

8x8® Voice for Microsoft Teams

Global Teams calling, simplified by 8x8 & Britannic

Microsoft Teams is the foundation for modern workplace collaboration, but enabling seamless, enterprise-grade calling remains a challenge. Many businesses struggle with complex telephony infrastructures, multiple providers, and ensuring reliable global connectivity. Traditional solutions require intricate configurations, costly licensing, and ongoing IT overhead.

8x8 Voice for Microsoft Teams solves these challenges with a fully integrated, cloud-based PSTN calling solution that works natively within Teams. Organisations can consolidate telephony providers, simplify management, and enable high-quality global calling without disrupting existing workflows.

Scalable, reliable, and secure.

With PSTN replacement in over 55 countries and local numbers in more than 100 markets, 8x8 enables businesses to scale communications effortlessly. IT teams benefit from centralised administration, intuitive provisioning, and analytics to optimise performance and visibility, all within a simplified management experience.

Backed by a financially guaranteed 99.999% uptime SLA and industry-leading compliance, 8x8 Voice for Microsoft Teams delivers enterprise-grade security, reliability, and cost savings, empowering businesses to enhance productivity while reducing complexity.

Key benefits

- **Seamless Teams Integration** – Enable PSTN calling without third-party apps or workflow disruptions.
- **Global PSTN Reach** – Full PSTN replacement in 55+ countries, with local numbers in 100+ markets
- **Cost Optimisation** – Flexible metered and unlimited calling plans to optimise costs and reduce vendor reliance.
- **Enterprise-Grade Security & Compliance** – Meets HIPAA, GDPR, ISO 27001, and PCI-DSS standards.
- **Integrated Contact Centre** – Boost engagement with a Teams-certified contact centre for seamless collaboration between Teams users and agents.
- **Simplified IT Management** – Eliminate PowerShell and SIP trunk complexity with an intuitive admin portal.

Enhanced control and flexibility.

8x8 Voice for Microsoft Teams eliminates the need for on-premises SBCs, SIP trunk configurations, or PowerShell scripting, simplifying telephony management. Through an intuitive cloud portal, businesses can quickly deploy Teams PSTN calling with minimal IT effort.

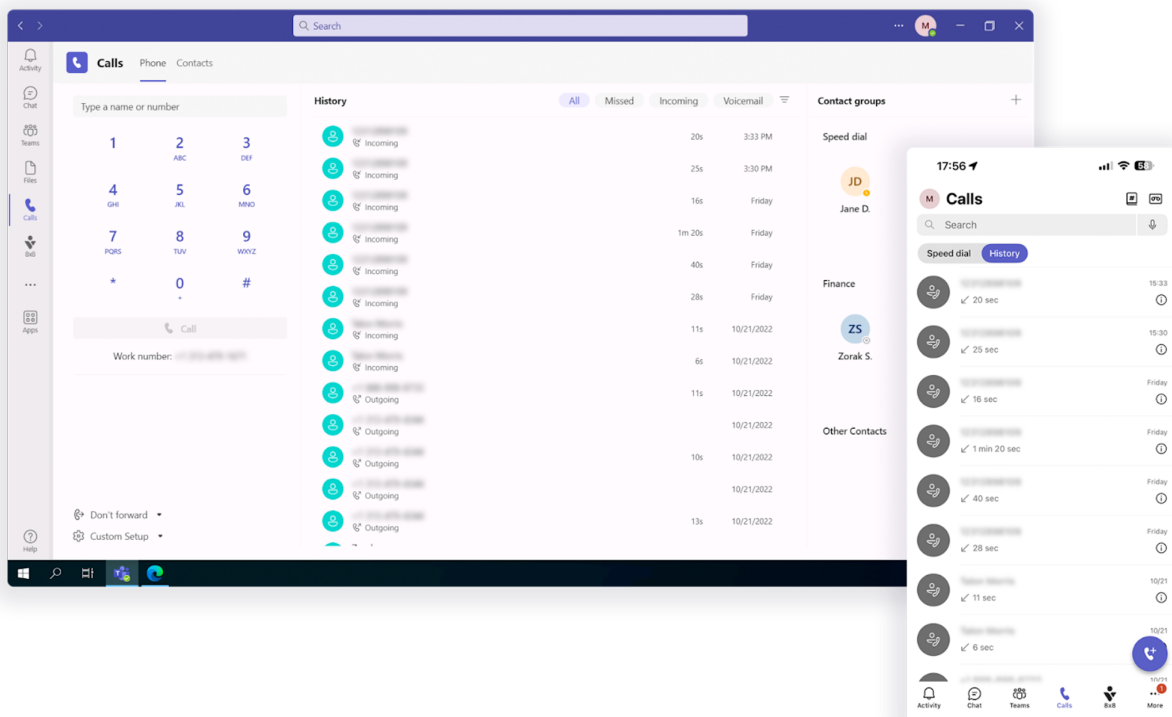
8x8 extends Teams calling with compliance call recording, AI-driven analytics, and self-service call queue management. Supervisor tools like Barge, Monitor, and Whisper enhance call quality and customer interactions, while support for IP phones, DECT, analog devices, and Teams-enabled endpoints provides deployment flexibility.

Global voice, built for Teams.

8x8 Voice for Microsoft Teams provides a complete solution, combining global PSTN connectivity, compliance, cost savings, and advanced UCaaS capabilities. 8x8 is uniquely recognised in both the Gartner® Magic Quadrant™ for UCaaS (13 years) and CCaaS (10 years), reflecting our ability to deliver integrated Teams-native telephony with enterprise-grade voice and contact centre capabilities.

Capabilities.

- **Direct Routing as a Service** – Azure-based solution providing Teams-native PSTN connectivity.
- **Unlimited Calling Plans** – Options covering up to 48 countries for predictable costs.
- **Advanced Telephony Capabilities** – SMS/MMS (in select markets), eFax, compliance call recording, analytics, and AI-driven insights.
- **Omnichannel Contact Centre** – 8x8 Contact Centre for Microsoft Teams with integrated wallboards, call queues, and priority routing.
- **CRM & Business App Integrations** – Out-of-the-box support for Dynamics 365, Salesforce, ServiceNow, Zendesk, and more.
- **Secure & Reliable** – Backed by a 99.999% SLA with industry-leading security measures.
- **24/7 Global Support** – Enterprise-grade support for mission-critical business communications.



For more information visit www.btl.net.co.uk

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