



8x8

8x8 Voice for Microsoft Teams

Enterprise Cloud Voice Solution for Microsoft Teams Users

Key benefits



Enterprise Cloud Communications Platform



Effortless Implementation

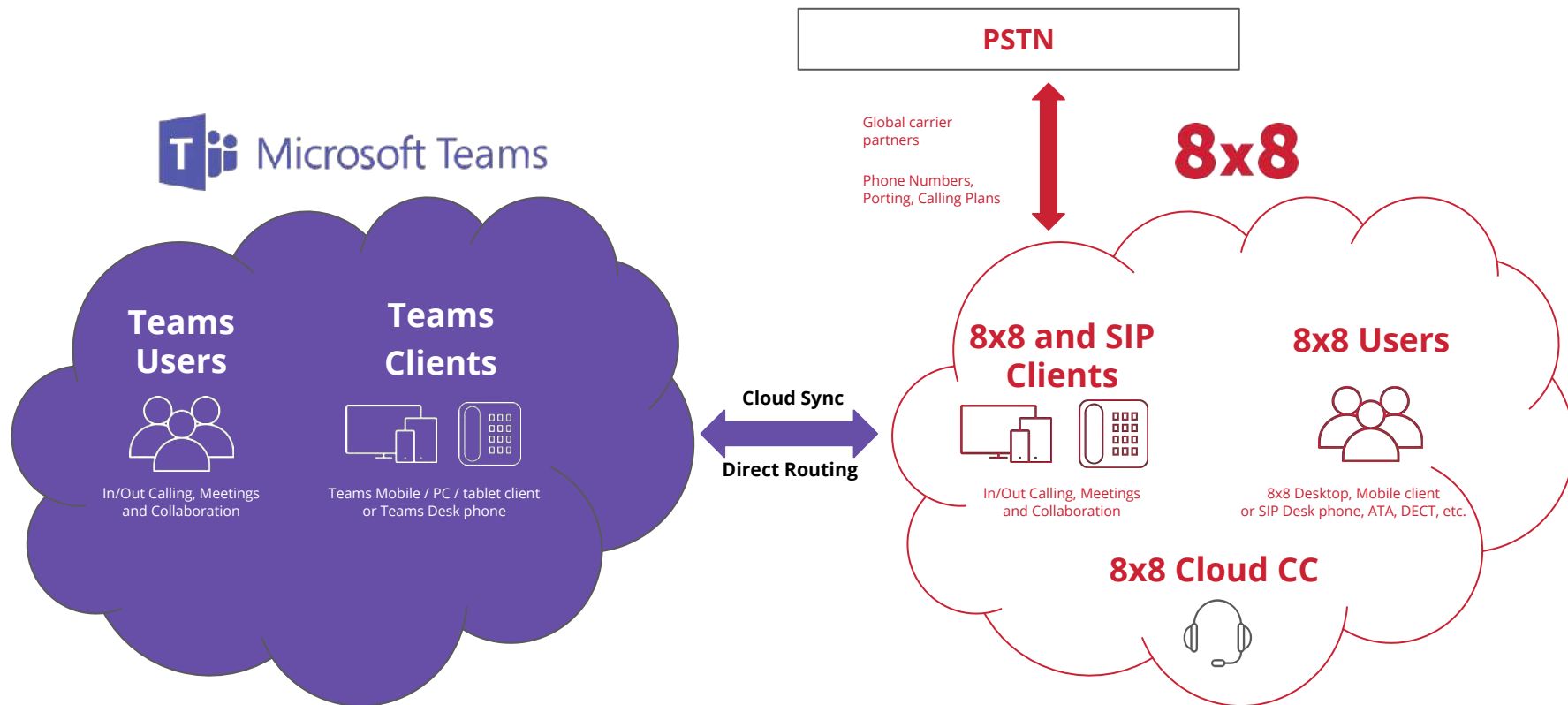


More Than Just Direct Routing/SIP Trunking

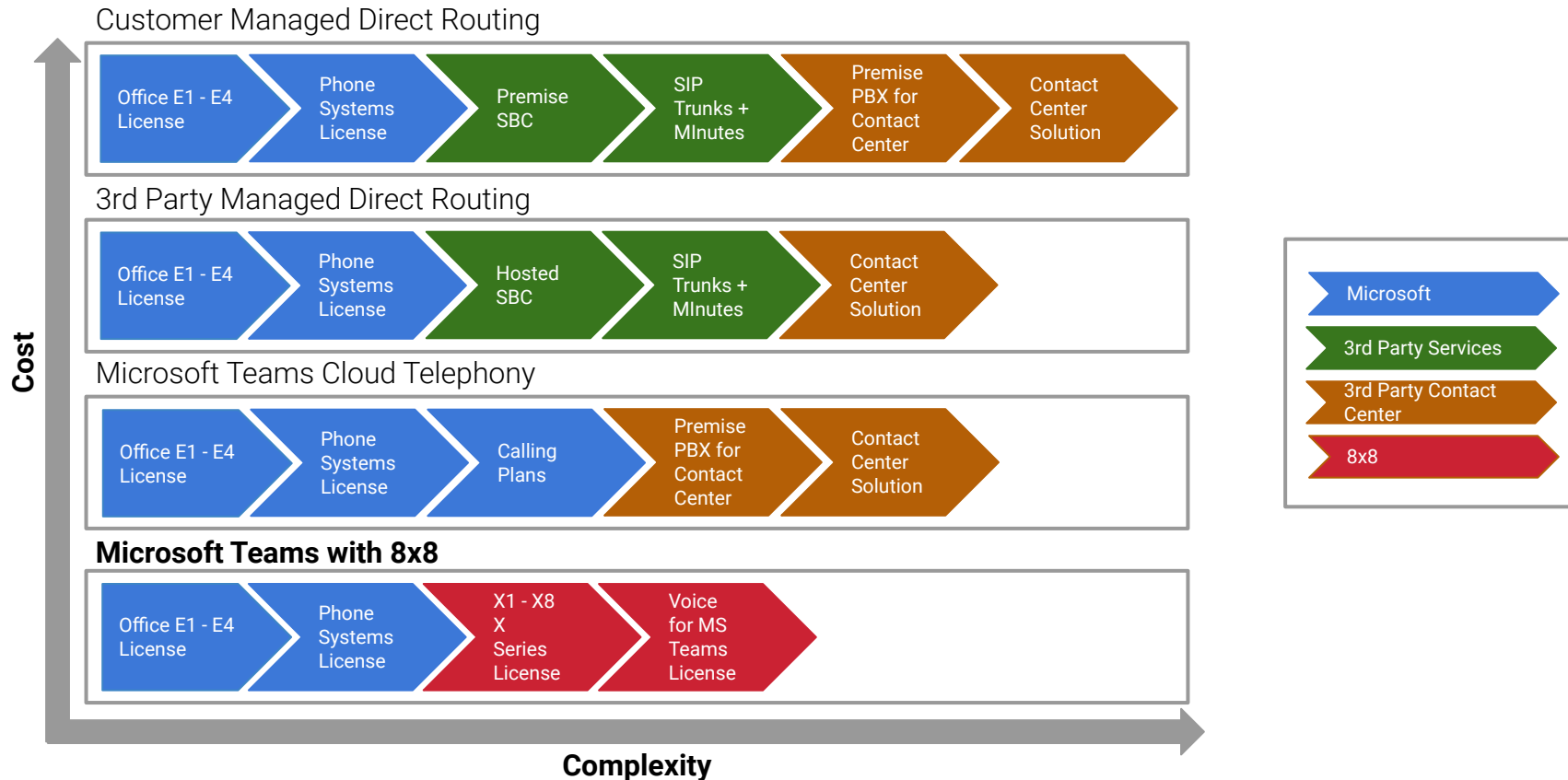


Consistent experience for Teams users

What is 8x8 Voice for Microsoft Teams?



Microsoft cloud telephony is complex & expensive



Putting Teams at the Center of the User Experience.



Native Teams user experience for all types of interactions.

