

8x8

8x8 Voice for Microsoft Teams

Give all Teams users the power to connect and collaborate.

Organizations around the world empower employees to collaborate with 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 a cloud-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.

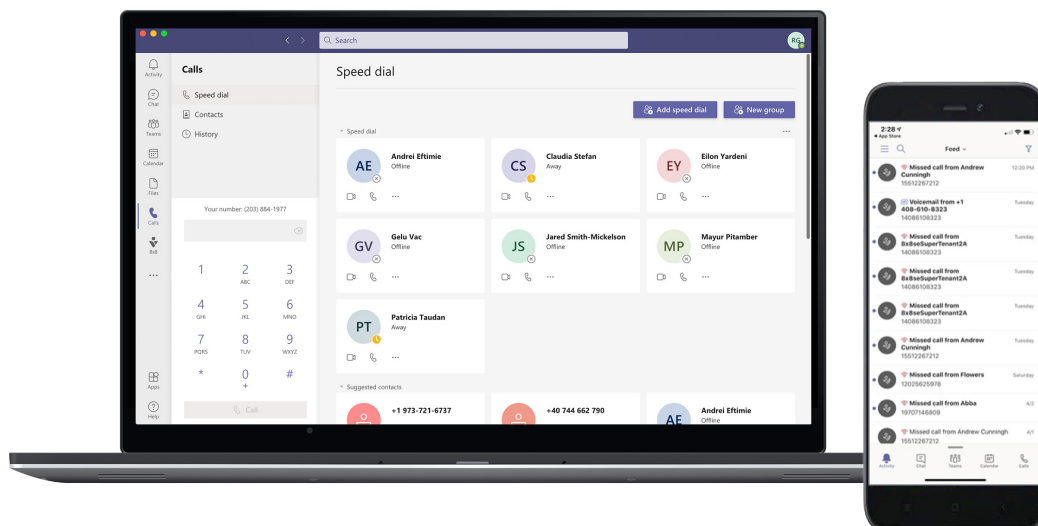
It removes administrative complexities of setting up on-premises equipment, SIP trunks or end-user software, and enhances the Teams user experience through better call quality, advanced phone features and choice of economical calling plans that complement Teams-to-Teams calling and expands Teams PSTN calling globally.

Organizations also benefit from rapid deployment and better commercial licensing, including unlimited local and international calls to 48 countries, full PSTN replacement across 46 countries, and DID plus toll-free numbers in over 120 countries.

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

With the 8x8 Voice for Microsoft Teams app, users can conveniently send or receive business SMS¹ texts, MMS¹ messages, faxes or access voicemails in Teams without switching 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.



¹ USA and Canada Only

Fast-track your Microsoft Teams Voice Calling Success

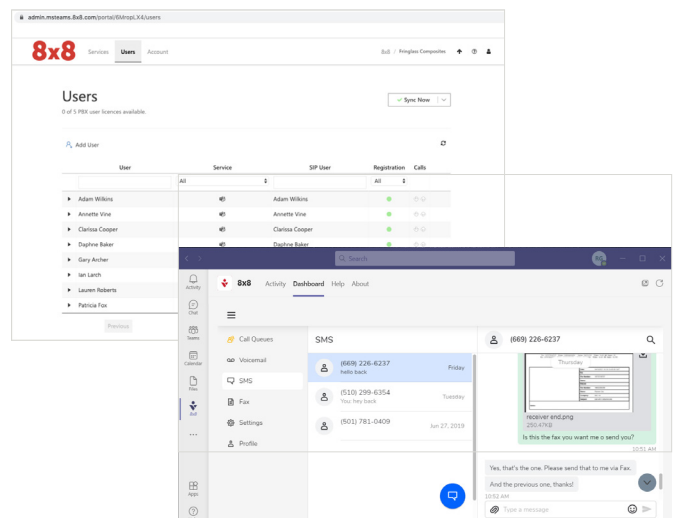
Unleash the full potential of enterprise communications with the best Microsoft Teams Direct Routing solution.

Features

- Enterprise-grade cloud PBX with unlimited inbound or outbound calls from / to the PSTN or extensions.
- Calling features include ring groups, call queues, transfers, voicemail, call hold, recording, etc.
- Integrated business messaging (SMS, MMS, faxes, individual or group voicemails) using Teams.
- Automatic call recording, with instant access playback.
- Presence sync from Microsoft Teams to 8x8-based users.
- Self-service access to change voicemail settings or 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, social media integration for agents using Teams.
- Powerful speech analytics with performance and usage dashboards and reporting options.
- Out-of-the-box integrations with business apps including: Salesforce, Zendesk, ServiceNow, NetSuite, etc.
- 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 46 countries, toll free and DID numbers in 120+ countries.
- Unlimited calling plans for up to 46 countries provide predictable operational costs.
- Mitigate security and compliance risks by using an 8x8 number to send or receive business SMS texts, MMS messages or faxes directly from Teams.
- Security and compliance certifications help organizations comply with strict standards, protect their reputations, and secure their customer data.
- 8x8 Work users and 8x8 Frontdesk receptionists see live status of Teams-based users.
- Real-time visibility of Teams and non-Teams calls traversing the 8x8 voice network.
- Supports Teams and non-Teams endpoints.



Learn more at: 8x8.com/teams



8x8, Inc. (NYSE: EIGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.

