve the customer experience. Your customers also benefit from AI-powered self-service and an ecosystem of technology partners that can empower customers with information and set agents up for successful and timely resolutions.



### Key benefits:

- **Integrated** - Elevation through Teams calling keeps agents connected to the organization with presence
- **Intelligent** - Enhance CX and agent efficiency with AI tools such as Intelligent Customer Assistant, Quality Management, and Interaction Analytics
- **Efficient** - Connect customers with the right agent the first time through skills-based routing and optimize costs with free on-net transfers to experts
- **Simple** - Reduce admin complexity through an intuitive cloud portal—no on-premises SBCs, SIP Trunk configuration, or PowerShell scripts required
- **Complete** - Part of the 8x8 for Microsoft Teams portfolio that offers Global Reach, flexible calling plans, and a Teams-certified contact center with free on-net calling



## 8x8 Phone App for Microsoft Teams

8x8 Phone App for Microsoft Teams is a cost-effective and native PSTN calling solution that requires no additional software, plugins, or per user Teams Phone licenses.

While 8x8 Operator Connect and 8x8 Voice for Microsoft Teams still offer the best Teams Phone user experience, 8x8 Phone App for Microsoft Teams can be cost-effective without impacting Teams engagement.

This option is cost-effective not only because it doesn't require the Teams Phone license per user, but because it also doesn't require any additional desktop software, plugins, or mobile applications for users to make and receive PSTN calls. Most providers that offer a "free" integration with Microsoft Teams simply take the user outside of Microsoft Teams for the call or install a plugin with a non-Teams-native window for conducting the call. If a call requires software outside of Teams to be running on the local device to work, this is not a genuine Teams call.

Being Teams native matters. While 8x8 Phone App requires dialing PSTN numbers through the integrated Teams app, the calls actually happen in the native Teams Calling window. It's built on Direct Routing technology and offers many of the native controls for hold/resume and transferring calls. This matters even more to the organization because each calling activity accurately shows the user's true presence information to others in Teams. Unlike other providers, this service does not rely on a presence sync mechanism that can be delayed or inaccurate. When a user is "in a call" via 8x8 Phone App, every other user in Teams can see that they are "in a call."

8x8 Phone App for Microsoft Teams can only be deployed by administrators to authorized users, so this removes the friction and frustration for users attempting to install something that IT doesn't support or want in their environment. This makes 8x8 Phone App simple for IT and streamlines deployment, administration, and support.



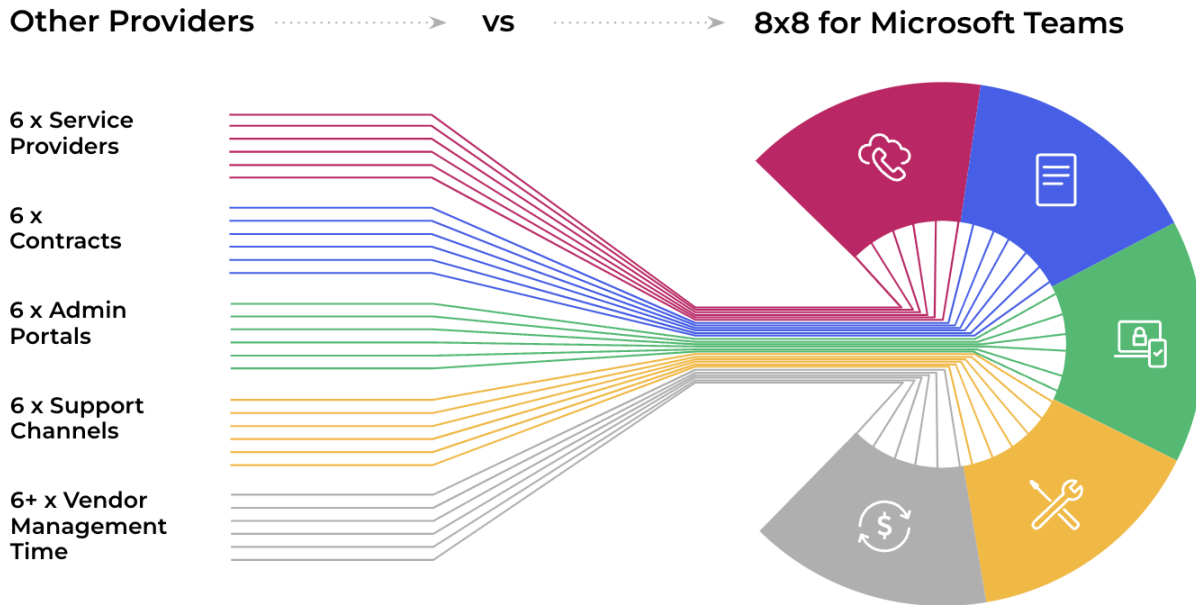
### Key benefits:

- **Cost-effective** - PSTN calling in Teams without the cost of Teams Phone licenses per user
- **Native** - Calls happen exactly where users expect them—natively within Microsoft Teams
- **Intuitive** - Consistent Teams calling experiences across mobile and desktop
- **Simple** - Deploys directly into Teams from the cloud—no local software to install or manage
- **Flexible** - Assignments at user level provide the right 8x8 for Microsoft Teams integration for each role

## 8x8 for Microsoft Teams

8x8 for Microsoft Teams gives your organization all the benefits of a global enterprise communication solution, saving you time and money without the hassle of managing a communications infrastructure or complicating the Teams user experience.

The graphic below highlights how a global customer has advanced their external communications strategy using the 8x8 for Microsoft Teams portfolio. With everything from one provider, this strategic use of 8x8 for Microsoft Teams—including Operator Connect, Direct Routing, contact center, and an integrated Teams app—streamlines operations, reduces expenses, and increases productivity, allowing the company to focus on more strategic initiatives that directly propel business success.



### Additional Resources

- [Microsoft Teams Phone PSTN Buyer's Guide](#)
- [8x8.com/teams](#)
- [Solve for X magazine: The Microsoft Teams Issue](#)
- [Blog - What is 8x8 for Microsoft Teams?](#)
- [Blog - Direct Routing as a Service, the Hidden Menu Option for PSTN Calling in Microsoft Teams](#)
- [Blog - Contact Center as a Service: The Microsoft Teams Connection](#)

### Datasheets

- [8x8 Operator Connect for Microsoft Teams](#)
- [8x8 Voice for Microsoft Teams](#)
- [8x8 Contact Center for Microsoft Teams](#)
- [8x8 Phone App for Microsoft Teams](#)

