



# 8x8 Voice for Microsoft Teams

8x8 Voice for Microsoft Teams supercharges Teams with global PSTN calling and powers the 8x8 Contact Center for Microsoft Teams

8x8 Voice for Microsoft Teams is an Azure-based direct routing service that enables Teams users to make and receive calls over the public switched telephone network (PSTN) using the native Teams desktop, mobile, or web app.

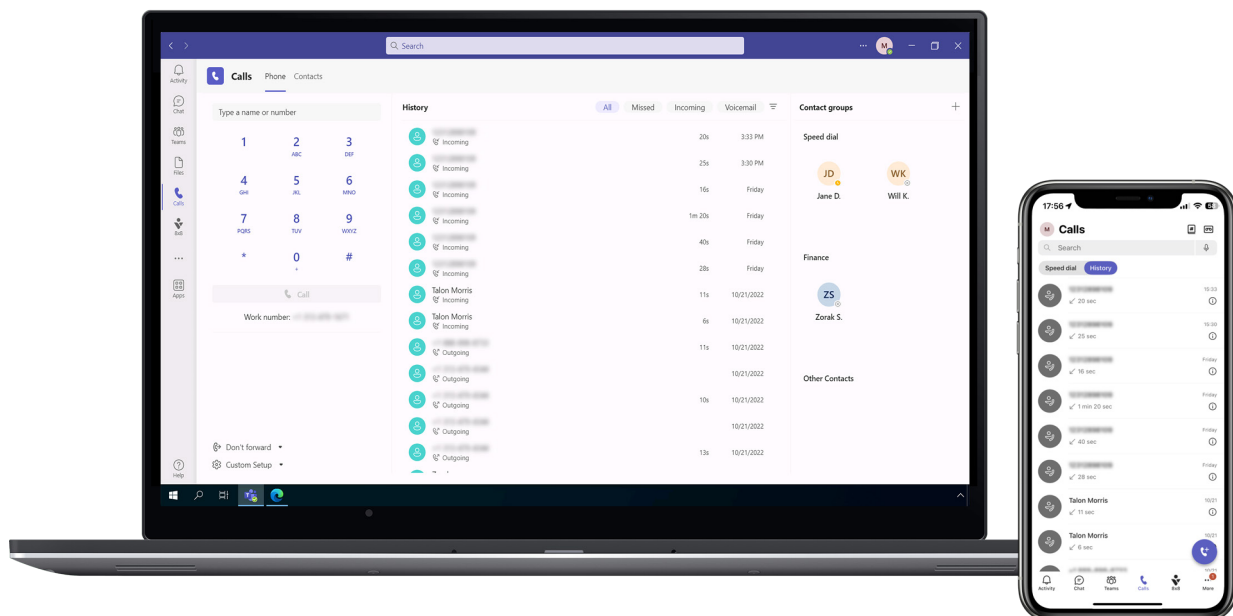
It removes administrative complexities of setting up onpremises equipment, SIP trunks or end-user software, and enhances the Teams user experience through the agility of 8x8 eXperience Communications as a Service (XCaaS). 8x8 XCaaS offers global reach, cost-effective calling plans that feature unlimited options, and additional capabilities all supported by the reliability of an industry-leading SLA.

Organizations also benefit from rapid deployment and flexible calling plans, including unlimited local and international calls to 48 countries, full PSTN replacement in over 50 countries, and virtual number support for local DID or toll-free numbers in more than 100 countries.

8x8 Voice for Microsoft Teams enables contact center agents, using 8x8 Contact Center with Microsoft Teams, to simplify customer engagement workflows.

With the 8x8 Voice for Microsoft Teams app, users can conveniently send or receive business SMS<sup>1</sup> texts, MMS<sup>1</sup> messages, or faxes within Teams, without the need to switch between apps.

8x8 Voice 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 and contact center infrastructure or complicating the Teams user experience.



<sup>1</sup> USA and Canada Only

# Accelerate your Microsoft Teams voice calling success

Unleash the full potential of enterprise communications with the best Microsoft Teams Direct Routing solution

## Features

- Enterprise-grade cloud PBX with unlimited inbound or outbound calls from / to the PSTN or extensions.
- Integrated business messaging (SMS<sup>1</sup>, MMS<sup>1</sup>, faxes, individual or group voicemails) using Teams.
- Self-service access to adjust call forwarding information or log in or out of assigned call queues.
- Microsoft Teams certified contact center with omnichannel capabilities supporting call stacking, wallboards, priority queuing, and social media integration.
- Powerful speech analytics with performance and usage dashboards and reporting options.
- Out-of-the-box integrations with business apps including: Dynamics 365, Salesforce, Zendesk, ServiceNow, NetSuite, and more.
- Single administration interface for user provisioning and management.
- 24/7 follow-the-sun global support centers.
- Industry-leading security and compliance certifications including: CPNI, HIPAA, NIST 800-53 R4, FISMA, EU Standard Contractual Clauses (SCC), ISO 27001:2013, ISO 9001, PCI-DSS 3.2.1 SAQ-D Solution Provider, GDPR, UK Government G-Cloud Supplier, UK Cyber Essentials Plus, Data-in-motion encryption with Session Initiation Protocol (SIP) over Transport Layer Security (TLS) and Secure Real-time Transport Protocol (SRTP).

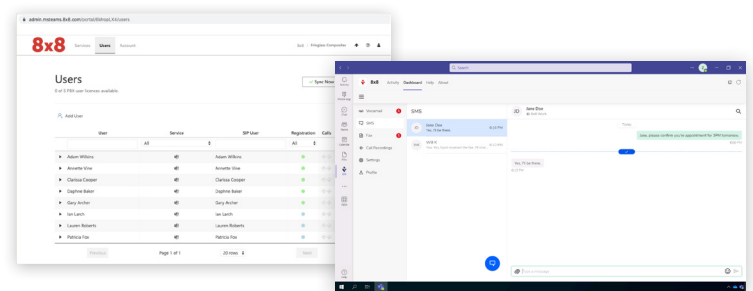
## Benefits

- Risk-free, simple setup without changing the Teams user interface or user experience.
- 8x8 Contact Center for Microsoft Teams empowers contact center agents to make or receive PSTN calls in Teams.
- Global PSTN calling for Teams with full PSTN replacement in 50+ countries, toll free and DID numbers in 100+ countries.
- Unlimited calling plans with options up to 48 countries, which can improve operational cost predictability.
- Mitigate security and compliance risks by using an 8x8 number to send or receive business SMS<sup>1</sup>, MMS<sup>1</sup>, or faxes directly from Teams.
- Security and compliance certifications help organizations comply with strict standards, protect their reputations, and secure their customer data.
- Real-time visibility of Teams and non-Teams calls traversing the 8x8 voice network.
- Supports Teams and non-Teams endpoints.
- Flexible, cost-effective calling solutions through the 8x8 Phone App for Microsoft Teams and purpose-built options such as 8x8 XT.
- 8x8 is the 11x UCaaS Magic Quadrant™ Leader with a Gartner recognized CCaaS solution certified for Microsoft Teams.

 Solution certified for  
**Microsoft Teams**

Learn more at [8x8.com/teams](https://8x8.com/teams)

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**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](https://www.8x8.com), or follow 8x8 on LinkedIn, Twitter and Facebook.

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