Set it and forget it.

Deploying 8x8 Voice for MS Teams takes less time than reading this chapter.

Supercharge Teams without a superhuman effort.

We know app switching is a leading productivity killer. But as we discussed in chapter 2, direct routing is the best way to save your Microsoft Teams users from app switching, but it often adds more deployment complexity than it saves. This is true only if you decide to do it yourself. To properly handle voice services, you have to hook directly into the Teams Dialpad and handle ring groups, call queues and call transfers.

Fortunately, 8x8 does exactly that. In fact, we've automated so much of the process that it can be completed in three straightforward steps as shown in the video on the next page. Don't assume supercharging your Microsoft Teams environment requires a superhuman effort. Learn more about the integration here.

8x8 Voice for Microsoft Teams Administrator
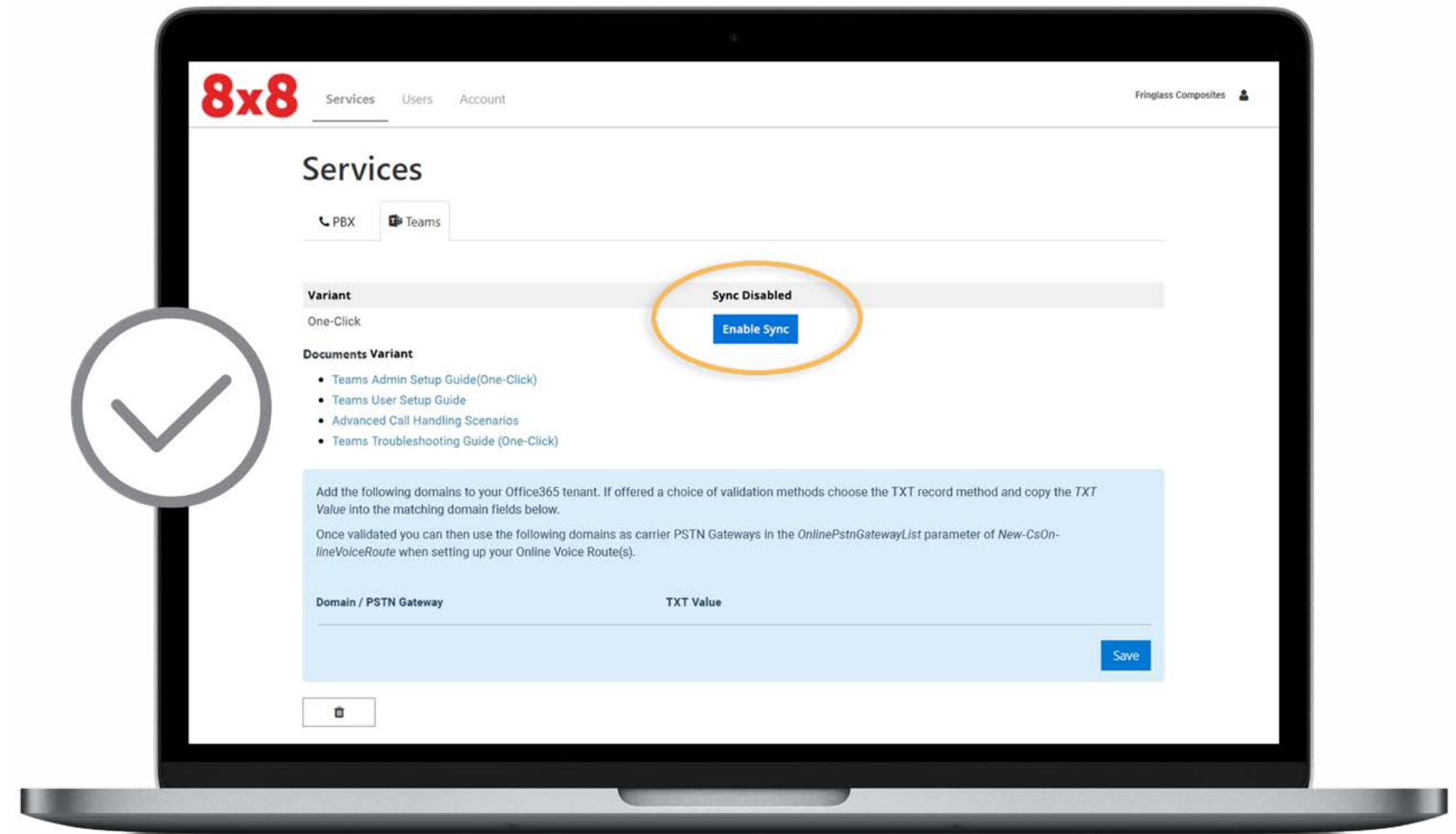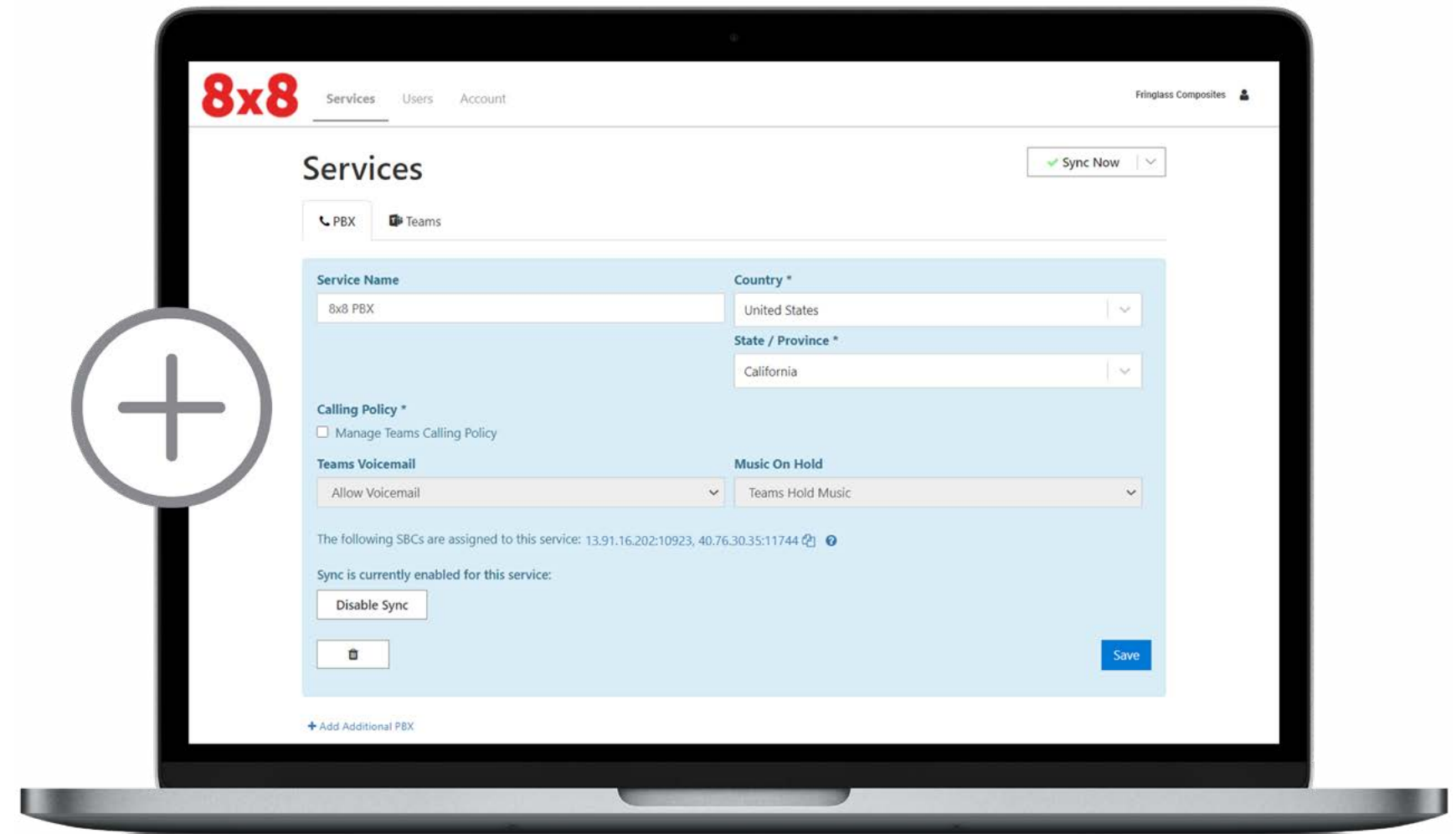
Step 1: Enable.

