As easy as one, two, Teams.

Learning the new way to connect will be easier than unlearning the hard way.

In Chapter 1 & Chapter 2, we discussed the importance of reducing the number of user interfaces your employees must juggle to limit the frictional cost of context switching.

If your company uses Microsoft Teams as its primary communications tool, you don't want employees to have to leave Teams to use a 3rd party dialler… even if that dialler is as awesome as 8x8's.

We get it. And your employees' comfort is our priority. Which is why the 8x8 solution for Teams looks like this.

What's the big deal?

It looks just like Microsoft Teams with a dialler.

That's the point. We have gone to a lot of trouble so you don't have to. When you receive a call, make a call, forward a call, put someone on hold, have a call go into a calling queue or ring group, behind the scenes it's handled by 8x8. But what do your users see? They see the native Microsoft Teams interface. The result? No retraining or special codes to learn, like you do with other solutions. Your users just keep using Teams as they have been.
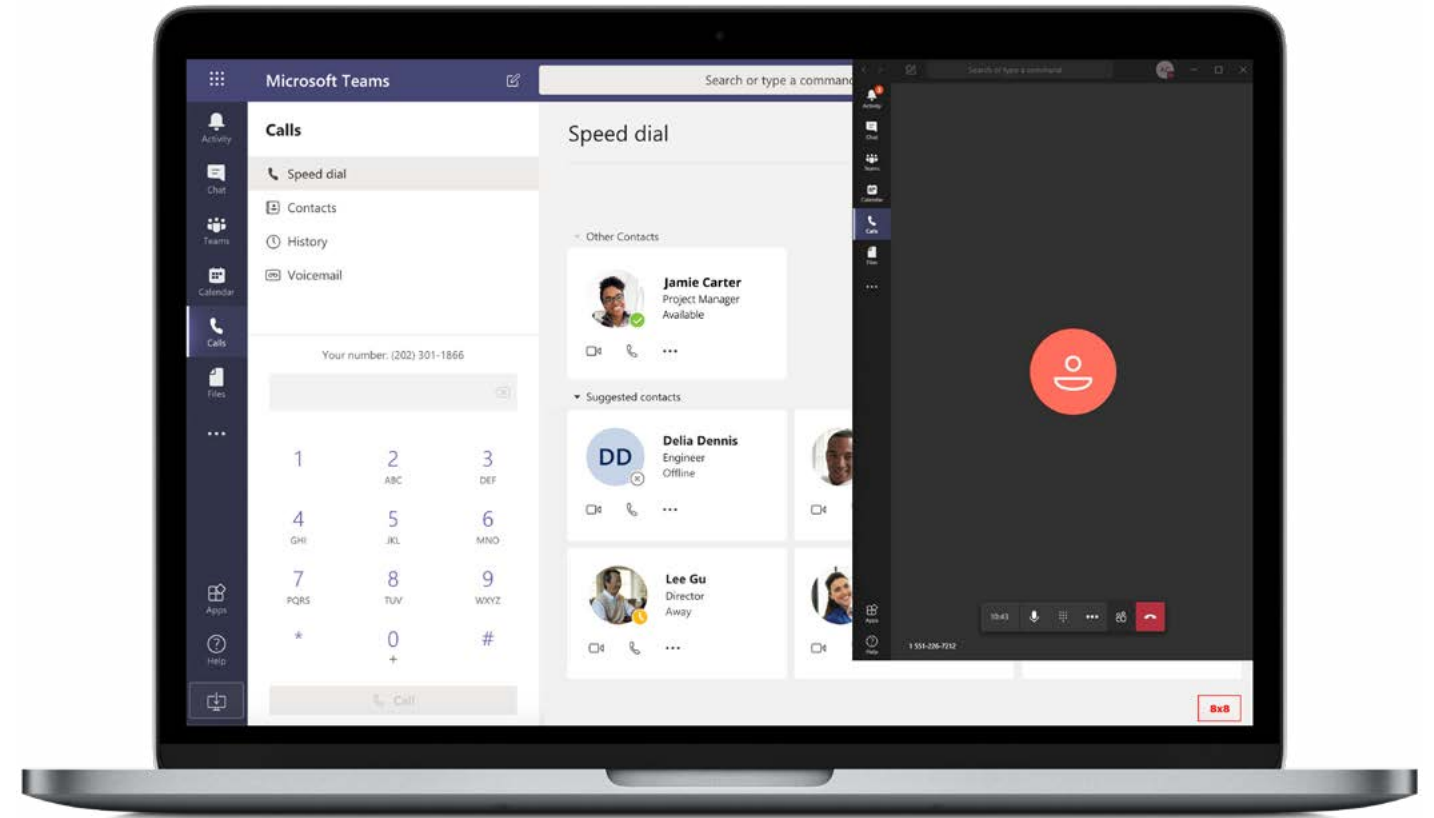
What about Mobile?

