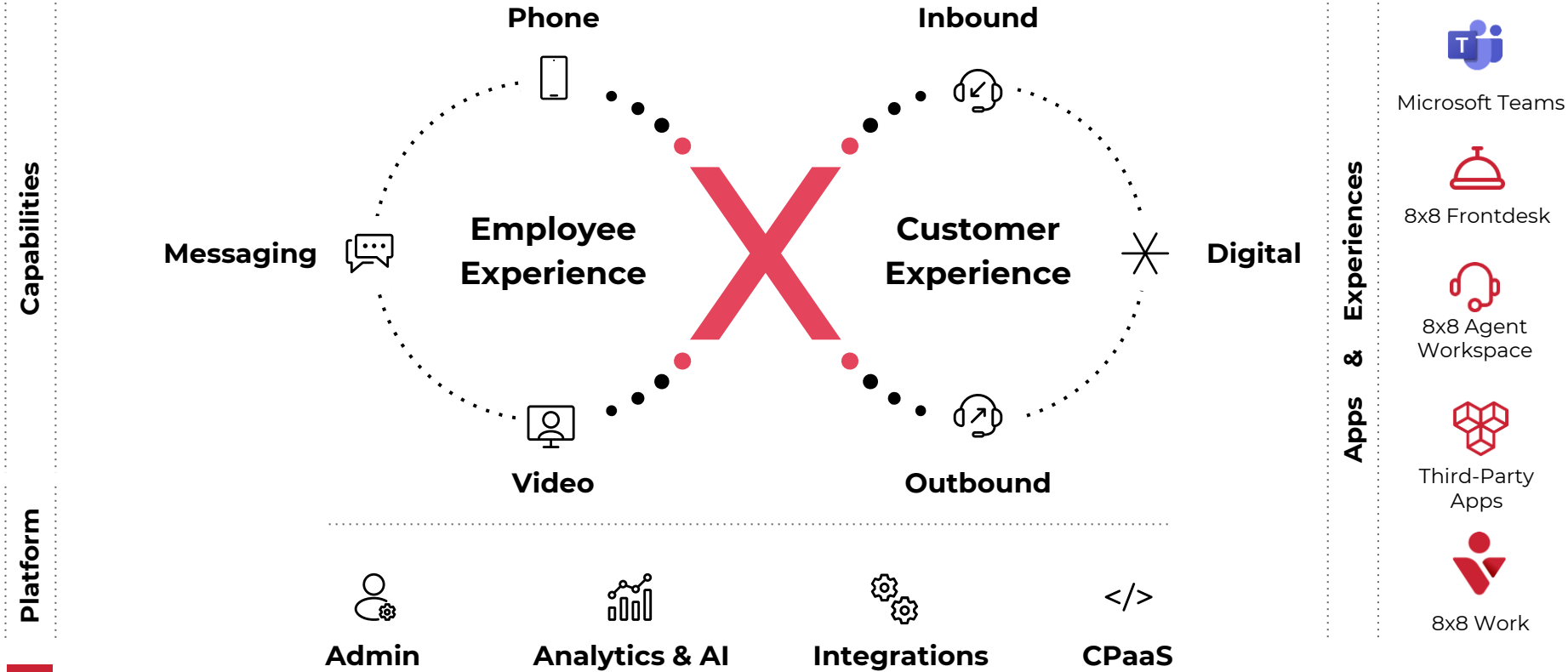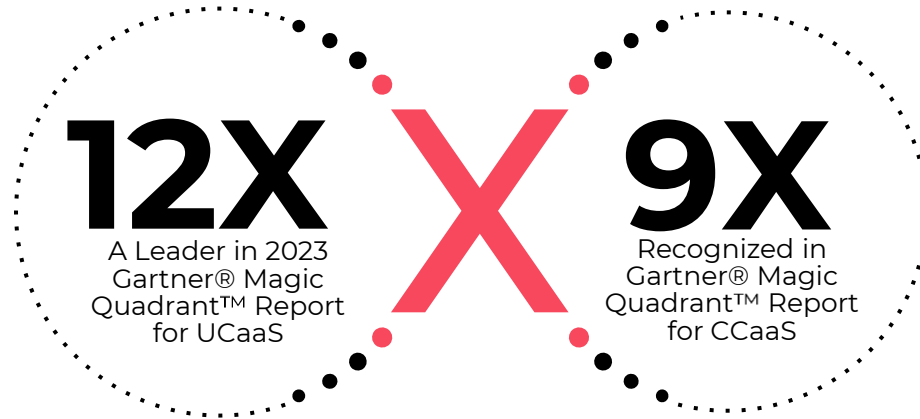# 8x8 for Microsoft Teams

