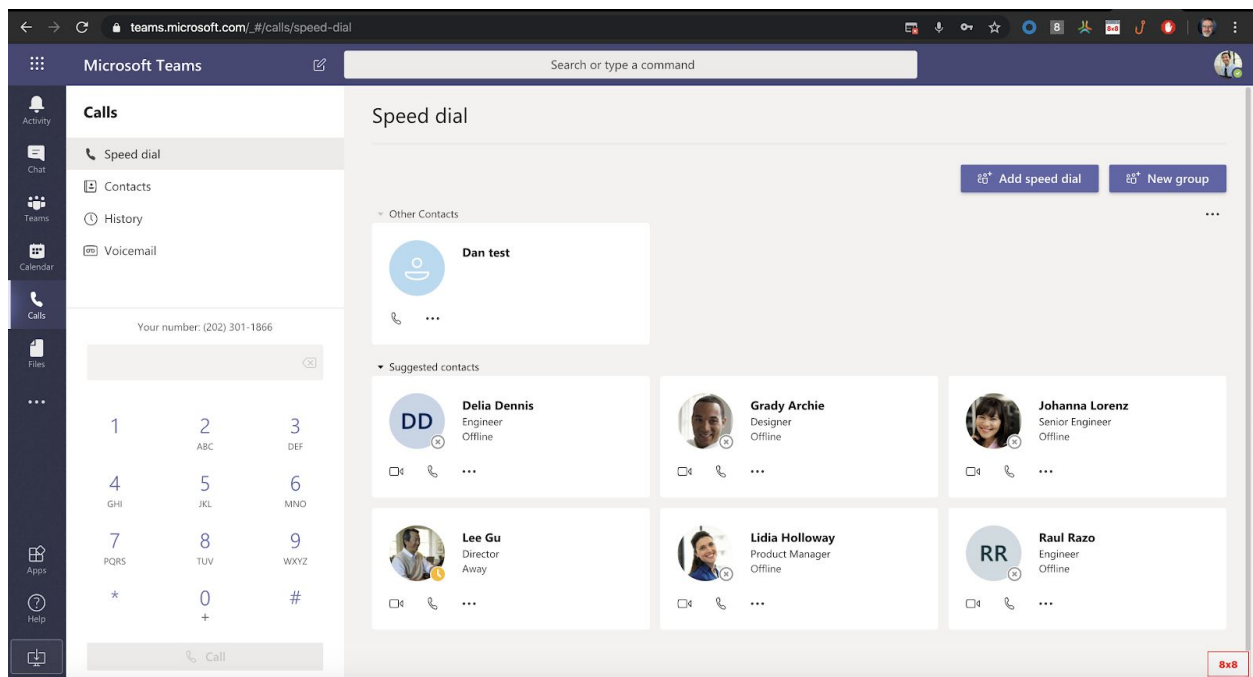


General Product Questions

What is 8x8 Voice for Microsoft Teams?

8x8 Voice for Microsoft Teams is a cloud-based integration between 8x8 and Microsoft Teams, providing enterprise-grade telephony and global PSTN connectivity to customers that want to use Microsoft Teams as their sole collaboration interface.



How Does 8x8 Voice for Microsoft Teams Work?