Plugins
Bots

Microsoft Teams

Search or type a command

Calls

- Speed dial
- Contacts
- History
- Voicemail

Your number: (202) 301-1866

Speed dial

PSTN contact

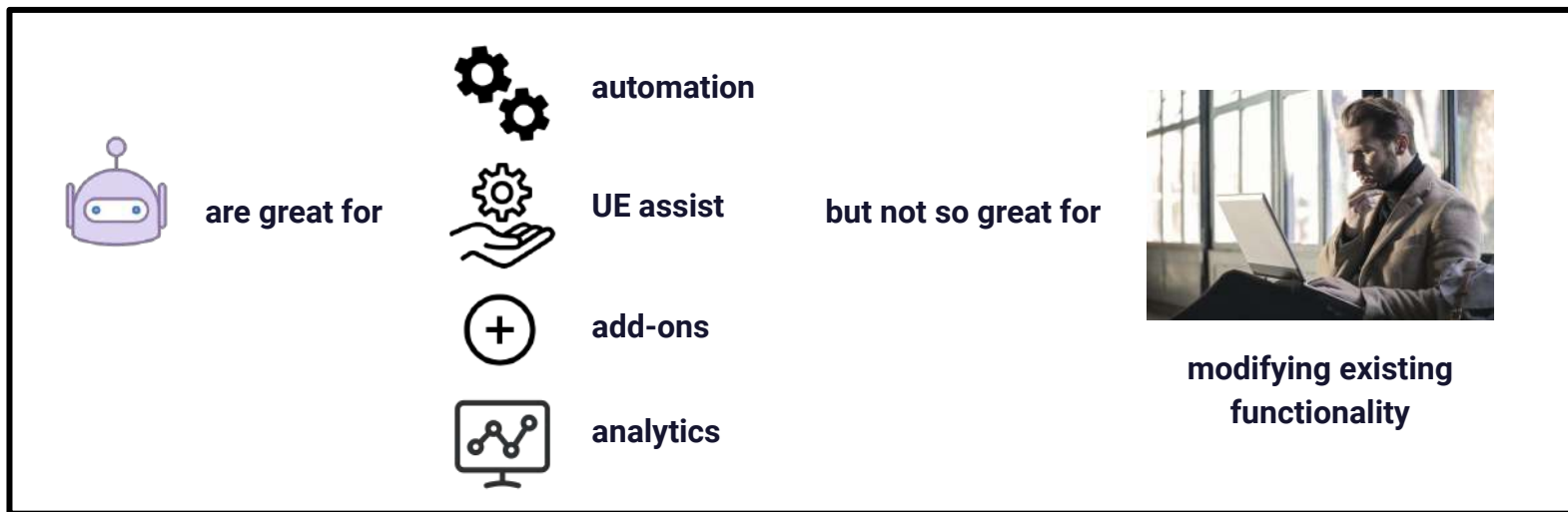
Other Contacts

MS Teams contact

Suggested contacts

Contact	Role	Status
Delia Dennis	Engineer	Offline
Grady Archie	Designer	Offline
Johanna Lorenz	Senior Engineer	Offline
Lee Gu	Director	Away
Lidia Holloway	Product Manager	Offline
Raul Razo	Engineer	Offline

The Native User Experience versus the Bot Experience



Communications bot integrations are fundamentally dysfunctional:

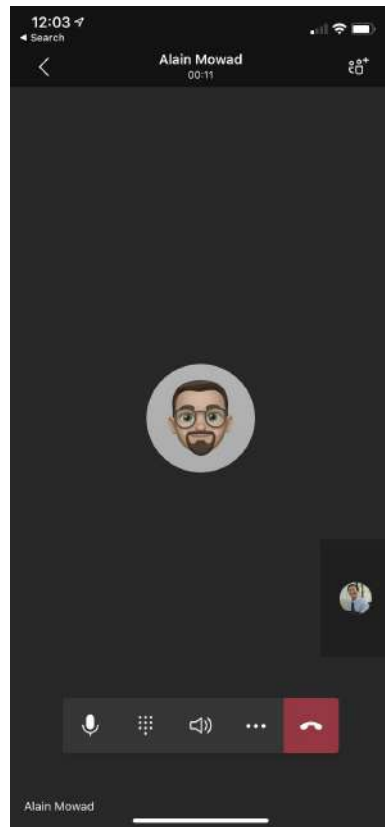
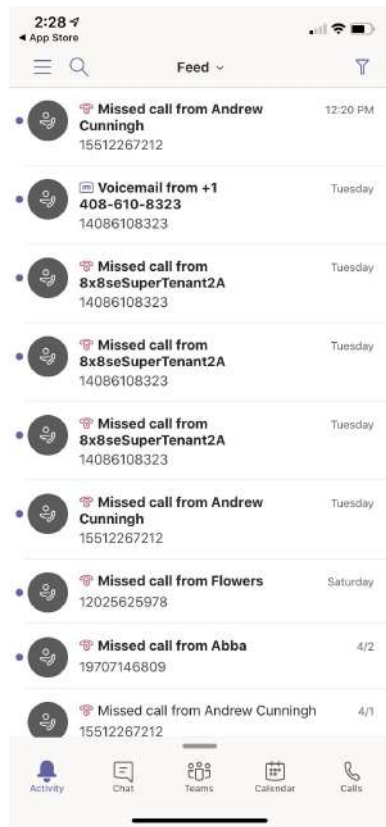
- ➔ They require additional work by IT to download and install
- ➔ They break the current user experience requiring specialized training
- ➔ A separate vendor-provided application is still needed for calling:
 - ◆ A vendor supplied separate desktop or web application
 - ◆ A vendor supplied mobile app, requiring app switching

Comparing 8x8 Direct Routing to the bot/app approach

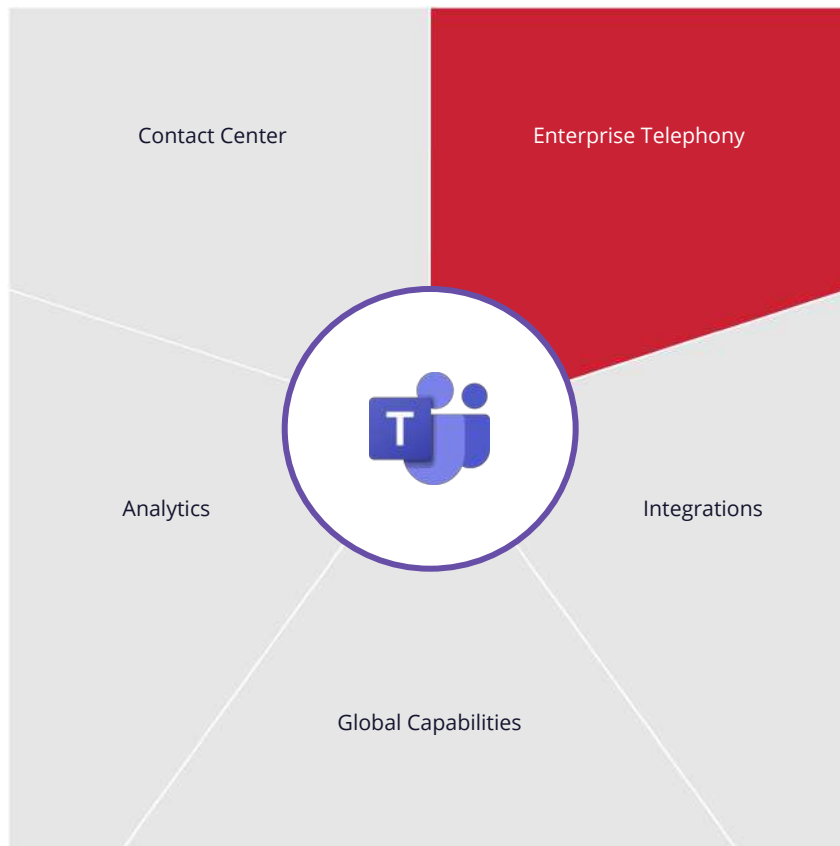
8x8**Bot/Apps Vendors****Browser Extension Vendors**

No downloads or installs	Requires app/bot download and install by IT admin	Requires Extension download and install by each user
No change to native Teams UE for desktop, mobile and web apps	Modifies the Teams UE requiring user training	Modifies the Teams UE requiring user training
Teams as the single collaboration client	Requires vendor app installed to place and receive calls, and app switching on mobile	Only works in web based application and is browser dependent
No maintenance or updates required by IT or user	Maintenance and updates required by IT admin	Maintenance and updates required by each user
A single application vendor to manage for the UE (Microsoft)	Multiple vendors to manage for the UE	Multiple vendors to manage for the UE

Same Teams mobile app for calling.



Industry leading enterprise telephony.



Comparing 8x8 to Microsoft Calling Plans



Calling plans in 10 countries

VS

Calling plans in 47 countries

Only includes up to 600 international minutes

VS

Unlimited calling to 47 countries

Maintains internal communications siloes

VS

One unified communications solution

Lack of 3rd party business app integrations

VS

35+ 3rd party business app integrations

No native contact center solution

VS

Native contact center solution

Comparing 8x8 with other direct routing vendors

8x8

Carriers

MSPs

UCaaS

Single vendor solution for both MS Teams and non-Teams users	Calling plans and PSTN access only (requires separate MSP)	Provide MS Phone connectivity SIP connectivity to a carrier for PSTN required	Requires a separate partner integration, meaning two costs and two vendors to manage
End to end SLA for calls traversing the 8x8 network	Requires multi-vendor SLA, resulting in vendor triage when troubleshooting	Requires multi-vendor SLA, resulting in vendor triage when troubleshooting	Requires multi-vendor SLA, resulting in vendor triage when troubleshooting
DR options at no cost during Teams outages	Charge separately for direct backup DR solution directly with carrier	Will not operate during a Teams outage	DR options vary from no cost to at cost
End to end analytics for calls traversing 8x8 network	CDR reporting for call activity only	CDR reporting for call activity only	End to end analytics for calls traversing their network
Native contact center and apps integration	No contact center or app integration support	No contact center or app integration support	Inconsistent app/contact center support

8x8 is a worldwide leader in enterprise communications.