First, navigate to your 8x8 Voice for Microsoft Teams login, and click on "Enable Sync". You will then be asked to authenticate your Office 365 login.

This simple step connects 8x8 to Microsoft Teams so they can start talking to each other.
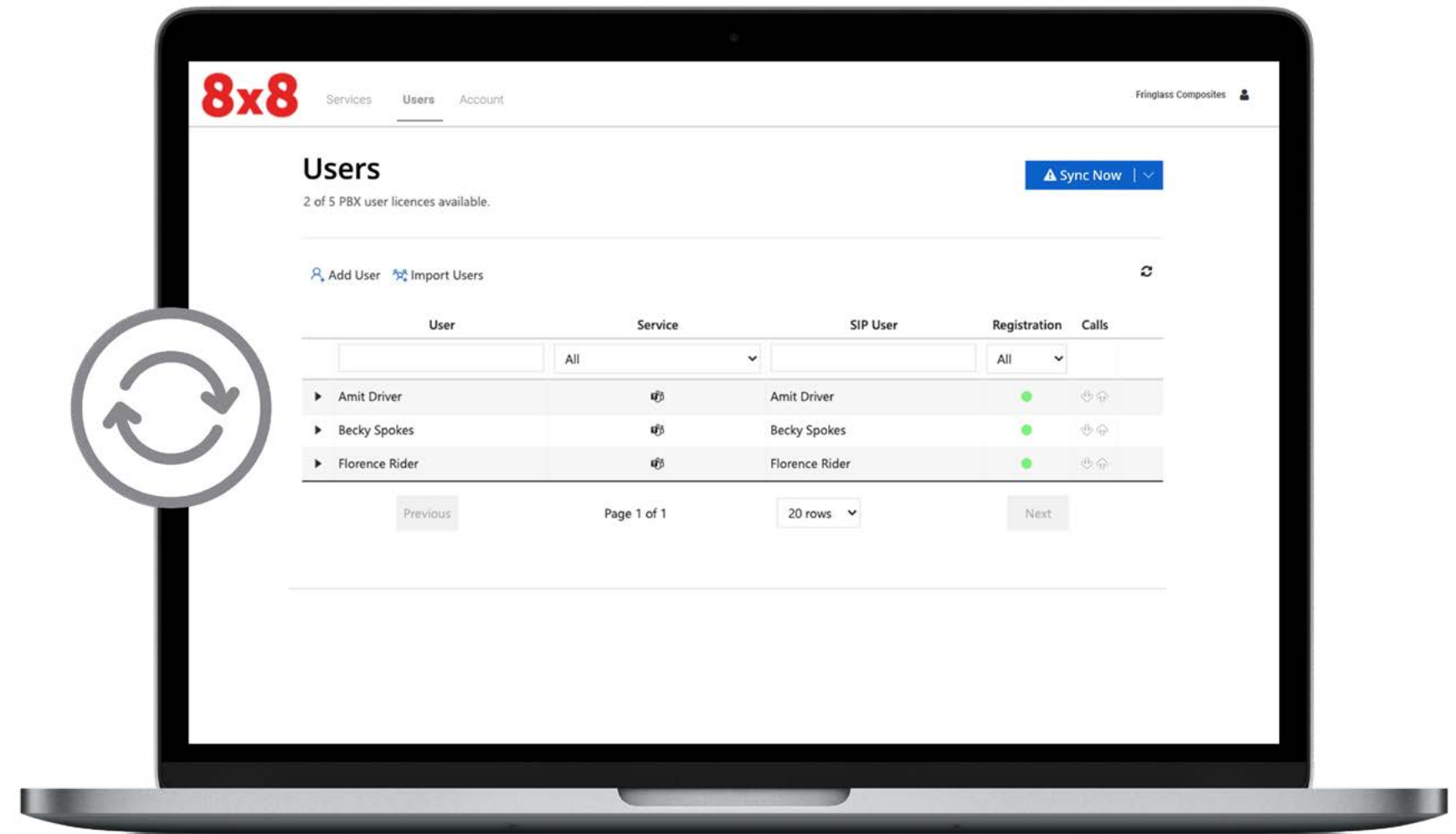
Step 2: Connect.

Next, enter your PBX information to establish the connection between Microsoft Teams and 8x8. Customers frequently get stuck here because they assume that they have to preconfigure their Teams users to use voice services when in fact, 8x8 automates that process for you. You just enter the country, state or province, and the SIP domain and then click "Add PBX".

Step 3: Sync.

Finally, the system uses the unique email address of the Microsoft Teams users to link them to their identity on 8x8. All you have to do is add individual users, or select all users, or you can also import a list of users from a spreadsheet if you have a subset of users who need voice access.

Once you have chosen your users, you ask the system to synchronise users on both systems and wait for the synchronisation process to complete. When the matching indicators turn green, users can start making calls right from the native dialler in their Microsoft Teams app, on any desktop, tablet, or mobile device.
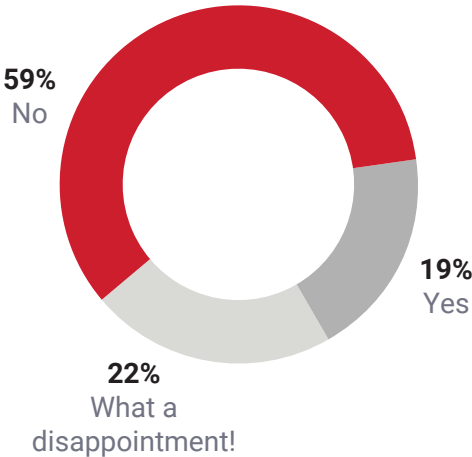
Improving how your Microsoft Teams users communicate couldn't possibly get any easier than 8x8 Voice for Microsoft Teams.

Request your personalised demo today to learn more.

8x8 Poll Results

Did you know that Microsoft offered 120 minutes of free voice services for Teams users on July 15, only to withdraw the offer on August 1?

59%
No

19%
Yes

22%
What a disappointment!

Did your parents have a landline phone with a super long cord that they tucked under an ear while they walked around the kitchen & cooked?

71%
yes

29%
No

Sources: Facebook, Linkedin, Twitter