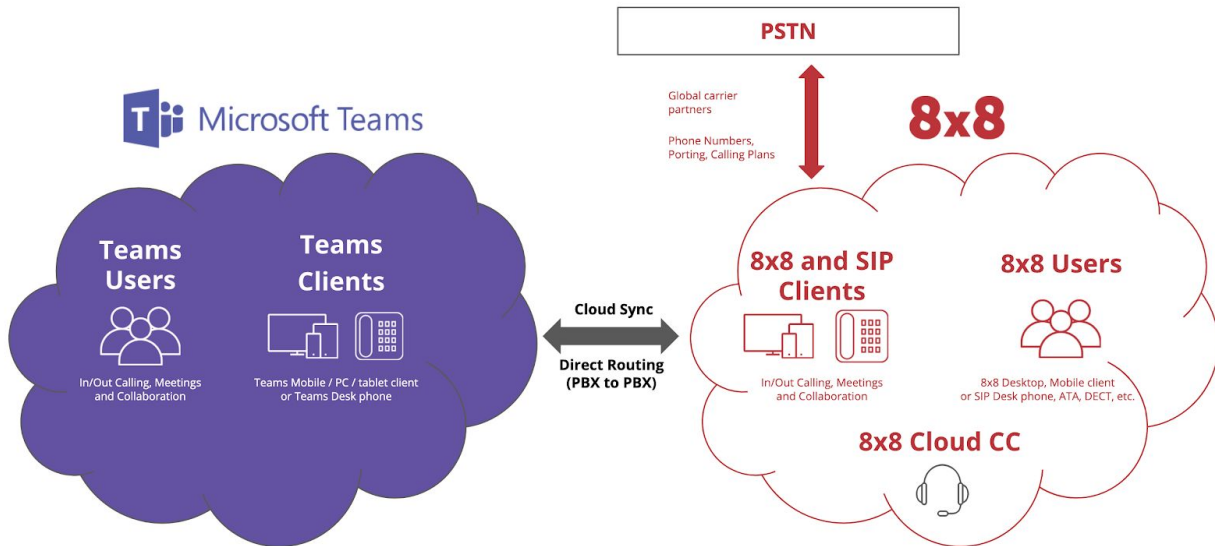
With a global infrastructure leveraging Microsoft Direct Routing certified SBCs across North America, Europe and Asia-Pacific, 8x8 Voice for Microsoft Teams connects to a customer's Microsoft tenant, providing that customer with PSTN connectivity in 38+ different countries worldwide.

8x8 Voice for Teams has two core components:

- An orchestration layer that maps Microsoft Teams users to 8x8 Users and configures the Microsoft Teams tenant on behalf of the customer. The orchestration component abstracts the customer from needing to manage/setup Direct Routing/SBCs, policies etc. within Microsoft Teams

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- The Telephony component processes the calling between 8x8 and Teams and between Teams and PSTN. This component leverages Microsoft Direct Routing certified SBCs across North America, Europe and Asia-Pacific, 8x8 Voice for Microsoft Teams connected to a customer's Microsoft tenant.



End users can retain their preferred Teams interface - desktop app, web app or the mobile app - to make and receive calls seamlessly via the 8x8 infrastructure with no other app to download, install or manage. They can centralize all their collaboration interactions - internal and external - in the Teams apps.

Why Choose 8x8?

8x8 Voice for Microsoft Teams integrates telephony natively with other applications and business applications such as CRM apps. Deployed in the cloud, it removes the key obstacles associated with implementation of 3rd party communications solutions in conjunction with Microsoft Teams:

1. CIOs and IT managers no longer need to manage a telecom infrastructure on premise which typically requires infrastructure investments in SBCs and other equipment and networking services along with the retention of specialized resources to implement and manage. Total cost of ownership is significantly cheaper for customers because 8x8 owns and manages all of the infrastructure associated with connecting to the customer's Microsoft Phone System tenant.
2. The total cost of ownership using 8x8's cloud communications service is demonstrably lower compared to more expensive dedicated or shared managed service providers that also offer Direct Routing integrations with Microsoft Teams.

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3. 8x8 offers centralized management and administration of an organization's entire user base, including employees that are Microsoft Teams members. In the case of Microsoft Teams members, administrators can sync MS Teams/8x8 users through an integration with Active Directory that simplifies moves, adds and changes and also supports single sign-on capabilities so MS Teams users are automatically authenticated and logged in to their 8x8 communications account when they log into Teams.
4. Because this is a Direct Routing integration, no bots need to be downloaded and added to the MS Teams bot framework and no client or browser plugins are required either. Users can benefit from the exact same user experience when making calls, either from the desktop app, the mobile app or the browser app. This eliminates the need for any special retraining of existing MS Teams users as well as any modification to onboarding programs for new users.