A global unified communications leader with over 70,000 customers (21 million users) worldwide



Single secure cloud communications platform with industry leading uptime and availability



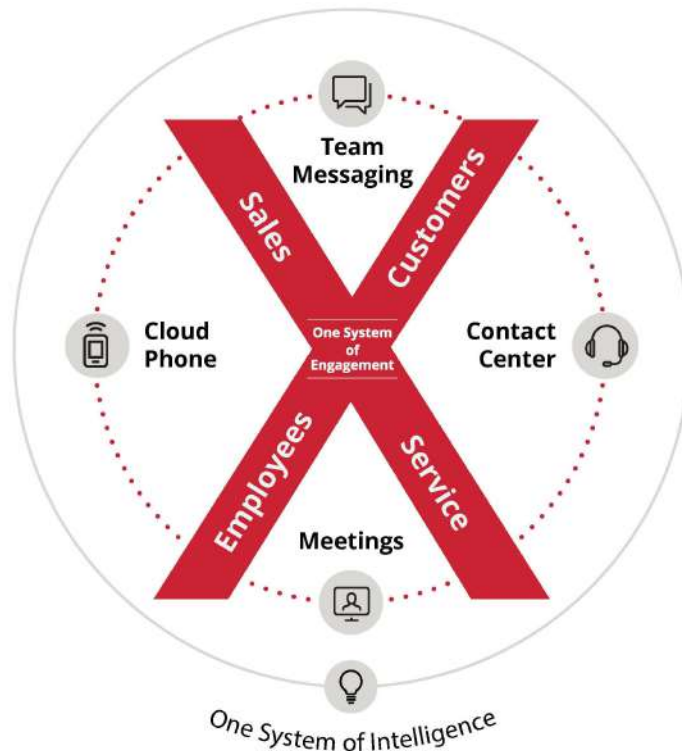
Own complete tech stack, built over 20+ years; 200+ patents awarded since inception



Only 8-time UCaaS Gartner magic quadrant leader



Only 5-time CCaaS Gartner challenger



Broad security and compliance certifications

NIST 800-53

HIPAA

SOC 2 Type II

PCI DSS

Certified G Cloud supplier for UK Public Sector

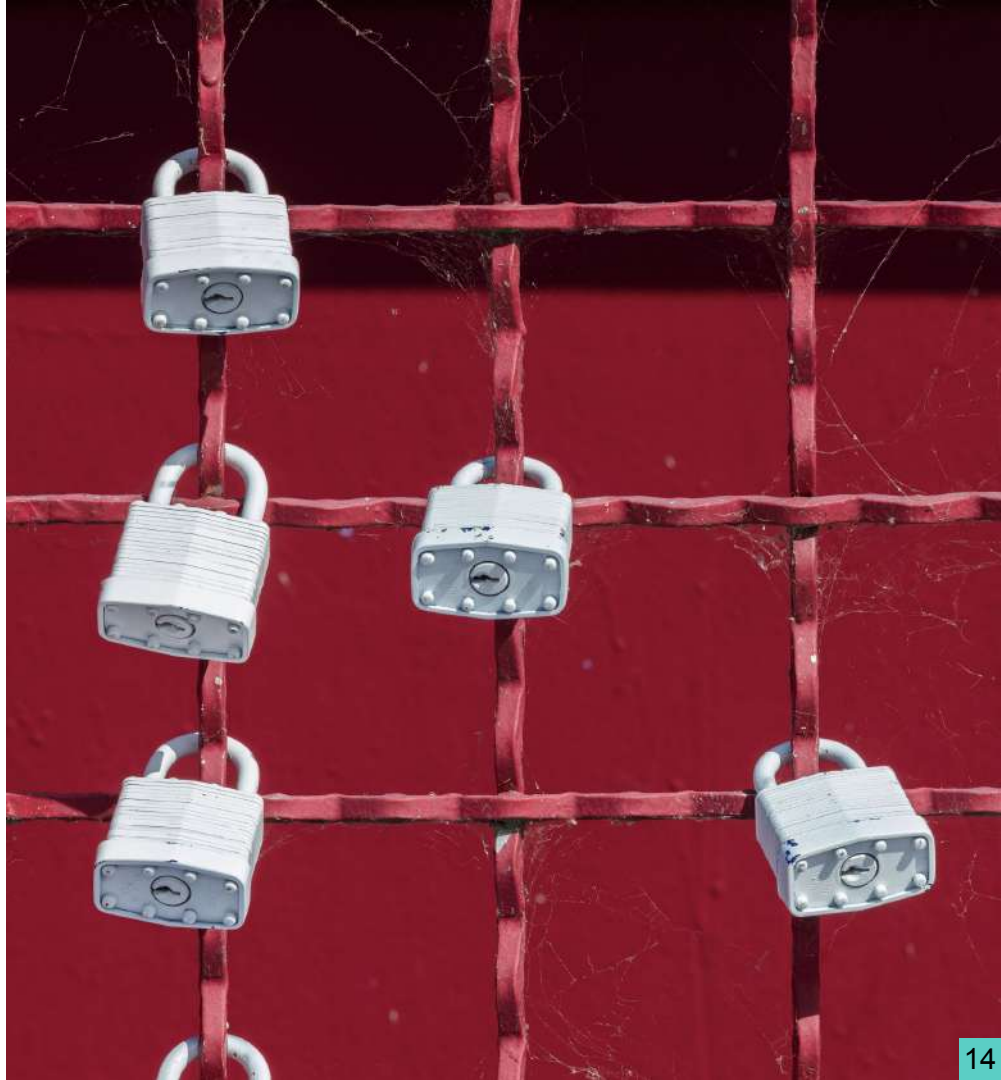
FISMA

CPNI

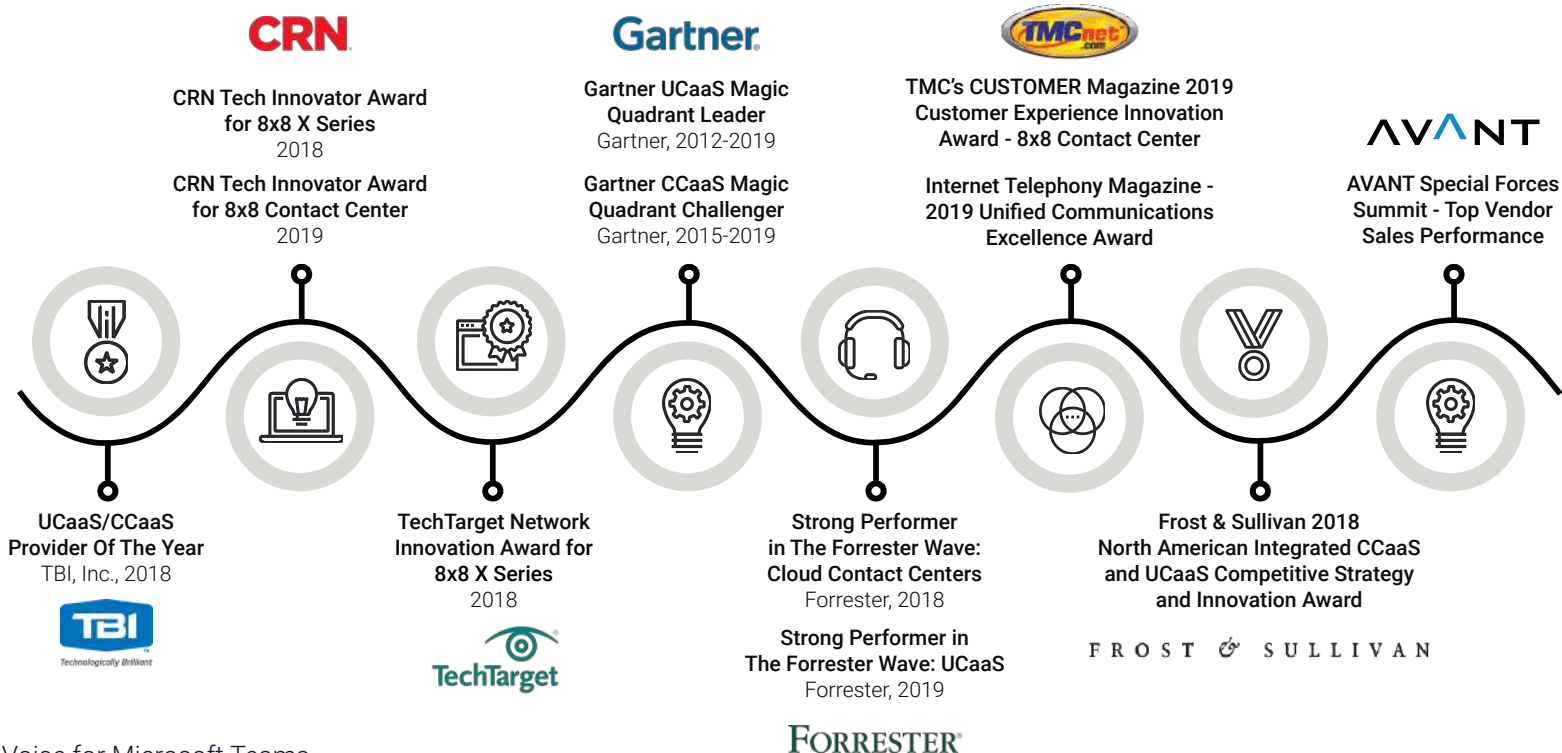
ISO 27001

Source: [8x8 Security and Compliance](#)