What about it? Once again, 8x8 has gone to great lengths to make our user experience, your user experience. Or rather, your existing Microsoft Teams user experience. We could go on, but a picture paints a thousand words.
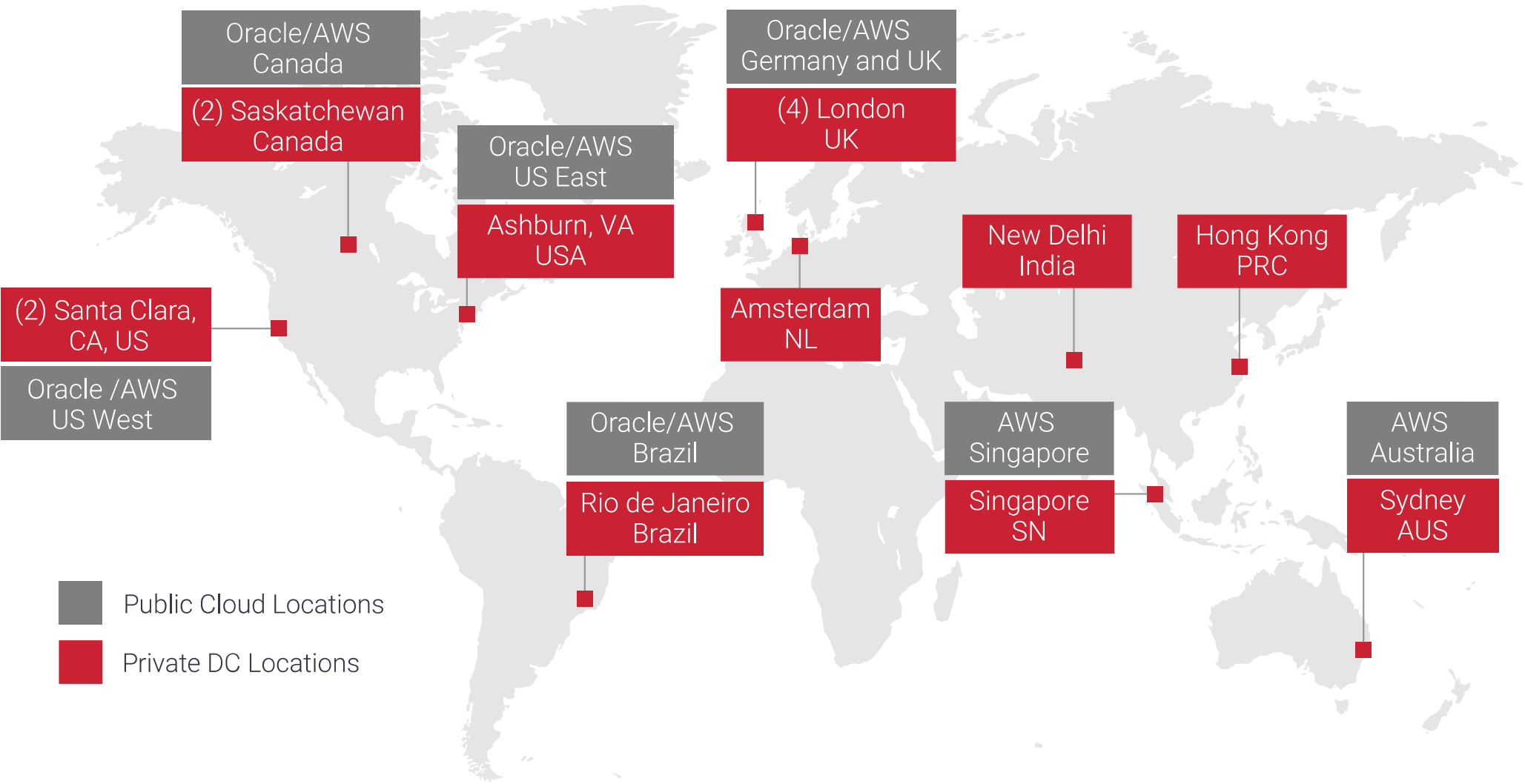