8x8

The eXperience
Communications
Platform

8x8 for Microsoft Teams: Communications for the Customer Obsessed

The only vendor to be an 12x UCaaS MQ leader and recognized 9x in the CCaaS MQ

12X
A Leader in 2023 Gartner® Magic Quadrant™ Report for UCaaS

9X
Recognized in Gartner® Magic Quadrant™ Report for CCaaS

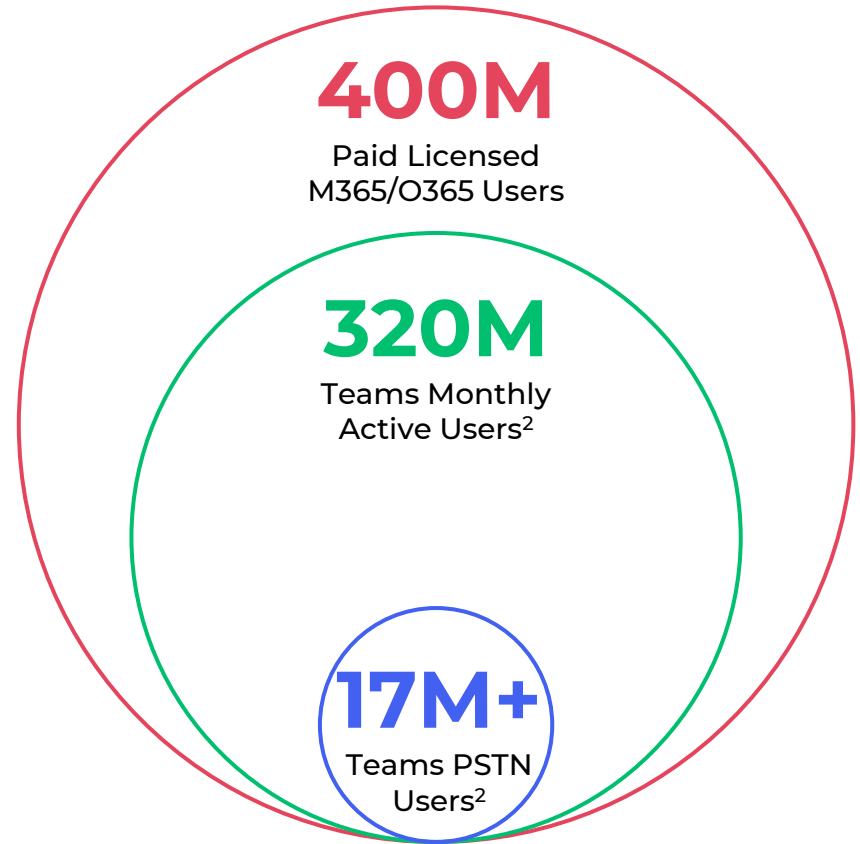**Reliability for the best end-to-end experience**

Integrated solution for superior customer experience

Trusted partnership to accelerate tech adoption and de-risk deployment

Cost-efficient packaging for immediate ROI and low TCO

8x8

The Opportunity

36.9% of those using Microsoft 365 who have not yet adopted Teams Phone System plan to do so in the next 12–24 months[1]

400M
Paid Licensed
M365/O365 Users

320M
Teams Monthly
Active Users[2]

17M+
Teams PSTN
Users[2]

8x8

8x8 for Microsoft Teams

8x8

The eXperience
Communications
Platform

8x8 for Microsoft Teams

Trusted
with over 400k Voice for Microsoft Teams customers

Integrated
Contact Center solution certified for Microsoft Teams

99.999%
Reliable
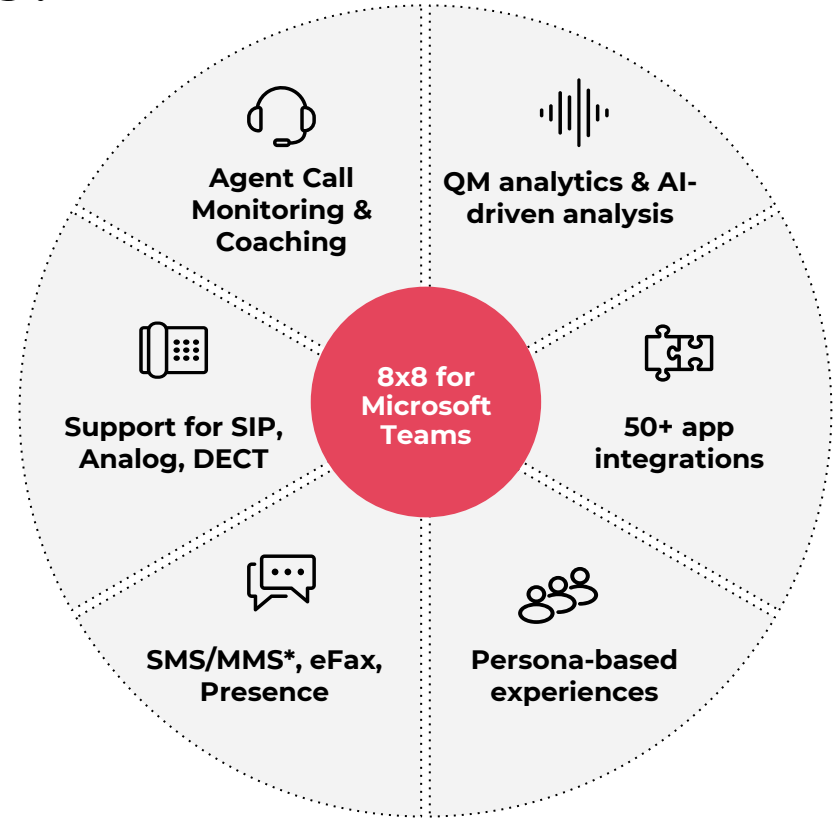industry-leading, platform-wide uptime SLA

Optimized TCO
persona-based communications for all users and endpoints

What is 8x8 for Microsoft Teams?

An Azure-based Direct-Routing-as-a-Service (DRaaS) solution that enables Teams PSTN connectivity in over 58 countries

An 9-time Gartner recognized omnichannel cloud contact center solution certified for Microsoft Teams

A highly available, fully redundant solution, supported by a financially-backed, platform-wide 99.999% uptime SLA

8x8 for Microsoft Teams

- Agent Call Monitoring & Coaching
- QM analytics & AI-driven analysis
- Support for SIP, Analog, DECT
- 50+ app integrations
- SMS/MMS*, eFax, Presence
- Persona-based experiences

*SMS/MMS available in select markets.