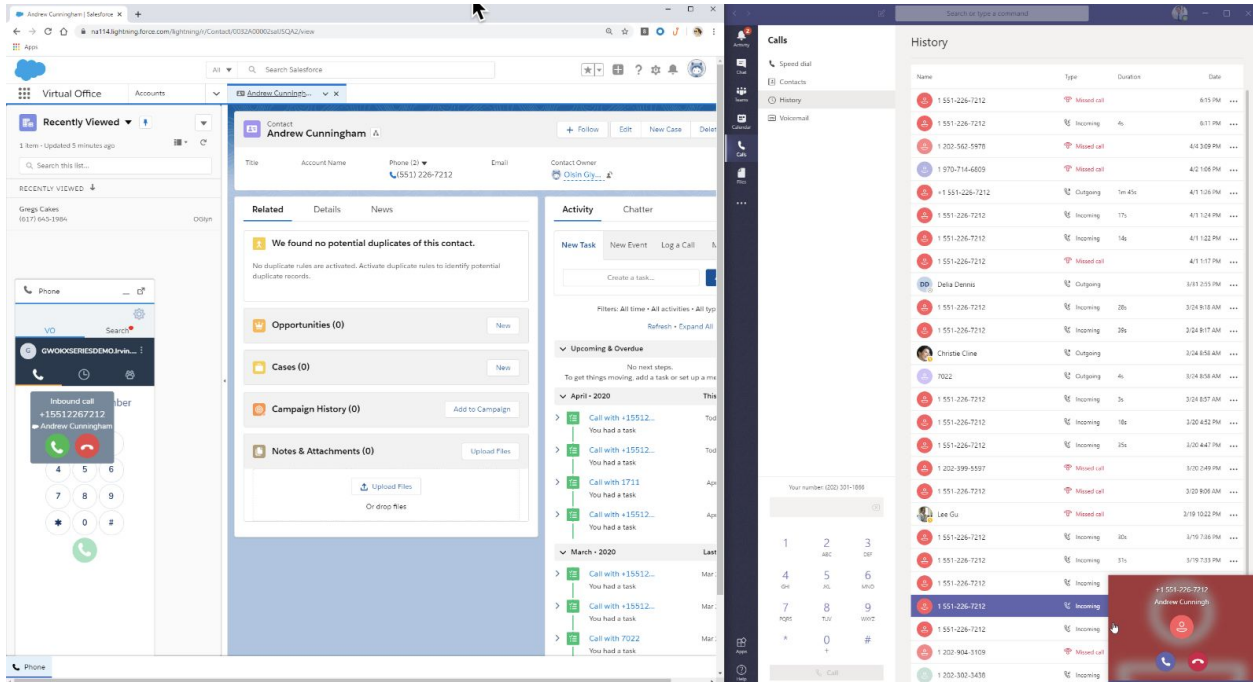
Other than telephony, what else does 8x8 Voice for Microsoft Teams offer out of the box?

In addition to the underlying communications platform, 8x8 also provides some value-added capabilities that significantly differentiate the service from what other BYO telco and managed service providers are offering.

Native Business Application Integrations

Native integrations with 35 different business applications such as Salesforce, allowing for call screen synchronization and logging of call information along with a link to the call recording as a task or activity.

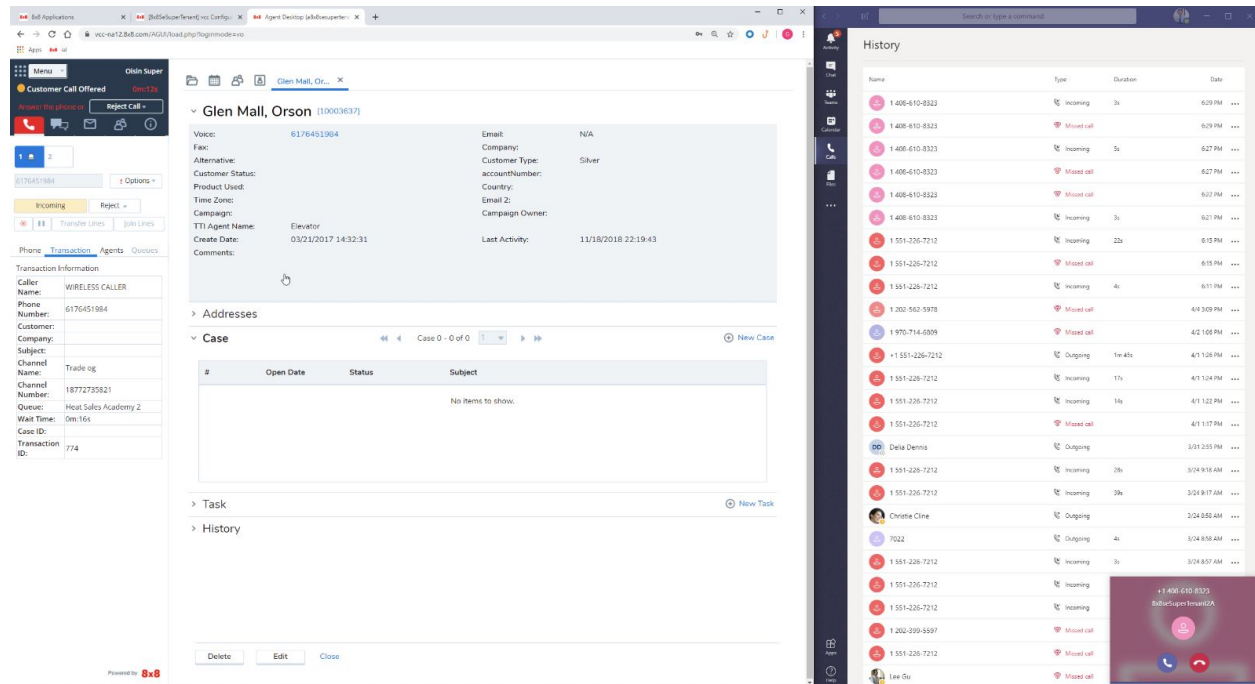
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Native Contact Center Integration and Applications