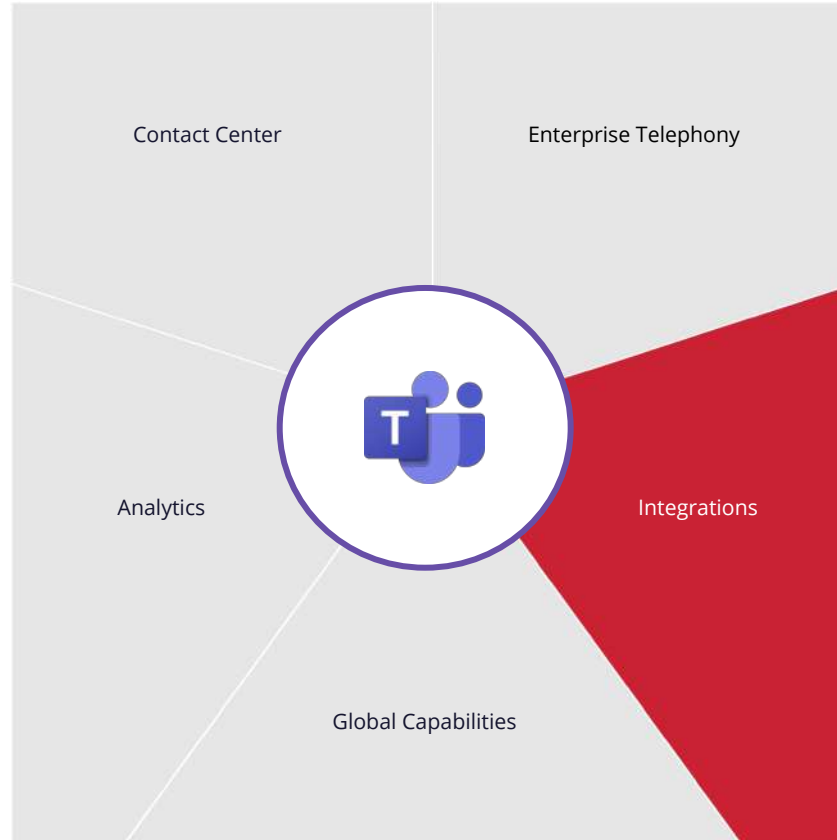
8x8 Voice for Microsoft Teams



Awards and recognition across the industry.

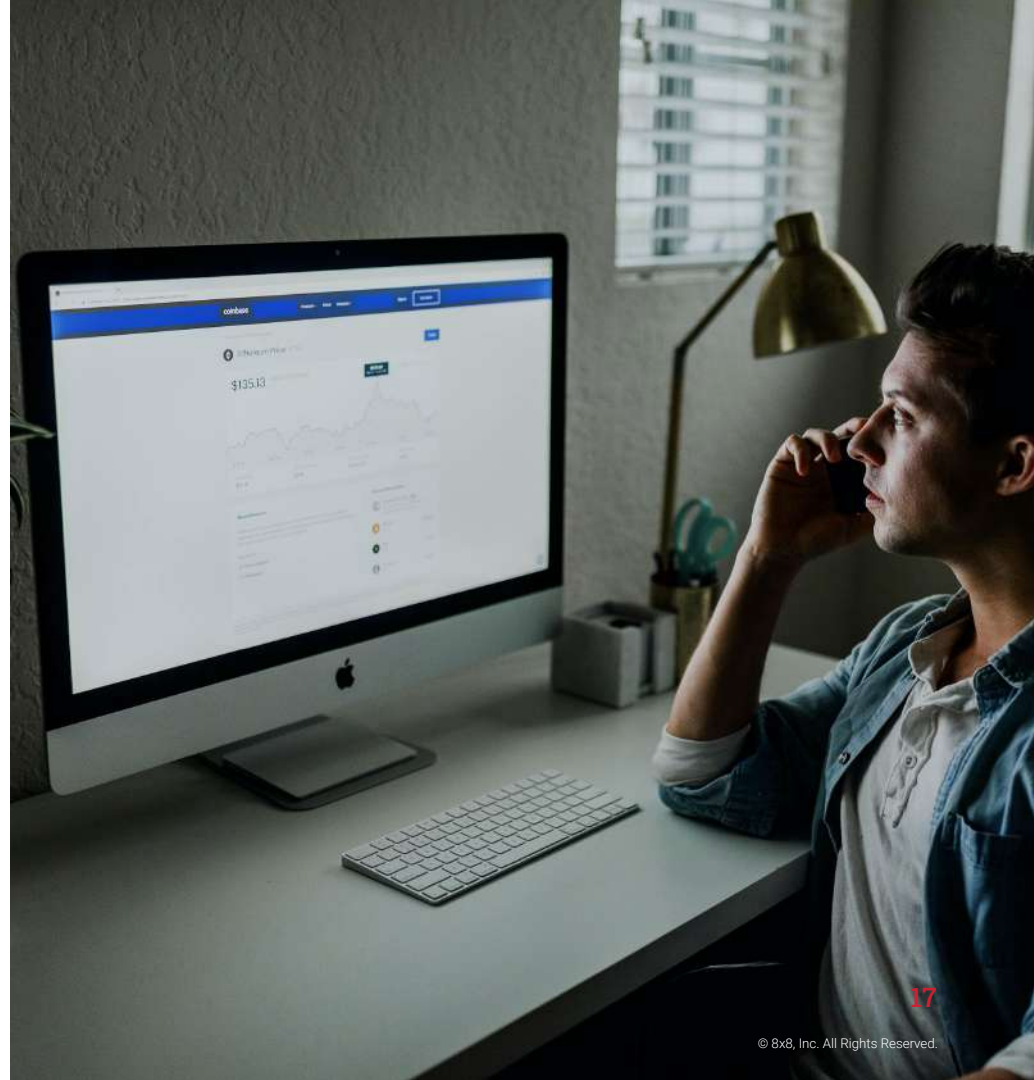


Out of the box business application integrations.



Leverage your investments in all your business applications

- Use Teams to drive all of your business applications communications
- Share context between Microsoft Teams and your business applications
- Automatically associate incoming or outgoing calls with customer records
- Associate call history and links to call recordings for each and every call made



Context sharing with business applications

Contact associated
with incoming call

Call history and link
to the call recording

The image displays a composite view of a Salesforce CRM interface and an 8x8 Voice interface. The Salesforce window shows a contact record for 'Andrew Cunningham' with fields for Title, Account Name, Phone ID, and Email. A red arrow points from the text 'Contact associated with incoming call' to the contact's name. Below the contact details, a 'Call history' section is visible, listing recent calls with dates and times. A red arrow points from the text 'Call history and link to the call recording' to this section. The 8x8 Voice interface on the right shows a 'Calls' sidebar with a 'History' tab. The 'History' tab displays a list of calls with columns for Name, Type, Duration, and Date. A red arrow points from the 'Call history and link to the call recording' text to a specific call entry in the 8x8 History list. The 8x8 interface also includes a 'Speed dial' section and a 'Voicemail' section.

Name	Type	Duration	Date
1 551-226-7212	Incoming call	0:15 PM	...
1 551-226-7212	Incoming
1 202-962-5476	Incoming call	0:10:36 AM	...
1 979-754-6025	Incoming call	4:02:16 PM	...
1 551-226-7212	Outgoing	1:12:14 PM	...
1 551-226-7212	Incoming	4:13:24 AM	...
1 551-226-7212	Incoming	4:13:22 PM	...
1 551-226-7212	Incoming call	4:13:17 PM	...
Della Daniels	Outgoing	5:47:25 PM	...
1 551-226-7212	Incoming	3:04:18 AM	...
1 551-226-7212	Incoming	2:24:17 AM	...
Christie Chie	Outgoing	3:04:45 AM	...
7802	Outgoing	3:04:45 AM	...
1 551-226-7212	Incoming	3:04:45 AM	...
1 551-226-7212	Incoming	3:04:45 AM	...
1 551-226-7212	Incoming	3:04:45 AM	...
1 202-999-8907	Incoming call	5:00:34 PM	...
1 551-226-7212	Incoming call	5:00:34 PM	...
Lee Gu	Incoming call	2:12:12 PM	...
1 551-226-7212	Incoming	4:16:18 AM	...
1 551-226-7212	Incoming	3:18:33 AM	...
1 551-226-7212	Incoming
1 551-226-7212	Incoming
1 551-226-7212	Incoming
1 202-964-2828	Incoming call
1 202-962-3436	Incoming