8x8 helps customers do more with less

How Operator Connect compares to 8x8 for serving a real global customer in their 35 operating countries
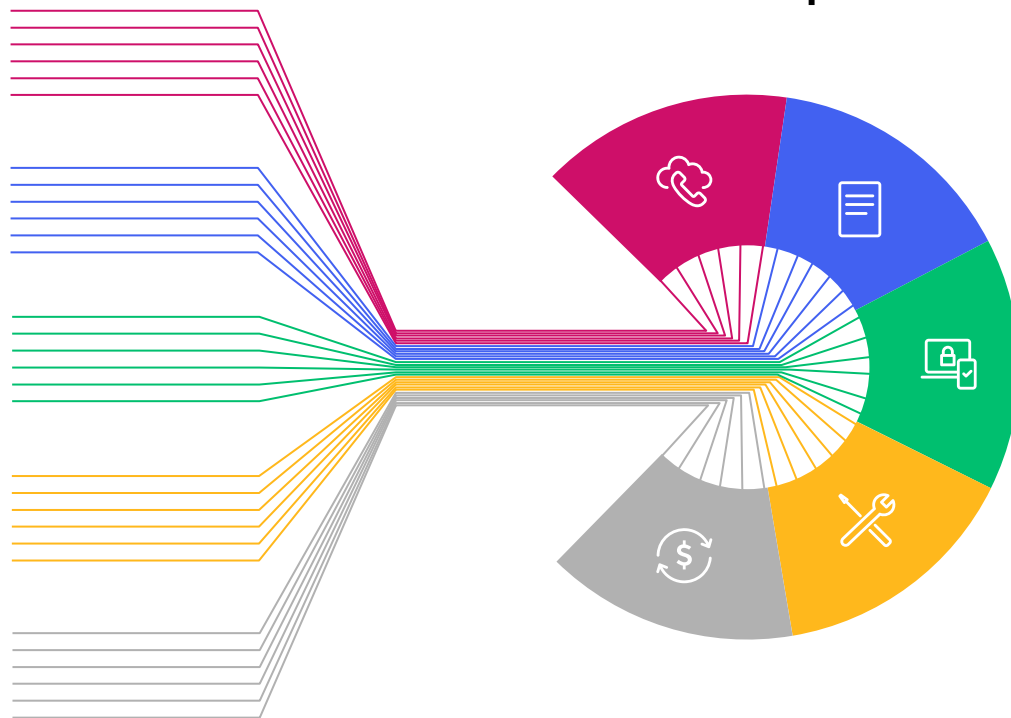
Operator Connect

vs

8x8
86% GDP Served
from 1 service provider

6x Service Providers*

6x Contracts

6x Admin Portals

6x Support Channels

6x+ Vendor Management Time

8x8 + Microsoft Teams

MS Teams clients Mobile / PC / tablet

MS Teams desk phones

MS Teams users

MS Teams Contact Center agents and supervisors

Microsoft 365
+ Phone System license

Global Direct Routing

Presence Sync

8x8
X Series
+ Voice for Microsoft Teams

Settings
eFax
SMS/MMS*
Call recording

8x8

8x8 App for Microsoft Teams

Cost-effective basic calling

Phone App

8x8 Phone App for Microsoft Teams

Global carriers
Phone numbers
Porting

Calling Plans
Auto-Attendant
IVR
Emergency Services

Public Phone Network (PSTN)

8x8 Voice for MS Teams users

SIP desk phones, ATA, DECT, *etc.*

8x8 Contact Center agents and supervisors

Front desk, receptionists and operators

8x8 Work clients for Optional Business Continuity

8x8

*SMS/MMS available in select markets.

The Components of 8x8 for Microsoft Teams

Solution	Products	X Series SKU	MS Teams Integration	Paid Add-on
8x8 for Microsoft Teams	**8x8** Voice for Microsoft Teams	XT or X0T - X4	✚ 8X8 Voice for Microsoft Teams	✚ Microsoft Teams Phone Standard
	8x8 Phone App for Microsoft Teams	X0T - X4	✚ 8X8 Voice for Microsoft Teams	✚ 8x8 Phone App for Microsoft Teams & Teams Phone Resource Account*
	8x8 Contact Center for Microsoft Teams	X6 - X8	✚ 8X8 Voice for Microsoft Teams	✚ Microsoft Teams Phone Standard or 8x8 Phone App for Microsoft Teams

8x8

* Each tenant requires one (1) Teams Phone Resource Account, which is free in most cases, but may have a cost

8x8 Voice for Microsoft Teams

8x8

The eXperience
Communications
Platform

Microsoft Teams PSTN Integration Experiences

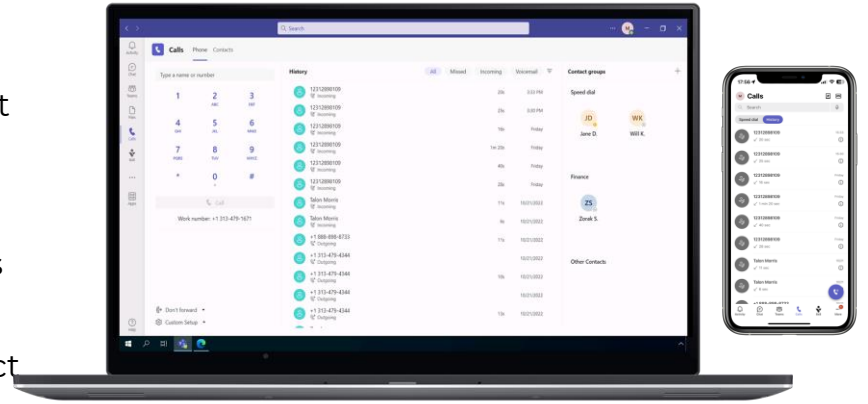|		User Experience	IT Admin Experience
Apps	**Cross Launch Teams App**	▪ All calls require multiple 3rd party apps ▪ Calls happen OUTSIDE Teams	▪ High IT involvement for multiple apps ▪ Single contract with global UCaas provider
	8x8 **Integrated Teams App**	▪ Place calls via 3rd party Teams app ▪ Calls happen INSIDE Teams	▪ Minimal IT involvement for Teams app ▪ Single contract with global UCaaS provider
Requires Teams Phone License	**Direct Routing**	▪ All calls via native Teams Calls app ▪ Basic UC capabilities	▪ High IT involvement ▪ Separate contracts with regional providers
	8x8 **Direct Routing as a Service**	▪ All calls via native Teams Calls app ▪ Value-added UCaaS capabilities	▪ Moderate/Low IT involvement ▪ Single contract with global UCaaS provider
	Operator Connect	▪ All calls via native Teams Calls app ▪ Basic UCaaS capabilities	▪ Moderate/Low IT involvement ▪ Separate contracts with regional providers