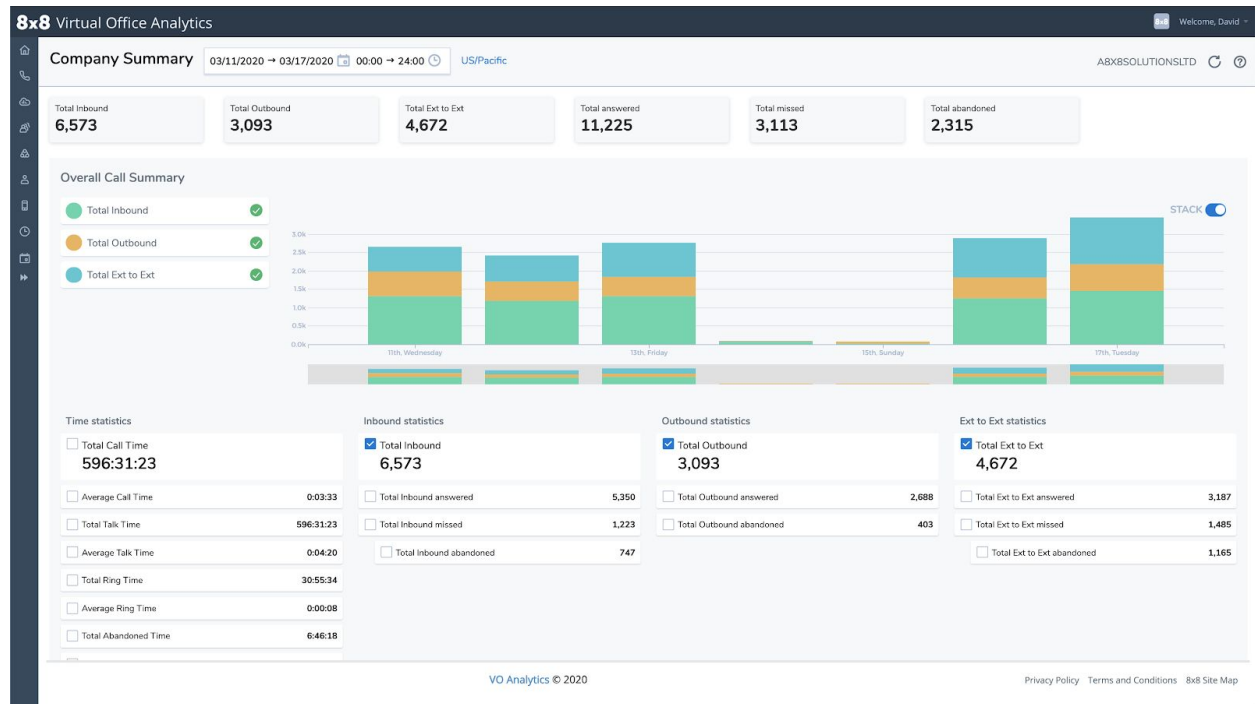
Native contact center integration with a full complement of contact center applications including IVR, inbound and outbound contact center, workforce optimization, and call screen synchronization.