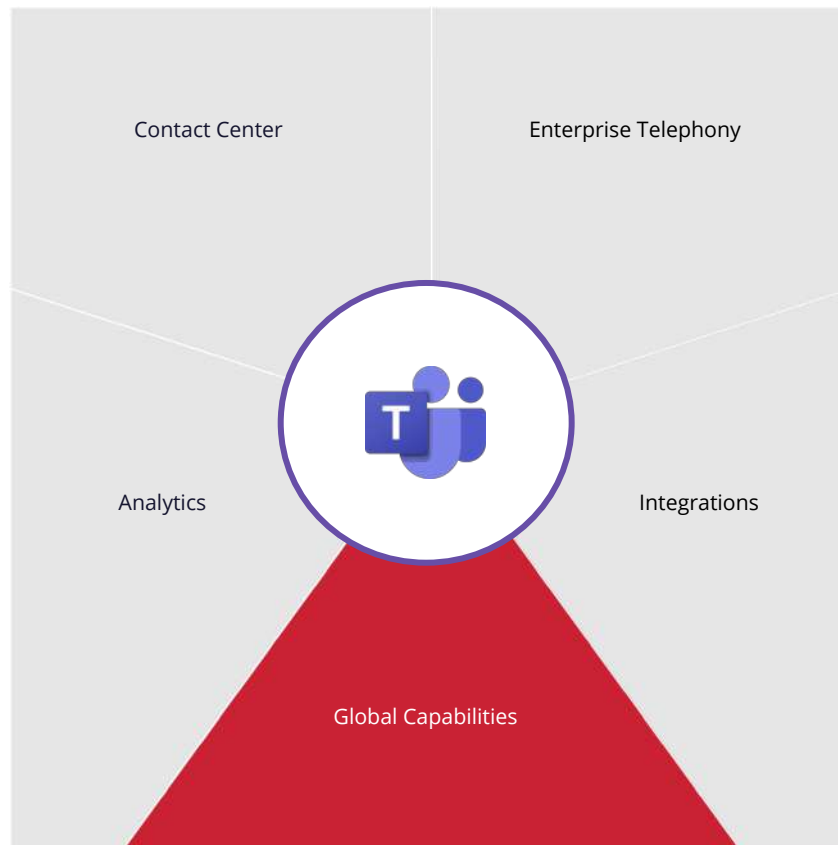
Broad business application support.



Webex Teams



Global Capabilities.



PSTN Replacement in 38 Countries/Territories

**Americas:**

Brazil, Canada, Chile, Colombia, Costa Rica, Guadeloupe, Martinique, Mexico, USA

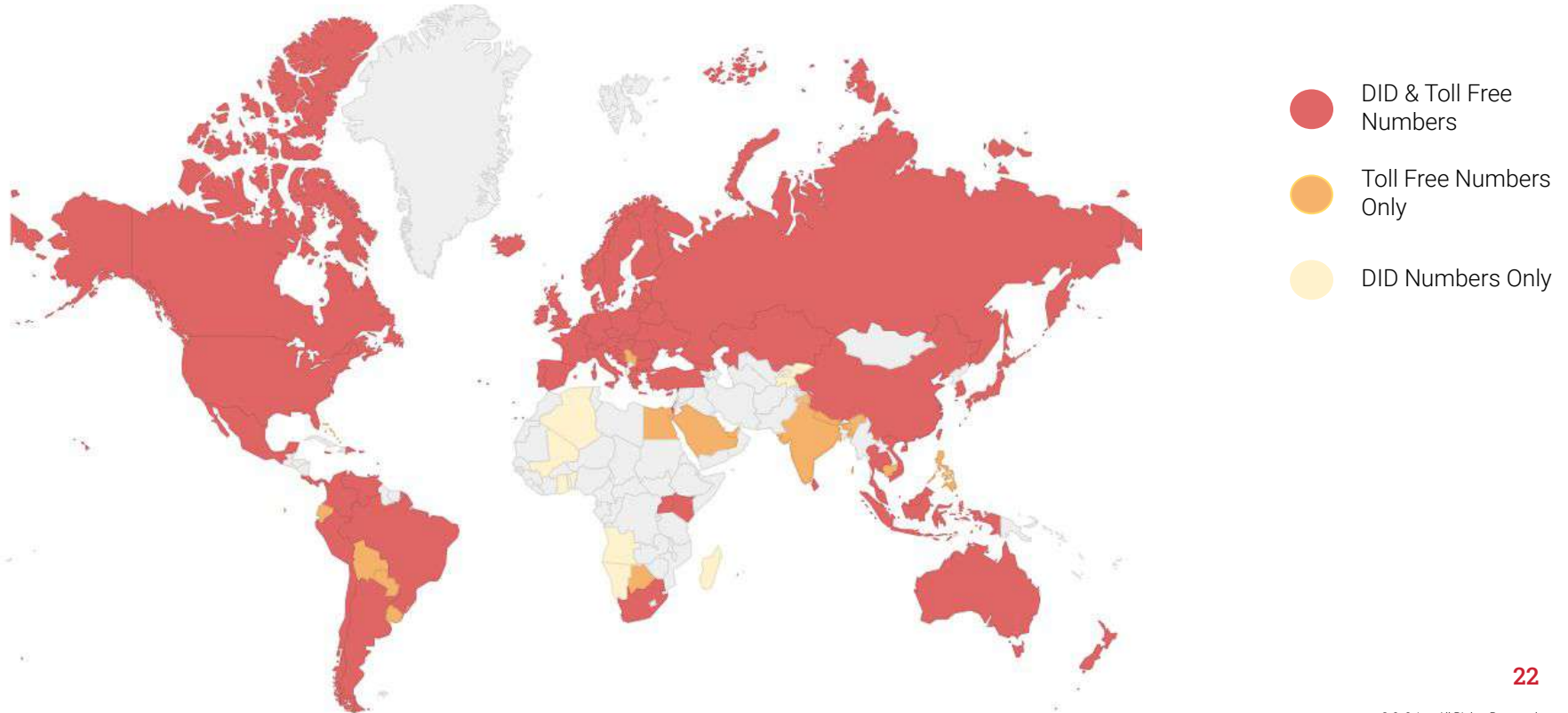
Europe:

Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Spain, Sweden, Switzerland, UK

APAC:

Australia, China, Hong Kong, Malaysia, New Zealand, Singapore, Turkey

Build Presence in 120+ Countries with Local or TF Numbers

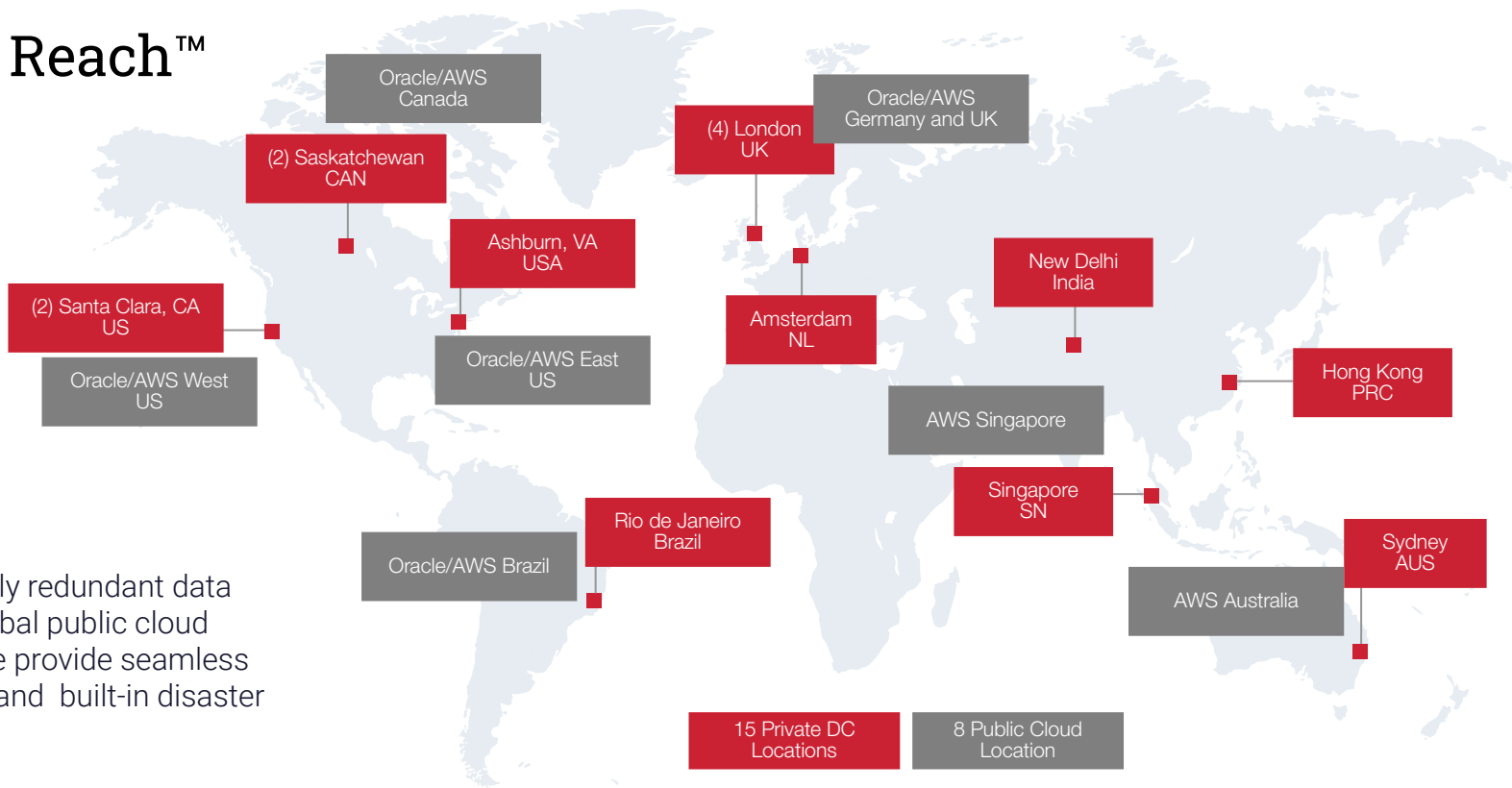


A global enterprise telephony presence.