8x8

How do Microsoft Teams PSTN Integrations Compare?

|	App Cross Launch	Integrated Teams App	Direct Routing	Direct Routing as a Service	Operator Connect
3rd Party Dialer App in Teams Not Required			■	■	■
3rd Party UCaaS Desktop/Mobile App Not Required		■	■	■	■
Place calls in Native Teams Calls App			■	■	■
Calls happen inside Teams		■	■	■	■
Calls ring in Teams		■	■	■	■
Shows native "In a Call" User Presence in Teams		■	■	■	■
Value-added UCaaS Capabilities	■	■		■	
Teams Phone License Not Required Per User	■	■			
IT Training & Support Requirements	High	Moderate/Low	Moderate/Low	**Low**	**Low**
IT Deployment & Maintenance Level	High	Moderate	High	**Moderate/Low**	**Moderate/Low**
Business Continuity Resilience	**High**	**High**	Low	**High**	Low
Overall Cost	**Low**	**Low**	Moderate	Moderate	Moderate
Overall Teams User Experience	Poor	Good	**Best**	**Best**	**Best**
		8x8 Phone App for Microsoft Teams		**8x8** Voice for Microsoft Teams	

8x8

8x8 Voice for Microsoft Teams

Native Microsoft Teams calling powered by the 12-time Gartner UCaaS Magic Quadrant Leader

✓ Azure-based Direct-Routing-as-a-Service backed by an industry-leading platform-wide 99.999% uptime SLA

✓ Global full PSTN replacement in 59+ countries and optional unlimited calling plans

✓ Persona-based experiences with Quality Management analytics, AI-driven analysis, SMS/MMS*, and eFax

✓ Automated regulatory compliance call recording

✓ Integrates with over 50 business apps and non-Teams certified devices to maximize investments

✓ Powers the 9-time Gartner MQ recognized 8x8 Contact Center, solution certified for Microsoft Teams

8x8

*SMS/MMS available in select markets.

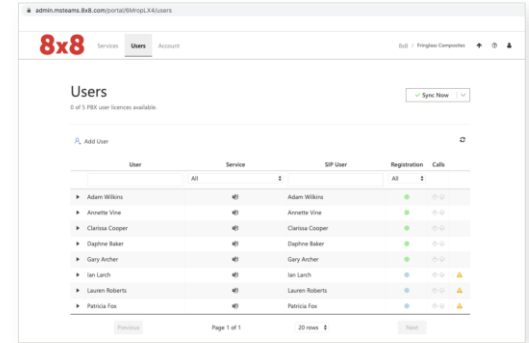# The 8x8 Voice for Microsoft Teams User & Admin Experience
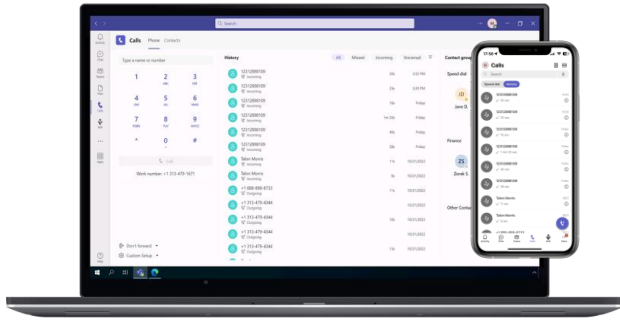
Intuitive Calling

Users dial via the native
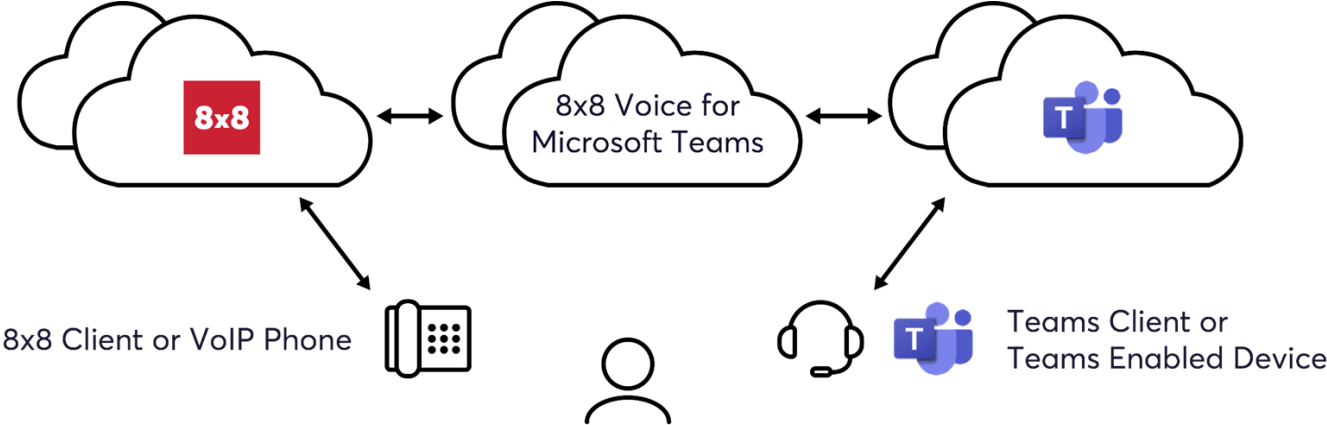Teams Calls App
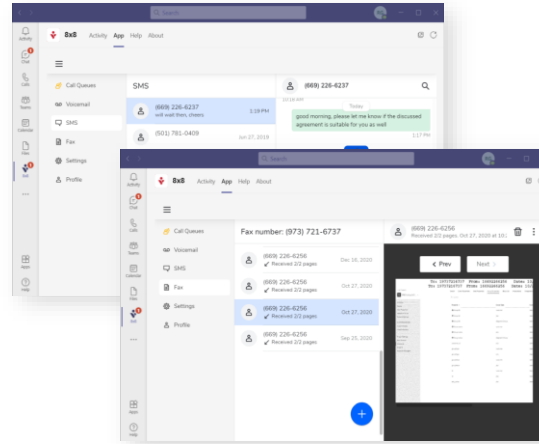
Value-Added Capabilities

SMS/MMS*, eFax,
Conversation IQ, and more
UCaaS functionality

Streamlined Deployment

No required
UC infrastructure skills,
PowerShell expertise,
software installs, or hardware

8x8

*SMS/MMS available in select markets.