8x8 Voice for Microsoft Teams Partner FAQ

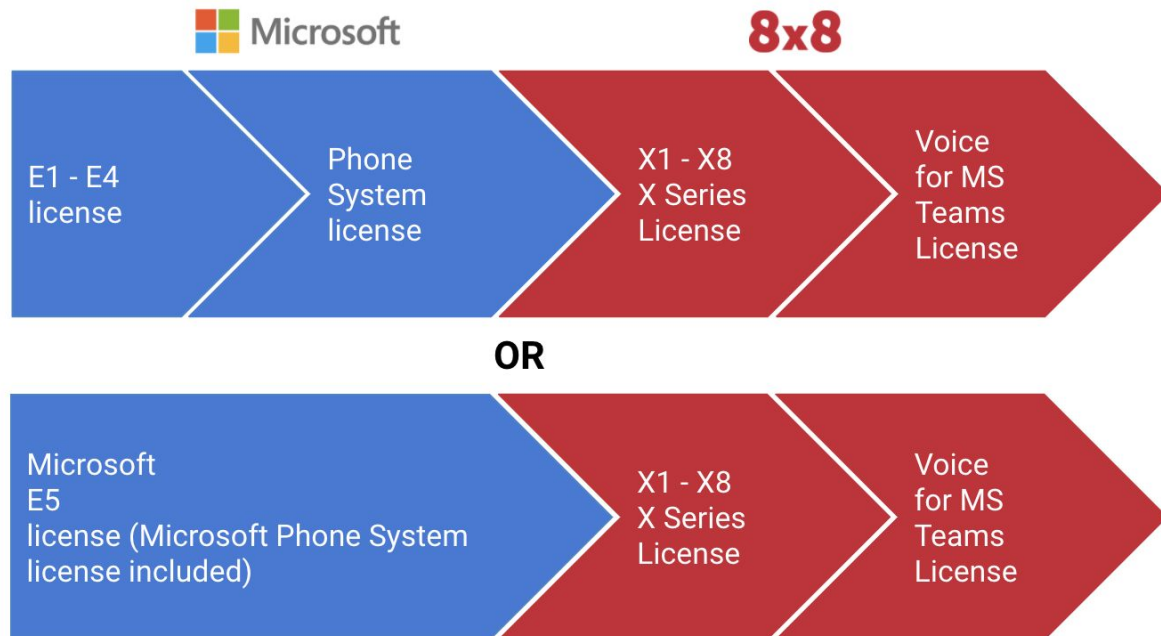


End to End Analytics for Microsoft Teams Calls on 8x8

End to end analytics for Microsoft Teams calls connected on the 8x8 network, with full insight into calling metrics and activity history as well as any call recordings.



What's Needed to Enable 8x8 Voice for Microsoft Teams?



What is the SKU information for the Voice For Microsoft Teams license?

Pricing and availability are as follows:

SKU	VOSVC0216-09
Regions	US, CAN, UK, EMEA, ANZ
Availability	All 38 countries where 8x8 has full PSTN support (wider support in Q3 2020)
How to Order	8x8 PartnerXChange
FAQ	Partner Frequently Asked Questions