Global Reach™

15

geographically redundant data centers + global public cloud infrastructure provide seamless connectivity and built-in disaster recovery



End to end call and speech analytics.



Complete Company and Employee Insight

Drive real business impact using your communications data.

- Fully customizable date and time selector
- Excel, csv, and PDF download
- Flexible data access via API and Scheduled emails
- Data from all your users

Company Summary

03/11/2020 → 03/17/2020 00:00 → 24:00 US/Pacific

Total Inbound

6,573

Total Outbound

3,093

Total Ext to Ext

4,672

Total answered

11,225

Overall Call Summary

- ☒ Total Inbound
- ☒ Total Outbound
- ☒ Total Ext to Ext



Time statistics

- ☐ Total Call Time **596:31:23**
- ☐ Average Call Time **0:03:33**
- ☐ Total Talk Time **596:31:23**
- ☐ Average Talk Time **0:04:20**
- ☐ Total Ring Time **30:55:34**
- ☐ Average Ring Time **0:00:08**
- ☐ Total Abandoned Time **6:46:18**

Inbound statistics

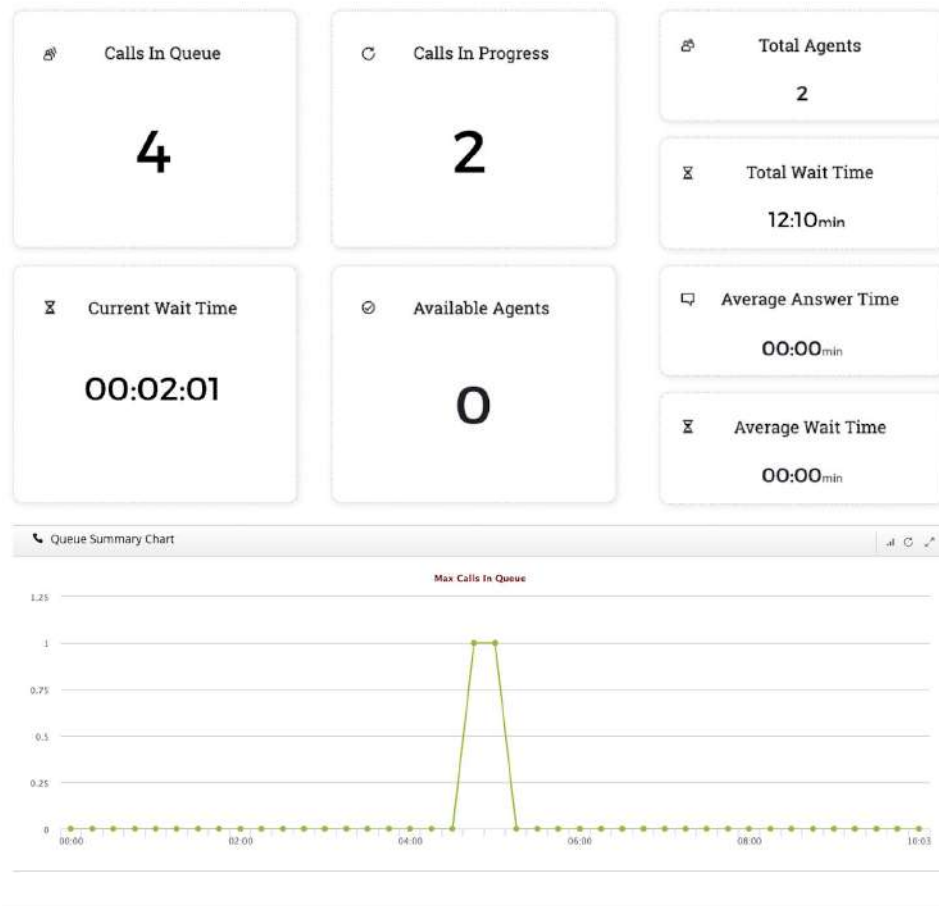
- ☒ Total Inbound **6,573**
- ☐ Total Inbound answered **5,350**
- ☐ Total Inbound missed **1,223**
- ☐ Total Inbound abandoned **747**

Real Time Call Routing Reports

Make informed decisions about your business from live call information

- Real-Time call queue and ring group dashboards
- Queue and Ring group summary
- Business hours reporting
- Customer journey and wait times

Queue Board » 1050



Manage Service Quality and Identify Trends from Every Conversation

Speech and sentiment analysis across every call in your business, from one tool.

- Recording Playback
- Evaluation Templates
- Quality and Evaluation Reporting
- Transcription of call recordings
- Sentiment Analysis
- Aggregate Speech Analysis

8x8 Voice for Microsoft Teams

8x8 EVALUATIONS

Support DC

TODAY + Save Evaluate

Evaluated Date Today

Filter and search

AGENT NAME	EVALUATION OVERALL SCORE	
Alexis Varghese	82.61%	04/
Durga Nandam	85.93%	04/
Amrita Bhogal	90.48%	04/
Mark Drequito	91.43%	04/
Kyle Pikus	92.8%	04/
Eric Ruby	93.42%	04/

Alexis Varghese
speaking with (540) 398-9350

Speech & Transcript

Search

- # Agent Recording Mini-MI...
- # Agent Resolved
- # Agent Recording Notifica...
- # Agent Resolution

AV Alexis Varghese •...
Yes, maam, how are you

AV Alexis Varghese •...
Oh good, how about you

AV Alexis Varghese •...

Hide Timeline Events

AGENT/SPEAKER 1
Alexis Varghese

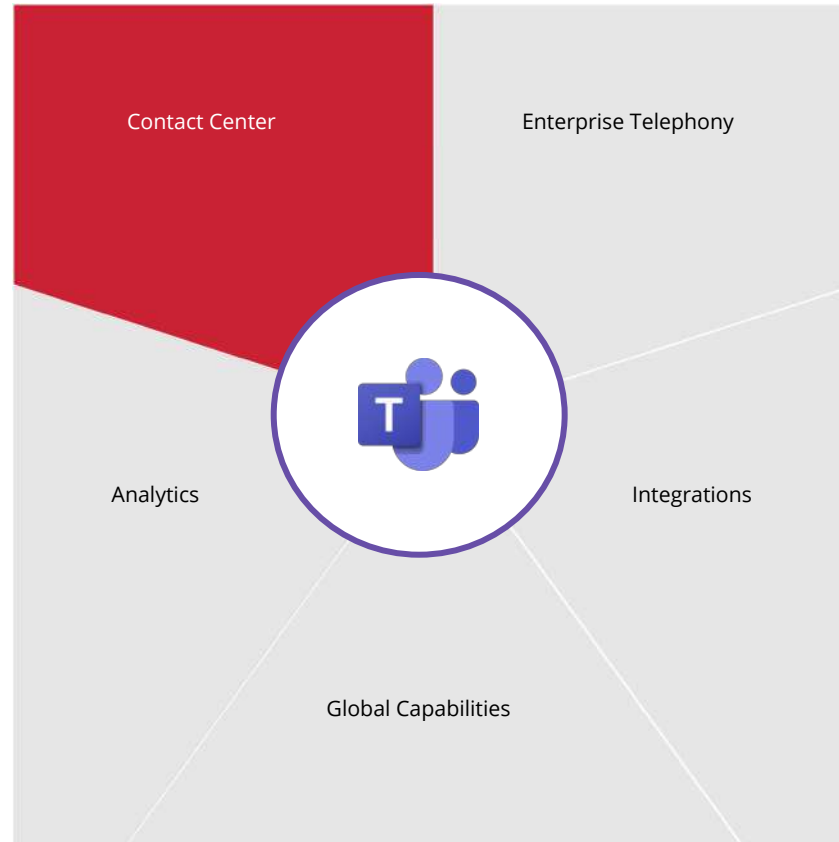
CUSTOMER/SPEAKER 2
(540) 398-9350

DC David Chase 04/09/2020
Check out this part of the call
Read More

00:06/24:55

5.4

Native contact center integration.