8x8
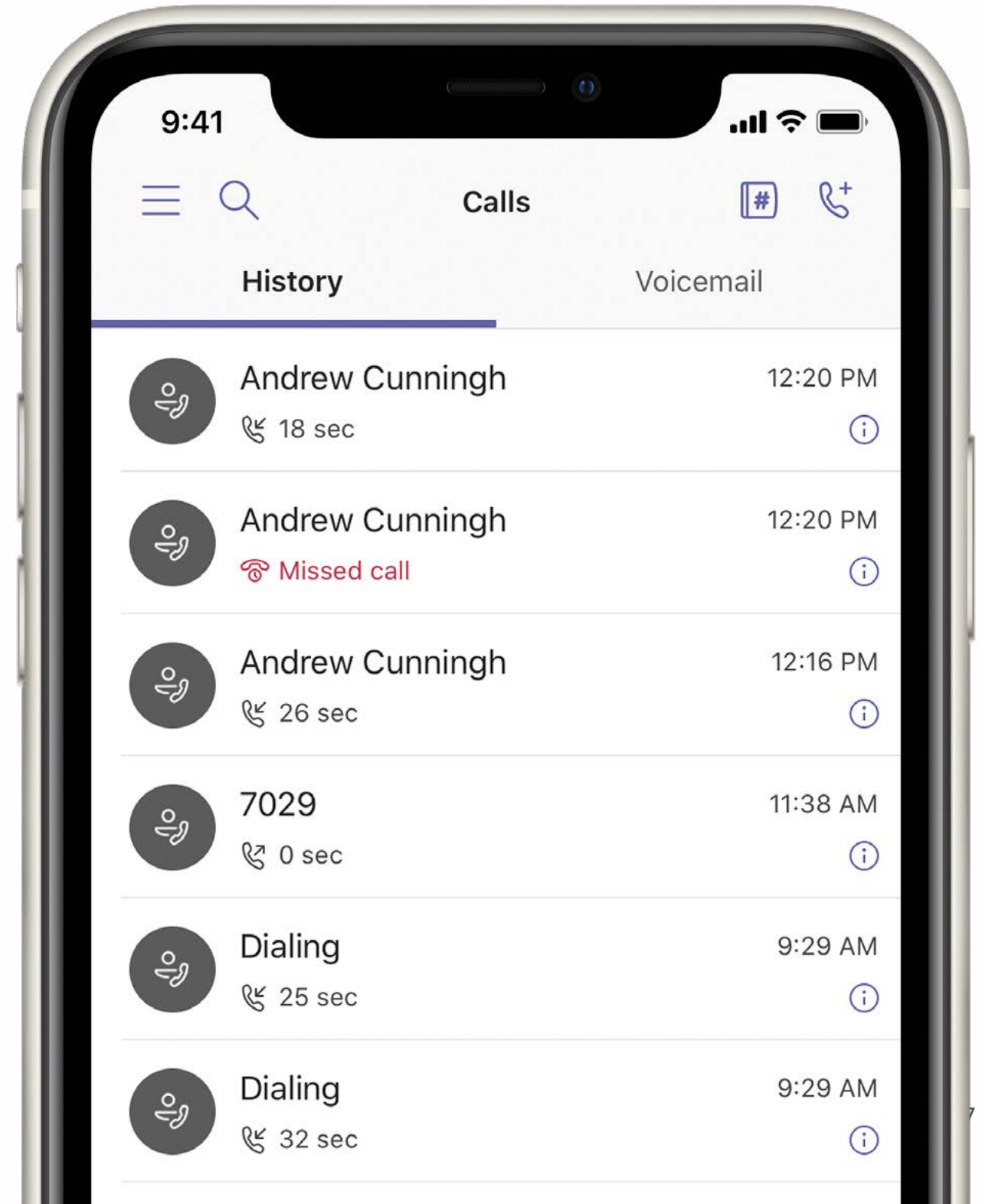
Call centre integration, variable calling plans and worldwide connectivity.