No Phone Left Behind

8x8

8x8 Voice for Microsoft Teams

8x8 Client or VoIP Phone

Teams Client or Teams Enabled Device

Use any Teams Client, Teams Enabled Devices,
8x8 Client, DECT, analog, or VoIP Phones

Realize additional value from existing investments

*SMS/MMS available in select markets.

Turnkey value-added UCaaS capabilities

Teams Phone Option	PSTN Access	Cloud-Based Service	SMS*/eFax	Policy-Based Recording	B/M/W	Attendant Console	QM & Speech Analytics	Contact Center
8x8 Voice for Microsoft Teams	✓	✓	✓	✓	✓	✓	✓	✓
Direct Routing	✓	⚙	⚙	⚙	⚙	⚙	⚙	⚙
Operator Connect	✓	✓	⚙	⚙	⚙	⚙	⚙	⚙
Calling Plans	✓	✓	⚙	⚙	⚙	⚙	⚙	⚙

✓ Native Functionality ⚙ 3rd Party Integration * SMS is US/Canada only

8x8 XT

8x8 The eXperience Communications Platform

8x8 XT is purpose-built for Microsoft Teams Phone

Azure-based Direct Routing powered by 8x8 reliability

Full PSTN replacement in 50+ countries from a single provider

Cost-effective special domestic rates for the UK, US, and Canada

Expand with 8x8 Contact Center certified for Microsoft Teams

Mix licenses across specific personas, roles, and unique business needs

8x8 Voice for Microsoft Teams: User License Options

	XT	X0-T	X1 and greater
Communications Requirement	**VoIP Only (Domestic)**	VoIP Only (International)	XCaaS (International)
Personas	**Teams Only Knowledge Workers, Back Office Users, Frontline Workers** **Desk-based / Mobile / Remote User with Microsoft Endpoints Only**	Phone Only Knowledge Workers, Back Office Users, Frontline Workers Desk-based / Mobile / Remote User with Any Endpoint	Knowledge Workers, Sales, Support, Managers, Executives Desk-based / Mobile / Remote User with Any Endpoint
Typical Phone Calling Frequency	**Weekly** **<100 min Per User Per Month**	Weekly <100 min Per User Per Month	Daily Unlimited Per User Per Month
Outbound Calling Usage Requirement	**Light - Moderate Outbound Calling with Basic PBX Functionality**	Light - Moderate Outbound Calling with Enterprise PBX Functionality	Frequent Outbound Calling with Advanced Enterprise PBX Functionality, Video, and Chat
Organizational Resilience Options	**Microsoft Teams Only**	Microsoft Teams and 8x8 Work	Microsoft Teams and 8x8 Work

8x8 Phone App for Microsoft Teams

8x8   The eXperience
Communications
Platform

8x8 Phone App for Microsoft Teams

Cost-effective and native PSTN calling in Microsoft Teams - no additional software, plugins, or per user Teams Phone licenses required

- **Cost-effective** calling without leaving Teams
- **Native** experience with accurate user status
- **Intuitive** calling across desktop and mobile
- **Simple** for IT to administer and deploy
- **Flexible** to mix with 8x8 Voice for Microsoft Teams by role and calling needs
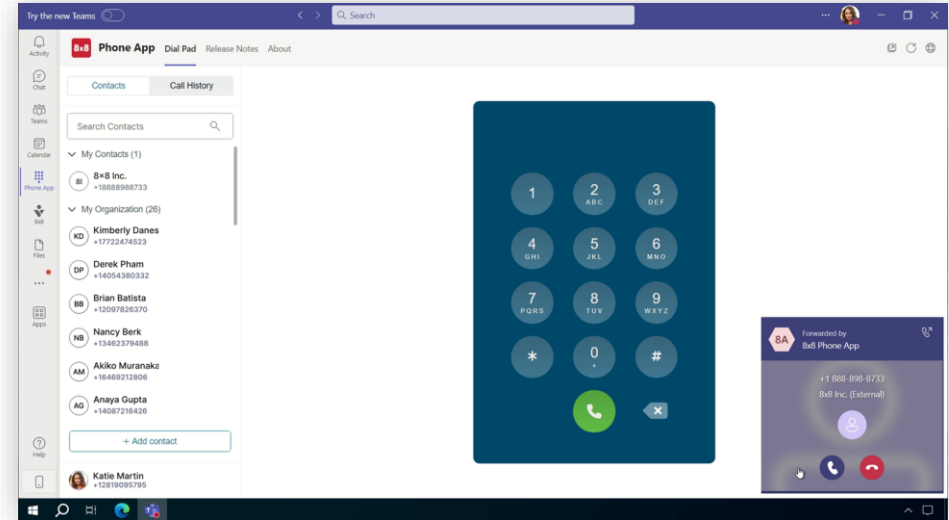
Outgoing Calls via Microsoft Teams Integrations

A comparison of how each integration type places PSTN calls

Calls Happen <u>Outside of Teams</u> and user presence status may not accurately show "in a call" to other Teams users

☆

Partially Integrated
Cross-Launch

Most UCaaS Providers — *"Side-by-Side Integration"*

| UCaaS App **in Teams** | → | Dial or Select Contact **in UCaaS App in Teams** | → | Launch App or Plugin <u>**outside of Teams**</u> | → | Outbound Call happens <u>**outside of Teams**</u> |

Calls Happen <u>Inside of Teams</u> and user presence status will accurately show "in a call" to other Teams users