Native contact center integration

Contact associated with incoming call

Call history and link to the call recording

Incoming call on Teams

The screenshot displays the 8x8 contact center interface. On the left, a sidebar shows navigation options like 'Menu', 'Customer Call Offered', and 'Incoming'. The main area shows a contact record for 'Glen Mall, Orson' with details such as Voice, Fax, Email, and Customer Status. Below the contact record, there are sections for 'Addresses', 'Case', 'Task', and 'History'. A red arrow points to the 'Contact associated with incoming call' text, which is linked to the contact record. Another red arrow points to the 'Call history and link to the call recording' text, which is linked to the 'History' section. The 'History' section displays a table of call records with columns for Phone, Type, Duration, and Date. A red arrow points to the 'Incoming call on Teams' text, which is linked to a call record in the history table.

Phone	Type	Duration	Date
1 800-410-8825	Incoming	3s	6/29 PM
1 800-410-8825	Missed call		6/29 PM
1 408-610-8323	Incoming	8s	6/27 PM
1 408-610-8323	Missed call		6/27 PM
1 408-610-8323	Incoming		6/27 PM
1 408-610-8325	Incoming	2s	6/21 PM
1 551-226-7212	Incoming	22s	6/15 PM
1 551-226-7212	Missed call		6/15 PM
1 551-226-7212	Incoming	4s	6/11 PM
1 202-843-5978	Missed call		6/8 PM
1 500-714-5995	Missed call		6/2 PM
+1 551-226-7212	Outgoing	1m 41s	4/11 PM
1 551-226-7212	Incoming	11s	4/11 PM
1 551-226-7212	Incoming	10s	4/11 PM
1 551-226-7212	Missed call		4/11 PM
Udai Dennis	Outgoing		4/21 PM
1 551-226-7212	Incoming	28s	3/19 PM
1 551-226-7212	Incoming	26s	3/18 PM
Christa Cline	Outgoing		3/18 PM
7022	Outgoing	4s	3/18 PM
1 551-226-7212	Incoming	3s	3/18 PM

8x8 removes the complexity of an MS Teams PSTN integration

- A full service enterprise-grade cloud telephony platform that eliminates the IT complexity with Microsoft Teams telephony deployments
- A global enterprise communications network with PSTN connectivity and industry leading resiliency and availability.
- Consolidates all infrastructure (including Microsoft certified SBCs) and services associated with Microsoft Teams telephony on a single cloud platform
- Centralized user management and bulk synchronization using a dedicated portal



8x8 Centralized administration

admin.msteams.8x8.com/portal/6MroPLX4/users



Services

Users

Account

8x8 / Fringlass Composites



Users

0 of 5 PBX user licences available.

✓ Sync Now

+ Add User



User	Service	SIP User	Registration	Calls
<input type="text"/>	All	<input type="text"/>	All	
▶ Adam Wilkins		Adam Wilkins		
▶ Annette Vine		Annette Vine		
▶ Clarissa Cooper		Clarissa Cooper		
▶ Daphne Baker		Daphne Baker		
▶ Gary Archer		Gary Archer		
▶ Ian Larch		Ian Larch		
▶ Lauren Roberts		Lauren Roberts		
▶ Patricia Fox		Patricia Fox		

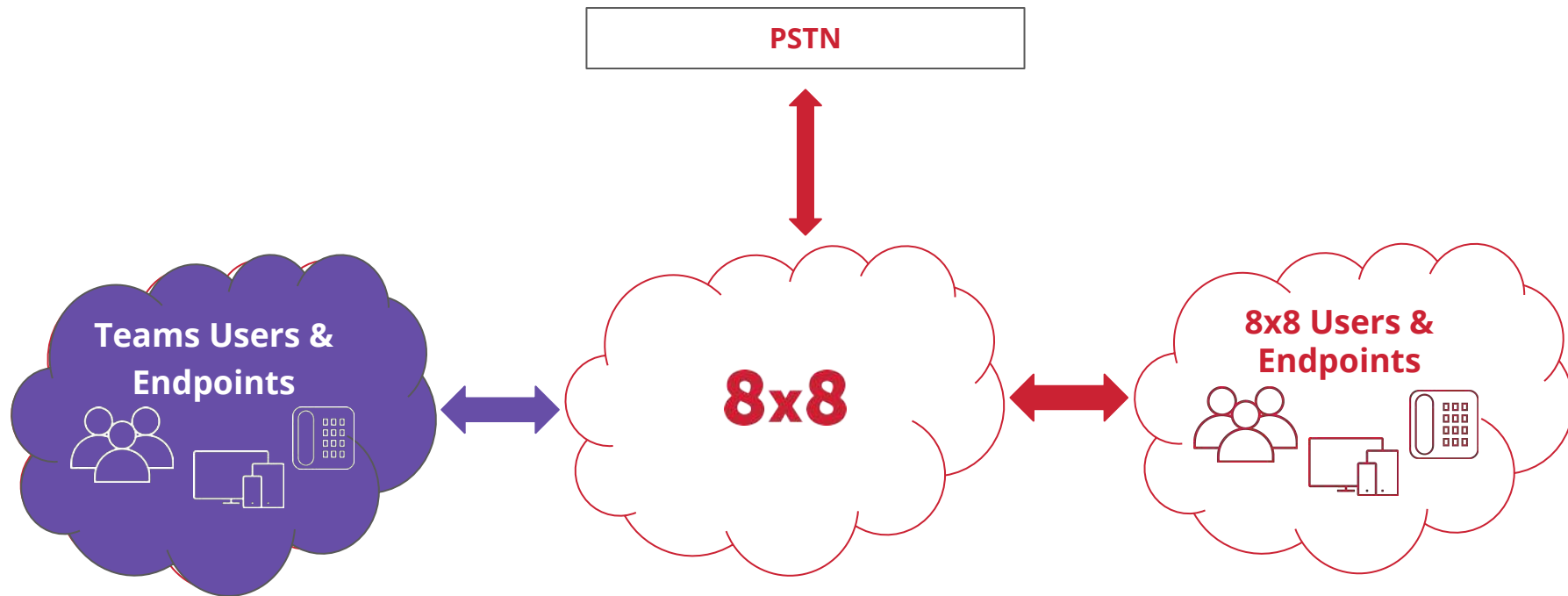
Previous

Page 1 of 1

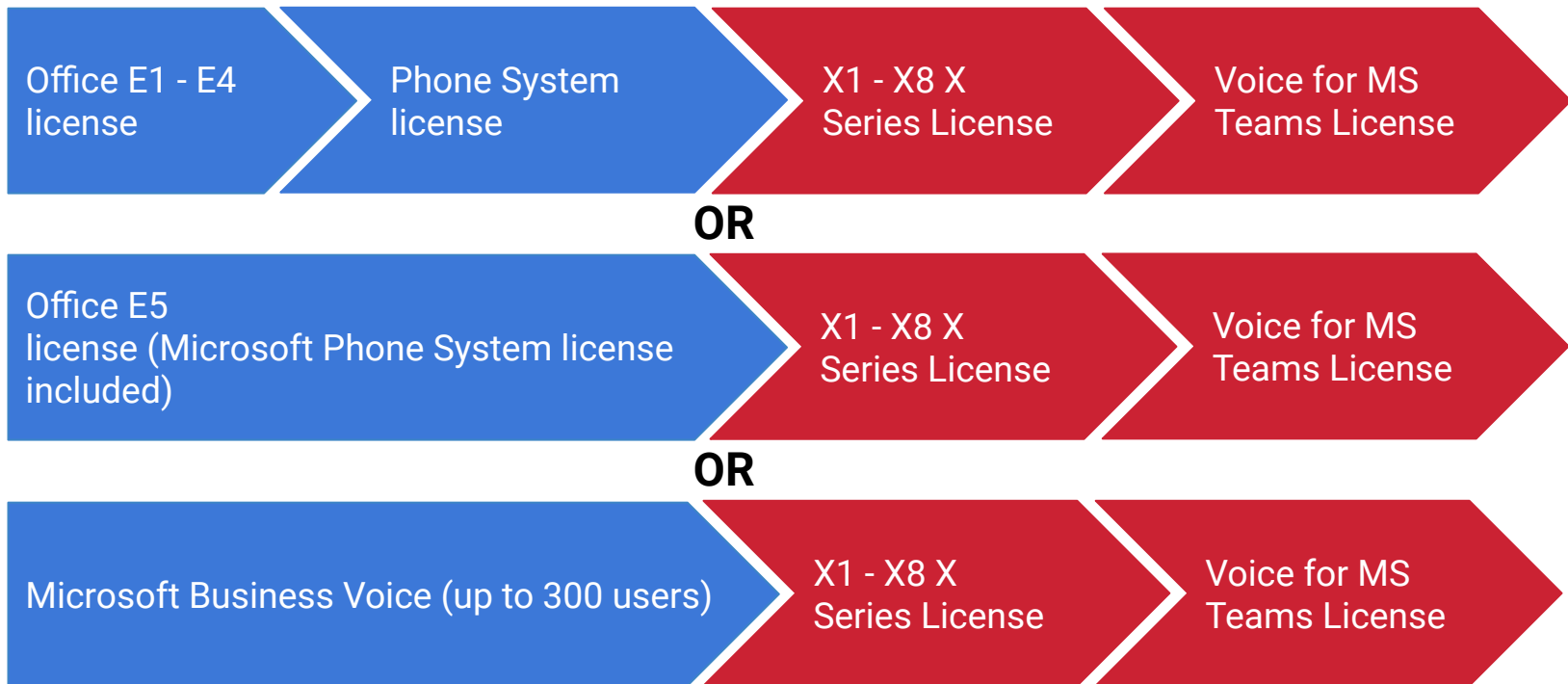
20 rows

Next

A single unified communications platform for all employees



What do you need to enable 8x8 Voice for Microsoft Teams?

