8x8® Contact Center for Microsoft Teams

Certified Integration. Enterprise Results.

8x8 Contact Center for Microsoft Teams delivers a Microsoft-certified, enterprise-grade solution that bridges omnichannel customer engagement with Microsoft Teams voice and collaboration. Built to meet the needs of organizations already using Teams for internal communications, this solution empowers agents to handle voice, chat, email, and social interactions without leaving their primary workspace.

Designed to improve collaboration between agents and Teams-based experts, the solution eliminates silos between your front office and back office. Real-time presence synchronization, free on-net calling, and integrated two-way chat make it easy to resolve customer issues faster, without requiring multiple applications or disruptive context switching.

Simplified IT, lower costs.

8x8 Contact Center for Microsoft Teams helps IT leaders consolidate vendors, reduce complexity, and streamline management with a fully cloud-based contact center and telephony solution. No on-prem SBCs, no third-party dialers, and no PowerShell scripts, just a secure, compliant platform managed from a single administrative portal.

With Direct Routing as a Service and native Teams user support, organizations gain global PSTN reach and enterprise-grade reliability while maintaining the Teams experience their users already know. This lowers telephony costs, minimizes disruption, and improves adoption across the contact center and beyond.

Key benefits

- **Microsoft-certified contact center** – Deliver seamless CX through a solution built to interoperate with Microsoft Teams

- **Omnichannel engagement in one interface** – Handle voice, chat, email, and social channels in a single workspace

- **Collaborative service delivery** – Empower agents to chat, escalate, and hand off with Teams users in real time

- **Embedded AI for CX excellence** – Drive better outcomes with sentiment analysis, intelligent assistants, and quality automation

- **Single-vendor cloud platform** – Consolidate contact center and Teams voice in one Microsoft-integrated solution

- **End-to-end reliability and compliance** – Backed by 8x8's global voice platform, 99.999% uptime SLA, and enterprise-grade security

For more information visit 8x8.com/teams.

Teams-native collaboration.

As organizations shift toward Teams as the central hub for internal collaboration, 8x8 enables seamless customer communications without requiring employees to leave their Teams environment. Whether working from headquarters or remote locations, agents and back-office staff can easily collaborate to serve customers with speed and context.

Unify customer engagement.

With 8x8 Contact Center for Microsoft Teams, you can unify communications across your organization and deliver faster, more informed customer service. Say goodbye to disconnected tools, complicated setups, and fragmented workflows. This is the contact center built for a Teams-first world.

Capabilities.

- **Two-way chat, free on-net calling, and real-time presence sync** between agents and Teams users.
- **Unlimited voice calling** to 48 countries with global PSTN connectivity.
- **Skills-based routing & intelligent IVR** for automated call handling.
- **AI-driven sentiment analysis & speech analytics** for customer insights.
- **Automated quality management & agent coaching** to improve performance.
- **Call queueing, priority routing, & voicemail transcriptio**n for workflow efficiency.
- **99.999% uptime SLA & compliance monitoring** for enterprise reliability.
- **Native integrations** with Dynamics 365, Salesforce, ServiceNow, Zendesk, and more.
- **Advanced reporting, analytics dashboards, & fraud detection** for operational insights.

Solution certified for
Microsoft Teams

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