

Fast-track your Microsoft Teams Voice Calling Success

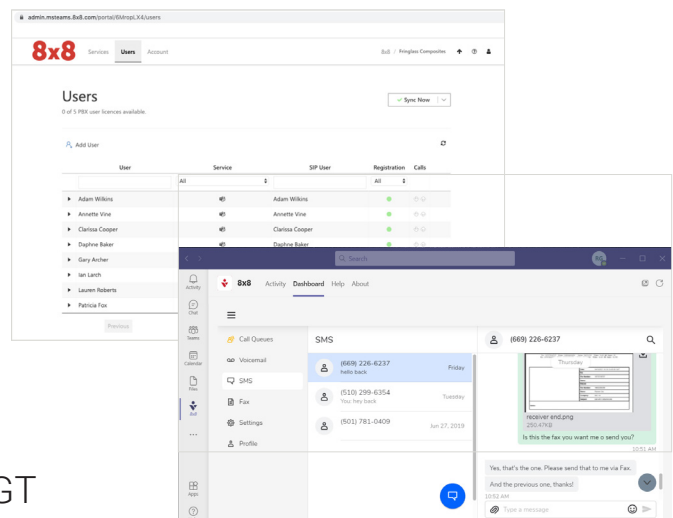
Unleash the full potential of enterprise communications with the best Microsoft Teams Direct Routing solution.

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.



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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.