**8x8**

To recap our key benefits



Enterprise Cloud Communications Platform



Effortless Implementation



More Than Just Direct Routing/SIP Trunking



Consistent experience for Teams users

Thank you.



For tips, updates and
the latest information.



8x8.com



[@8x8](https://twitter.com/8x8)



facebook.com/8x8Inc



linkedin.com/company/8x8

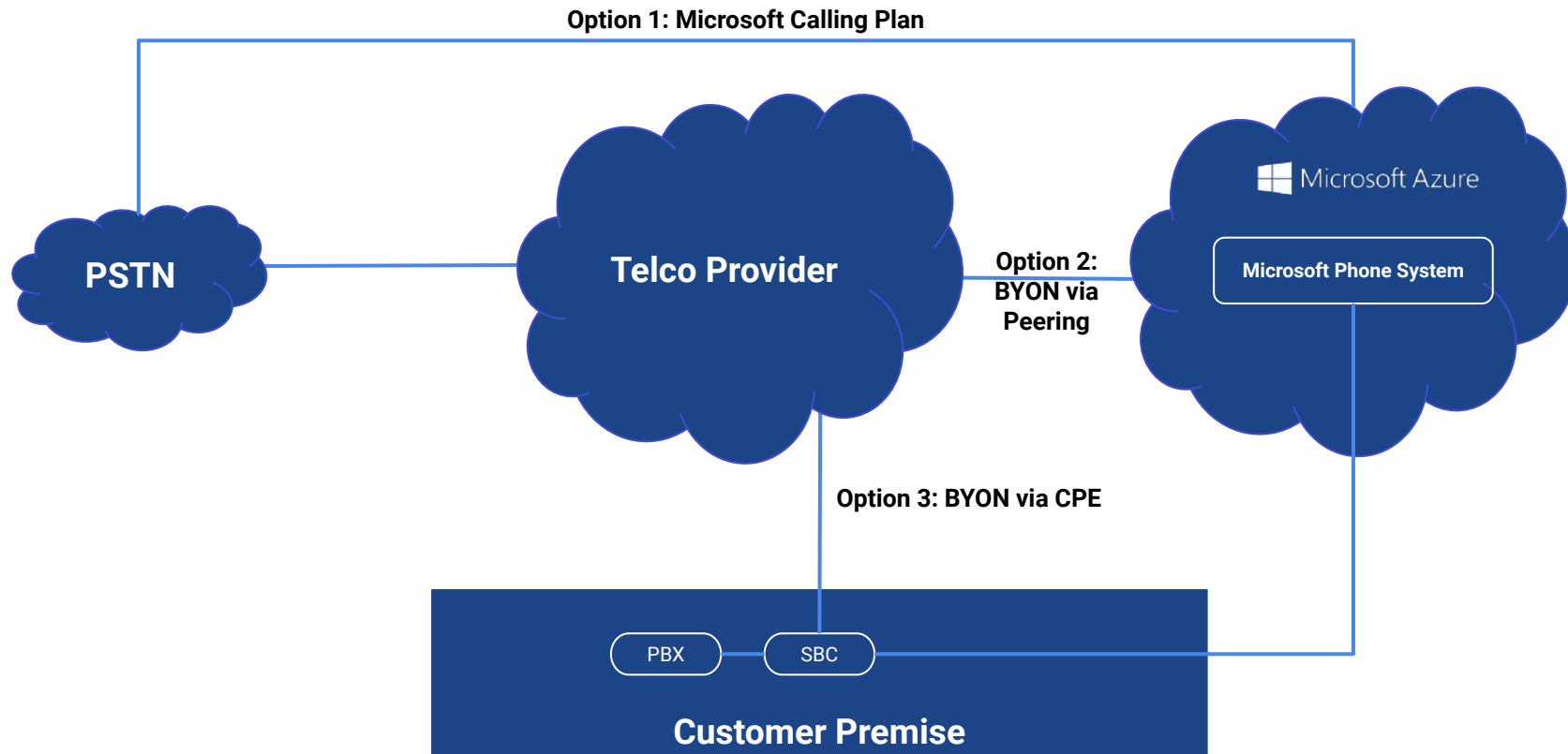


youtube.com/8x8Inc

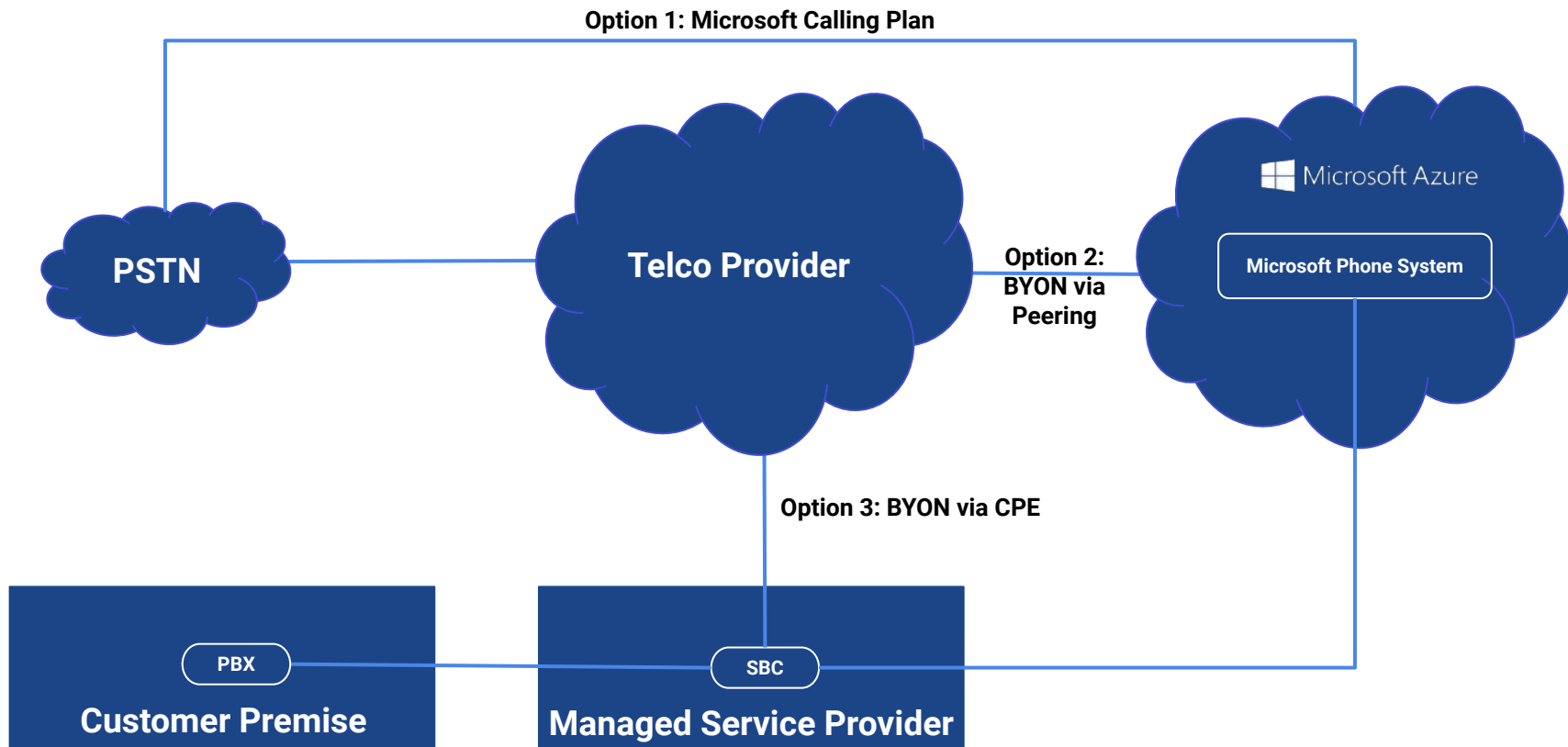


Backup Slides

Alternative telephony models - Customer SBC



Alternative telephony models - Managed SBC



Microsoft Teams with 8x8