☆☆

Better
8x8 Phone App for
Microsoft Teams

8x8 Phone App for Microsoft Teams — *"Real App Integration"*

| Phone App **in Teams** | → | Dial or Select Contact **in Phone App in Teams** | → | Accept Call **in Teams** | → | Outbound Call from Teams **in Teams** |

☆☆☆

Best
8x8 Voice for
Microsoft Teams

Direct Routing, Operator Connect, or Microsoft Calling Plan — *"Teams Native Calling"*

| Calling App **in Teams** | → | Dial or Select Contact **in Teams** | → | Outbound Call from Teams **in Teams** |

8x8
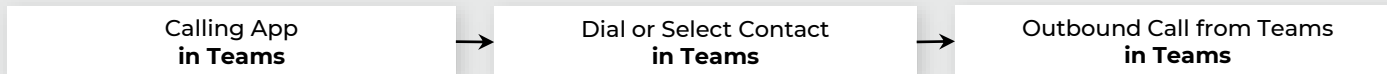
Incoming Calls via Microsoft Teams Integrations

A comparison of how each integration type receives PSTN calls

Calls Happen <u>Outside of Teams</u> and user presence status may not accurately show "in a call" to other Teams users

☆ **Not Integrated** Cross-Launch	**Most UCaaS Providers — "Side-by-Side Integration"**		
	Inbound Call to UCaaS App **outside of Teams** →	Accept Call **outside of Teams** →	Inbound Call in UCaaS App **outside of Teams**

Calls Happen <u>Inside of Teams</u> and user presence status will accurately show "in a call" to other Teams users

☆☆ **Better** 8x8 Phone App for Microsoft Teams	**8x8 Phone App for Microsoft Teams — "Real App Integration"**		
	Inbound Call to Teams **in Teams** →	Accept Call **in Teams** →	Inbound Call in Teams **in Teams**

☆☆☆ **Best** 8x8 Voice for Microsoft Teams	**Direct Routing, Operator Connect, or Microsoft Calling Plan — "Teams Native Calling"**		
	Inbound Call to Teams **in Teams** →	Accept Call **in Teams** →	Inbound Call in Teams **in Teams**

8x8
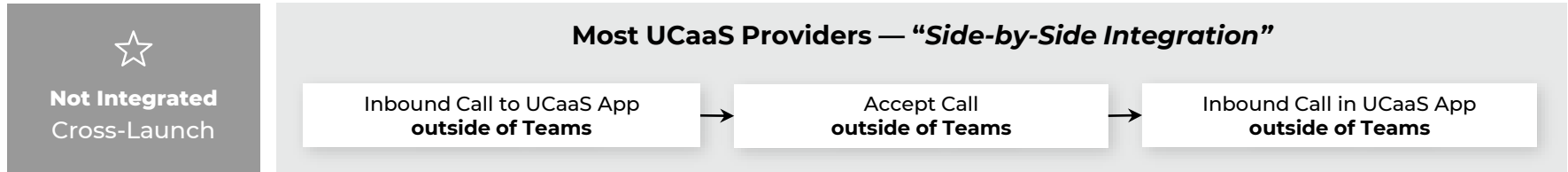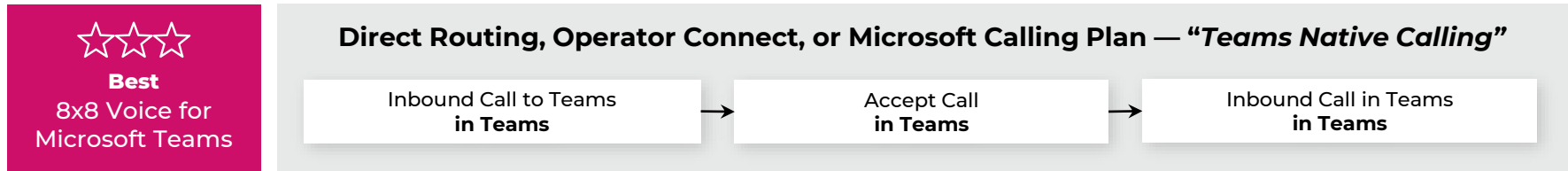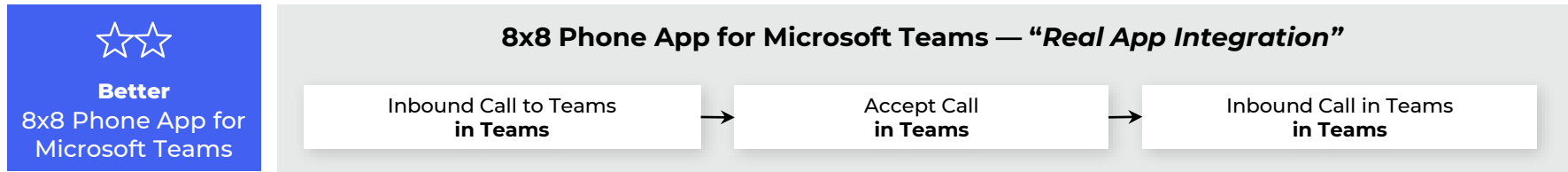
Features 8x8 Phone App for Microsoft Teams Update

What's New? Improved Call Management in the <u>Native Teams Calls Window</u>

- Hold/Resume
- Cold Transfer
- Warm Transfer (Consult and Transfer)
- Call Merge
- Teams Call Recording
- Teams Call Transcript
- Teams Call Live Captions

If so much of the experience is Native, why does a user need the app? 8x8 Phone App is required for:

- Initiating outbound PSTN calls
- Initiating transfers to External PSTN users

Does Phone App do anything else? Yes, it still provides contact management, pinned contacts, and call history

What limitations do I have with 8x8 Phone App?