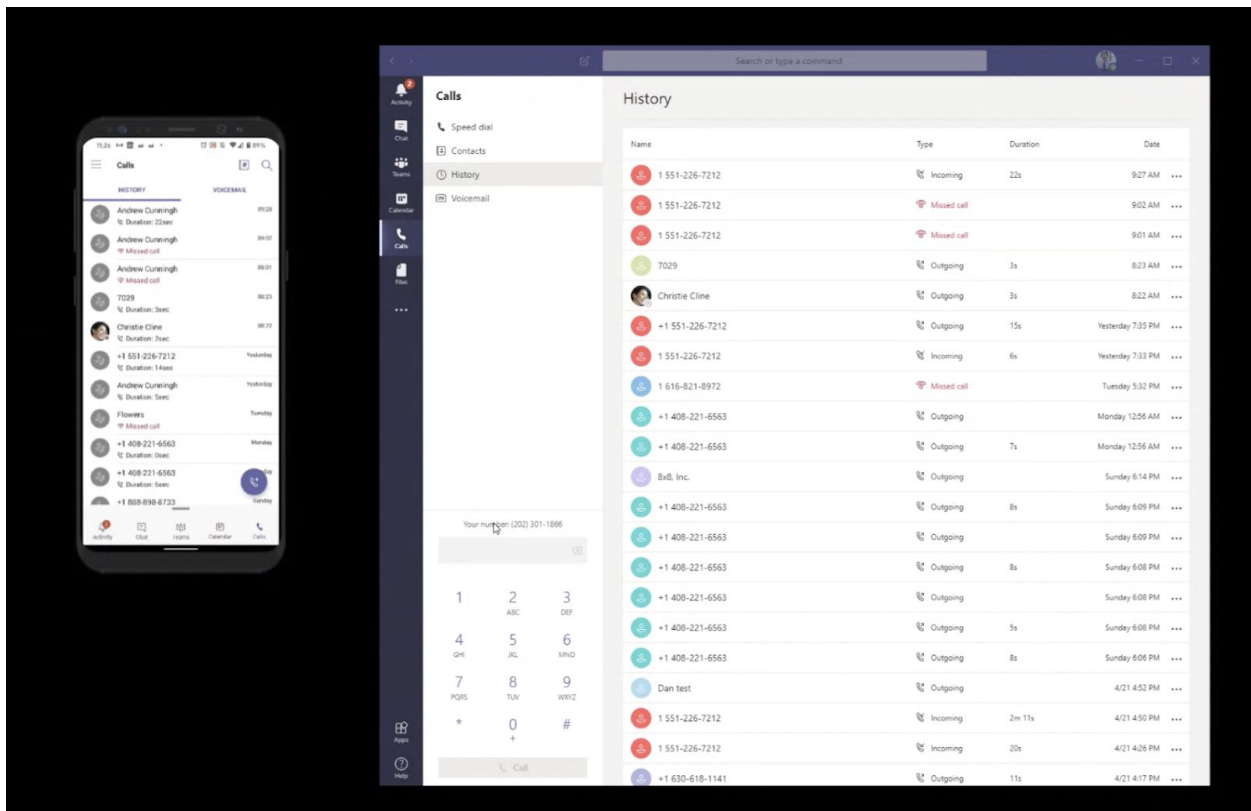
It is available as an add-on to an **X Series license only**. If you need to quote the add-on prior to it being orderable, please consult with the Deals Desk.

What additional MRR can I expect to make?

Because support for Microsoft Teams can expand the footprint of the 8x8 communications platform, partners can expect additional MRR from selling the add-on but also from the pull through licensing MRR for X Series.

Will the customer be using Virtual Office Desktop or Virtual Office Mobile?

The simple answer is no. This is an X Series sale with MS Teams as the single collaboration UI (so no Virtual Office). Customers who use Microsoft Teams as their collaboration UI want to continue using Teams without the need for another client such as VO. However, one of the key advantages in selling 8x8 to a Microsoft Teams customer is that it is the same underlying platform and administration for all 8x8 users. That means that it is possible to have users that are 8x8 phone users and/or 8x8 VO users in conjunction with MS Teams users on the same customer instance.



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All these scenarios are all possible:

1. An existing 8x8 customer that has users on MS Teams that are not currently on 8x8.
Opportunity: Expand the number of X Series licensed users to include MS Teams users
2. An existing 8x8 X Series customer that wants to convert Virtual Office users to MS Teams users. **Opportunity:** Sell 8x8 Voice for Microsoft Teams add-on licenses to convert existing 8x8 customers to 8x8 Voice for Microsoft Teams customers
3. A new customer that has users on MS Teams and that is looking to adopt a PSTN solution. **Opportunity:** Position X Series to new accounts that otherwise would not have considered 8x8, but are because of our MS Teams integration.

Functionality Questions

What limitations are there in capturing information in Virtual Office Analytics?

In general, any call placed or received in Microsoft Teams that touches the 8x8 network will be captured and available in Virtual Office Analytics. Information that will not be captured in Virtual Office Analytics includes:

- Calls placed between Microsoft Teams users
- Device Status / Call Quality information for Microsoft Teams endpoints

How long does it take to synchronize Microsoft Teams users with 8x8 so that they can begin taking calls?

While the user synch process is quick and straightforward in the administrator UI, it may take several days to synch to synch users so that they are live on 8x8. There are a few reasons for this:

- Microsoft Office 365 requires that users be synched serially, to ensure the synchronization process goes smoothly, For thousands of users, that could take several days to synch all users. This is not something 8x8 can change.
- The synchronization process uses scripted Powershell to create users and scripted processes that error out under certain conditions may be retried again as a way to make it easier for the admin prior to stopping and notifying the admin that there was a synchronization error.