The advantages go far beyond native dialler integration. With 8x8 supporting telephony through Microsoft Teams, you can now mix and match your calling plans, with full PSTN replacement in 38 countries, unlimited local and international calls, local (DID) numbers, dial-plans number porting, local caller ID, emergency access and in-country call-routing. Now your organisation can build local physical presence. You also get toll-free and non-geographic numbers in 120+ countries so that you can serve customers from virtually anywhere in the world without having to physically be in that location. In addition, we have 15 globally redundant data centres that provide seamless connectivity and built-in disaster recovery. Just one more "little" thing that your users are getting without knowing it.

Global Reach™

A global enterprise technology presence

Oracle/AWS Canada
(2) Saskatchewan Canada

Oracle/AWS US East
Ashburn, VA USA

Oracle/AWS Germany and UK
(4) London UK

New Delhi India

Hong Kong PRC

(2) Santa Clara, CA, US
Oracle /AWS US West

Amsterdam NL

Oracle/AWS Brazil
Rio de Janeiro Brazil

AWS Singapore
Singapore SN

AWS Australia
Sydney AUS

Public Cloud Locations

Private DC Locations

15 geographically redundant data centers plus global public cloud infrastructure provide seamless connectivity and built-in disaster recovery

8x8

AND, if you do have a call centre and are using Microsoft Teams as well, we natively support ring groups and calling queues with full call and advanced speech analytics while your users are dialling from the Microsoft dialler. Once again, you don't have to worry about training your users on a new UI.
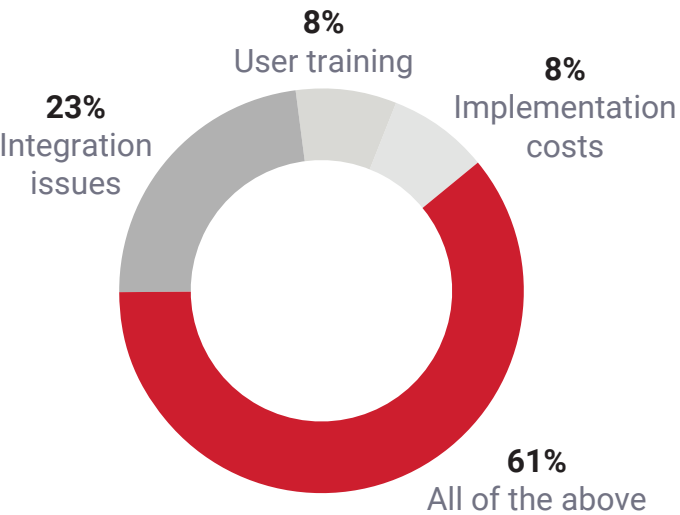
8x8
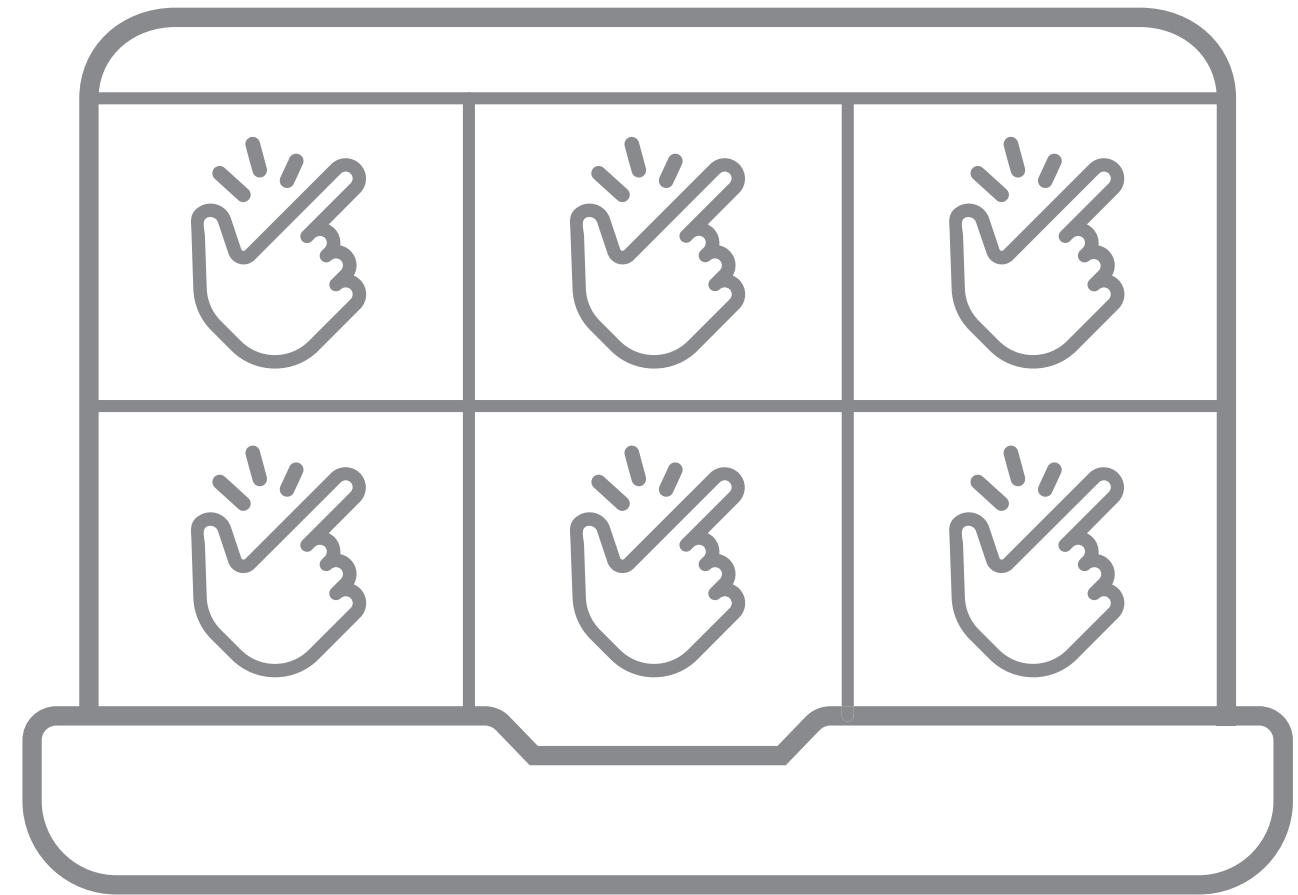
8x8 makes it easy to onboard your Microsoft Teams users to the 8x8 environment, because it is just their old environment.

It's easy to use, because they already know how.

8x8 Poll Results

What's the biggest challenge you expect to face migrating to a new communications platform?

8%
User training

8%
Implementation costs

23%
Integration issues

61%
All of the above

Sources: Facebook, Linkedin, Twitter

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