- Call Park
- Call forward to another PSTN number
- Initiate outbound PSTN call from Chat, Channel, native Teams Calls app, or other app outside of Teams (e.g. Office)

8x8

8x8's PSTN Options for Microsoft Teams

8x8

The eXperience
Communications
Platform

Comparison of 8x8's Microsoft Teams PSTN Integrations

8x8 Features	8x8 XT	8x8 Phone App for Microsoft Teams + X Series	8x8 Voice for Microsoft Teams + X Series
Add-on Requirement	Teams Phone Standard	8x8 Phone App	Teams Phone Standard
Outbound Calling Rates	Metered Special Domestic Rates*	Metered, Unlimited Optional Standard rates	Metered, Unlimited Optional Standard rates
DIDs	Home Country	Varies by X Series SKU	Varies by X Series SKU
Outbound Calling Method	Native Teams Calling	8x8 Phone App for Microsoft Teams OR 8x8 Work	Native Teams Calling OR 8x8 Work
Microsoft Teams Endpoints	Yes - Microsoft Teams Only	Yes	Yes
8x8 Endpoints	No	Yes - 8x8 Work, 8x8 Compatible Phones, and Analog Phones	Yes - 8x8 Work, 8x8 Compatible Phones, and Analog Phones
Personas	Teams Only Knowledge Workers, Back Office Users, Frontline Workers	Back Office Users, Knowledge Workers, Managers	Knowledge Workers, Managers, Executives
Typical Phone Usage Frequency	Weekly	Weekly	Daily
	<100 min Per User Per Month	<100 min Per User Per Month	Unlimited Per User Per Month
Usage Scenarios / Environments	Occasional Outbound Calling	Infrequent Outbound Calling	Frequent Outbound Calling
	Works Only in Teams	Wants Flexibility of Calling in Teams	Shared Phones Without
	No Additional Communication Resilience - Microsoft Teams Endpoints Only (App, Web, or Device)	Additional Communication Resilience with 8x8 Work	Additional Communication Resilience with 8x8 Work

Cost, experience, or both?

8x8 offers the most robust options for integrating PSTN calling into Microsoft Teams by empowering organizations to mix licenses by user, persona, and need.

8x8

8x8 Options for Microsoft Teams PSTN Integration: Cost, User Experience, or Both?

Cost (vertical axis)

Experience (horizontal axis)

Phone App for Microsoft Teams + X Series**
- Enterprise-grade UCaaS
- Good (App) MS Teams Integration
- Metered calling, unlimited optional
- Voice, video, chat
- 8x8 & Teams resilience
- 8x8 & Teams endpoints

Voice for Microsoft Teams + X Series
- Enterprise-grade UCaaS
- Best (Native) MS Teams integration
- Metered calling, unlimited optional
- Voice, video, chat
- 8x8 & Teams Resilience
- 8x8 & Teams endpoints

Voice for Microsoft Teams + XT
- Enterprise-grade call quality
- Best (Native) MS Teams integration
- Metered calling with special rates*
- SIP Trunk only (No PBX)
- Teams resilience
- Teams endpoints only

What if you could...

Sales
Inbound/Outbound
Enterprise PBX
Unlimited Calling

Voice for Teams

Back Office
Limited Outbound
Basic PBX
Metered Calling

XT or Phone App

Internal Support
Limited Outbound
Advanced PBX
Metered or Unlimited

XT or Phone App

Supervisors & Executives
Frequent Outbound
Enterprise PBX
Unlimited Calling

Voice for Teams

External Support
Frequent Transfers
Enterprise PBX
Unlimited Calling

Voice for Teams
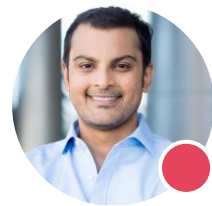
Front Line Worker
Limited Outbound
Advanced PBX
Metered or Unlimited

XT

8x8 Contact Center for Microsoft Teams

8x8

The eXperience
Communications
Platform

8x8 Contact Center for Microsoft Teams

The only 12-time Gartner UCaaS Magic Quadrant Leader with a Gartner-recognized CCaaS solution certified for Microsoft Teams

✓ Omnichannel handling and elevation with calling managed through Microsoft Teams

✓ Integrates with Dynamics 365, Salesforce, Zendesk, NetSuite, and more

✓ Skills-based routing with Teams user presence to find experts in real-time and transfer on-net

✓ Intelligent Interactive Voice Response (IIVR)

✓ Quality Management with speech and text analytics

✓ Automated regulatory compliance call recording
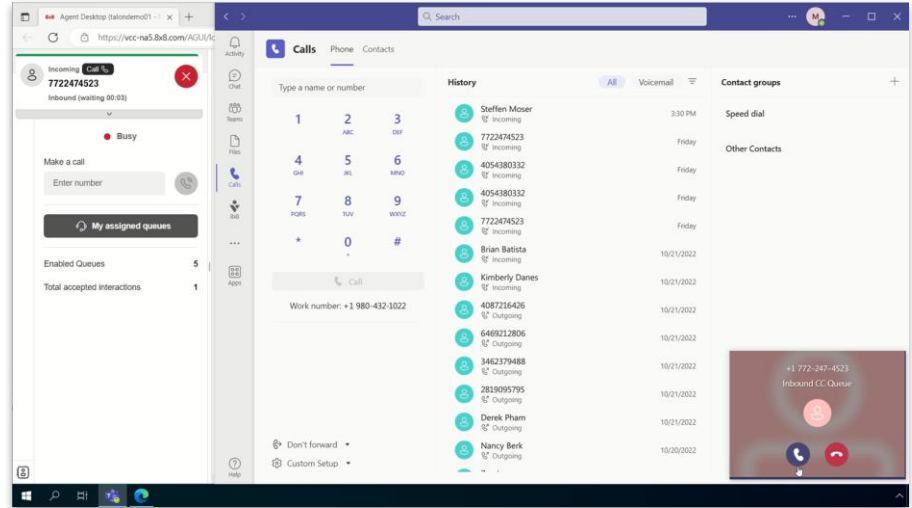
Solution certified for
Microsoft Teams

The Voice of
the Customer

8x8 The eXperience
Communications
Platform

Customer Case Study Quotes

nVent

"Once we started integrating 8x8 with Microsoft Teams, it was huge. Our employees loved it."