What limitations exist when it comes to business applications integrations such as CRM integrations?

The following features are not available when using Microsoft Teams along with 8x8 and any CRM or other business application:

- Auto Answer on outbound is not possible
- Answer button from Maestro does not answer calls.

If a Microsoft Teams user calls another Microsoft Teams user on their 8x8 DID, is that call tracked and recorded by 8x8?

No, those calls are not tracked or recorded by 8x8.

Can I transfer to a ring group, call queue using Microsoft Teams?

No. This is not supported due to the mechanism used by Microsoft to perform the consultative transfer.

Is Microsoft Teams voicemail compatible with 8x8 voicemail?

No. Microsoft Teams voicemail will be turned off to allow calls to route to 8x8 voicemail.

Can calls using 8x8 Voice for Microsoft Teams be recorded?

Any call that uses the 8x8 network can be recorded (Teams to/from PSTN, Teams to/from 8x8). Microsoft Teams user to Microsoft Teams user calls cannot be recorded.

Are there any limitations with extension dialing?

Yes. Although you can dial any 8x8 extension in Microsoft Teams, it's important to note 3 limitations associated with extension dialing:

- Teams to Teams user calls will not be monitored, recorded or reported on by 8x8 even though they may look and feel like extension calls to a user
- Transfer to Call Queue extensions is not supported
- Transfer to Ring Group extensions is not supported

Does 8x8 Voice for Microsoft Teams support call quality analytics?

No. As the endpoints used are Microsoft Teams endpoints (soft clients or Microsoft Teams phones) 8x8 cannot monitor the quality of those endpoints. Microsoft does provide some statistics on the quality over the Teams to O365 portion of the call.

How will customers who choose 8x8 voicemails be able to retrieve and listen to those voicemails?

In cases where 8x8 is used to capture voicemails, those voicemails will be delivered via email. They are not available to be viewed in the MS Teams client.

Are there any limitations associated with call transfers?

Most call transfer operations will work with two notable exceptions:

- Transfers to Call Queue extensions are not supported
- Transfers to Ring Group extensions are not supported

How is Microsoft Teams presence handled with 8x8?

As 8x8 has no visibility into Microsoft Teams presence information, users can still receive calls when they are not available, whether they set that manually or if they are on a Teams call or in a Teams meeting.

With the availability of new Microsoft presence APIs, 8x8 is looking at adding reciprocal presence indication as part of the 8x8 Voice for Microsoft Teams product roadmap.

Is 8x8 Call Park supported?

Teams users will not be able to leverage 8x8 Call Park.

Is roaming supported?

Yes. When a user is roaming outside their configured location, media will route back to the nearest SBC of their configured location.

Is paging supported?

No, paging is not supported.

How is speech analytics supported in 8x8 Voice for Microsoft Teams?

Speech analytics is a feature available as part of 8x8's Contact Center solution. Calls handled by 8x8 CC can be recorded and analyzed via speech analytics. As Speech Analytics is released for UC use cases this will be available for Voice for Teams UC users also.

Devices and Hardware

Are 8x8 phone devices supported?

Users can have an 8x8 supported phone device. For Teams to Teams calls only MS Certified Devices will ring, standard 8x8 provided devices will not.

I have a SIP Phone Device, Can I Repurpose This for 8x8 Voice for Microsoft Teams

Yes you can. Follow [these instructions](#) to update the device to work with 8x8. Please see "Are 8x8 phone devices supported?" for more information on how 8x8 phones operate for a Voice for Microsoft Teams user.

Are analog phone devices supported?

Yes, analog devices are supported for any 8x8 user. Standalone 8x8 users who have an analog phone can call out to and receive calls from MS Teams users who are using 8x8 Voice for Microsoft Teams.

When Will 8x8 Voice for Microsoft Teams Be Available?

Proof of Concept

Proof of concepts are starting **May 11th, 2020** for a handful of strategic accounts and prospects. If you have a customer or prospect that is interested in engaging in a POC, please contact 8x8 for details.

Limited Availability

8x8 Voice for Microsoft Teams will begin shipping on **June 30th, 2020** as a limited availability SKU. This means that it will be orderable, but only in the 38 countries 8x8 has a PSTN presence.

General Availability

General availability of 8x8 Voice for Microsoft Teams will happen sometime in September of 2020 with all countries supported.