Chris Geryol
Director of IT and Operations

Manufacturing

U1 First United Bank & Trust

"From the technical side, our migration from our previous provider to 8x8 was very smooth. We signed the contract in September and were live by November."

AJ Tasker
Vice President and Director of Information Technology

Banking & Finance

BLUE CONNECTIONS IT

"Everyone now has a single form of communication across the company. This has improved our efficiency and ensures we can provide the best level of service to our clients at all times."

Paul Wilson
Practice Manager

IT & Telecommunications

FLANAGAN | BILTON LLC

"8x8 has the best Microsoft Teams integration, better than all the other vendors we evaluated. From making and receiving calls to user administration, 8x8's integration is seamless."

John Cielo
Systems Administrator

Legal Services

8x8
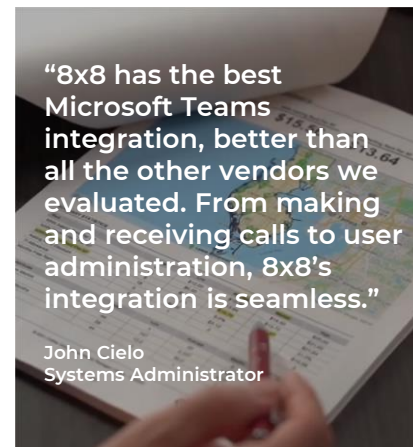
nVent boosts global collaboration by integrating 8x8 with Microsoft Teams

Challenge

130 global sites were running 60 different communications systems

Non-interoperable systems impeded flexibility and collaboration

Difficult and costly to administer and maintain

Result

One unified platform for all employees around the world

Easy voice calls from familiar Microsoft Teams interface

Cost and productivity savings from simplified infrastructure

About: nVent is a global leader in enclosures, electrical, and thermal management products | **Industry:** Manufacturing | **HQ:** Saint Louis Park, MN | **Solutions:** 8x8 Voice for Microsoft Teams and 8x8 Contact Center for Microsoft Teams

"Once we started integrating 8x8 with Microsoft Teams, it was huge. Our employees loved it."

— Chris Geryol, Director of IT and Operations

First United invests in the future with 8x8 Contact Center for Microsoft Teams

Challenge

Complex and expensive on-premises system

Limited channel options and agility with Microsoft Teams

Siloed information across various channels and platforms

Result

Streamlined communication with 8x8 Contact Center for Microsoft Teams

Call, text, and chat together on one interface

Smooth transition with minor ramp-up time

About: First United Bank & Trust is a community bank | **Industry:** Banking and Finance | **HQ:** Oakland, Maryland | **Solution:** 8x8 Contact Center for Microsoft Teams

"From the technical side, our migration from our previous provider to 8x8 was very smooth. We signed the contract in September and were live by November."

— AJ Tasker, Vice President and Director of Information Technology, First United Bank & Trust

8x8

![Blue Connections IT logo]

Blue Connections streamlines contact centre operation with 8x8

Challenge

Inflexible and difficult on-premises solution

Ill-equipped to manage remote workers

Inability to manage call traffic and maintain customer service standards

Result

Remote management allowed for improved flexibility

Contact centre agents can readily manage call queues and divert callers as required

Improved efficiency ensures the best level of service to their clients

About: Leading Australian-owned IT Solutions and Managed Services Provider | **Industry:** IT & Telecommunications | **HQ:** Victoria, Australia | **Solutions:** 8x8 Voice for Microsoft Teams and 8x8 Contact Centre for Microsoft Teams

"Everyone now has a single form of communication across the company. This has improved our efficiency and ensures we can provide the best level of service to our clients at all times."

— **Paul Wilson**
Practice Manager - Networks, Security & Comms

8x8

Flanagan | Bilton boosts agility and efficiency with 8x8 Voice for Microsoft Teams

Challenge

Eager to finally ditch their PBX system

Needed to support a hybrid workforce

Wanted a solution that could seamlessly integrate with Microsoft Teams

Result

All communications in one interface

Saved money by reducing the number of subscriptions/platforms

No more fear of dropped calls or being glued to a desk phone

About: Flanagan | Bilton is the nation's largest property tax law firm |
Industry: Legal Services | **HQ:** Chicago, IL | **Solution:** 8x8 Voice for Microsoft Teams

"8x8 has the best Microsoft Teams integration, better than all the other vendors we evaluated. From making and receiving calls to user administration, 8x8's integration is seamless."

— John Cielo, Systems Administrator

Terracon runs a reliable, consistent IT service desk on 8x8

Challenge

On-premises system difficult to scale

First cloud platform unreliable and inconsistent

Over-promised, under-delivered

Result

Significant improvement in voice call quality

Greater reliability, consistency, and ease of use

Powerful analytics features

"The visibility the team has through dashboards and reporting is helpful to ensure we are hitting our service level metrics for Terracon."

— Ryan Stock, IT Service Desk Manager

About: Terracon is an engineering consulting firm that specializes in environmental, facilities, geotechnical, and materials services. | **Industry:** Engineering | **HQ:** Olathe, KS | **Solution:** 8x8 Contact Center, 8x8 Voice for Microsoft Teams

Cayuga Mutual Insurance personalizes the call experience with 8x8 + Microsoft Teams

Challenge

Lack of flexibility and mobility with on-premises PBX

Needed to find a cloud-based solution

Needed a solution that worked with Microsoft Teams

Result

Easy implementation across the company

Rich feature set to suit personal work styles

Seamless user experience with Microsoft Teams

About: Cayuga Mutual Insurance offers a full range of home, auto, commercial, and farm insurance products. | **Industry:** Insurance | **HQ:** Cayuga, Ontario, Canada | **Solution:** 8x8 Work, 8x8 Voice for Microsoft Teams

"We chose 8x8 because it was a more polished cloud communications product than the other solutions we looked at, with better features and user experience."

- Myles Tonnies, CIO, Cayuga Mutual Insurance

8x8

Thank you

8x8