



Do you want a Cloud Switch® with high service standards?

CallMyWay® offers you a **Cloud Switch®** rich in functionalities and reports, with unlimited growth and geographic coverage. You can customize it according to the functionalities required. This is a self-management platform with world-class support from our Customer Service Center.



BENEFITS

Customization assured

You select the functionalities that you need and those call policies that you want to configure in each extension.



Reliable service

We continuously monitor the quality of service remotely in order to guarantee its performance.



Growth without limits

Cloud Switch® allows you to scale the number of extensions.



Global Coverage

CallMyWay® offers you phone numbers in more than 60 countries, which extends the service scope of your company.



FEATURES

CLOUD SWITCH®

The **Cloud Switch®** is customized through a self-management interface, and our Customer Service desk will be happy to assist you.

Scalable platform and self-management



Unlimited growth, unlimited number of extensions.

Continuous service quality monitoring, optimal quality operation.

A single access number, for all your offices, with global coverage.

IVR or AutoAttendant, customized menu configuration (Time of day).

Administration through web interface, allows self-management.

Assign numbering to extensions, define your dialing plan.

Richness of telephone features

Direct extension dialing, the customer defines the assigned number.

Simultaneous ringing on two terminals, service versatility.

Caller ID, assign a unique identifier per extension.

Tripartite or multipartite calls, easy to activate.

Call transfer, service agility.

Call restriction, define internal policies.

Configurable ringing time, customize your metrics.



Service Customization



"Follow me", configure call forwarding according to your preference.

VoiceMail, redirect calls to your voicemail.

BLF - Call Pick Up, avoid missing incoming calls.

Music On Hold, play music or audios during standby times.

Queue management, the customer defines the extensions to be included per queue.

Automatic Call Distribution [ACD], optimizes the call assignment.

"Star features" or shortcut commands, simplifies the service use.

Voice Interactive system (IVR) or Autoattendant

Configurable attention menus, you define the actions to be performed in each menu option, such as forwarding calls to: a group or queue, Voice Mail, a recording or to another menu.

Text to Speech, you send us the text, we convert it to audio in the language of your choice.

Menus for each schedule, you can create as many menus as you need: working hours, non-working hours, weekends, etc.

Intelligent Platform, when the waiting time for select an option is exceeded, contingency options such as: repeat message, send to operator, send to general voicemail, among others, are executed.

Integration with internal platforms, CallMyWay® offers IsMyFlux® service, which when purchased together with the Cloud Switch® allows you to create a tree of options that generate queries and responses to internal customer platforms, such as Balance Inquiry among others.



CALL RECORDING®

If you require to record calls from some extensions, you can additionally purchase our **Call Recording®** service. It includes an intuitive web interface that allows you to: search for a recorded call, listen to it, add comments and rate it.



Online storage

Our servers store call recording history, and related downloads online.



Service customization

You select the extension whose calls you need to record, for which you will be asked to sign an authorization document.



Immediate Availability

The recordings are available online immediately after the call ends.



Intuitive Platform

You can assign a comment and/or score to each call you listen to on our platform.

Type	Source	Endpoint	Date	Finished by	Origin	Destination	Duration	Size	Cost	Comment	Favorite	Rating	Audio	Disposition
Recording	otw	8620520 Commutador Principal	01-11-2021 10:17:57		Origin		15s	111.93KB	0.00		<input type="checkbox"/>		Listen Download	
Recording	otw	8620541 40004100 Demo CRM	01-11-2021 10:13:42		Origin		30s	235.68KB	0.00		<input type="checkbox"/>		Listen Download	

Search for calls using filters.

You can easily select the call(s) you wish to listen to through filters in which you select: the date, the telephone extension and/or assigned tag or score.

Recording History

Home: 2021-10-01 00:00

End: 2021-11-02 23:59

Number: 40004000

Favorite:

Rating: 10

Endpoint:

Minimum duration (minutes):

Search

Search criteria

TRAFFIC REPORTS

The **Cloud Switch®** includes a variety of inbound and outbound call reports that allow you to define and track your operational metrics.

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Calls and attempts report.

Search Criteria

Results

Results of the search

Home	Type	Finished by	Termination	Duration	Origin	Ext.	Destination	Ext. Rate	Connection fee	Total charges	Code	Destination	Disposition
28-12-2021 23:49:12	Incoming	Origin	Ok	36s	50850025007		50850025007	0.00	0.00	0.00			
28-12-2021 21:25:30	Incoming	Origin	Ok	1m5s	50850025007		50850025007	0.00	0.00	0.00			
28-12-2021 17:29:17	Incoming	Origin	Ok	20s	50850025007		50850025007	0.00	0.00	0.00			satisfacto
28-12-2021 17:28:53	Incoming	Origin	Ok	51s	50850025007		50850025007	0.00	0.00	0.00			
28-12-2021 16:47:02	internal	Origin	Ok	1m58s	50850025007	25	50850025007	0.00	0.00	0.00			
28-12-2021 16:47:02	internal	Origin	Ok	1m58s	50850025007	45	50850025007	0.00	0.00	0.00			
28-12-2021 16:46:38	internal	Origin	Ok	1s	50850025007	38	50850025007	0.00	0.00	0.00			

Telephone extension

Response rate per extension

Number	EndPoint	Name	Durations	Other	Cancelled	Busy	Rejected	No answer	OK	Total	NC (Network Computer)	Transferred
50850025007	50850025007	Comunicacion General	4744					29	29	100%		
50850025007	50850025007	Recepcion de Clientes	135		1		1	2	2	50%		
50850025007	50850025007	50850025007	283		1			7	8	88%		
50850025007	50850025007	Recepcion de Clientes	454		1			7	8	88%		
50850025007	50850025007	50850025007	3657					10	10	100%		
50850025007	50850025007	50850025007	1189			2		8	12	87%		
50850025007	50850025007	50850025007	682		1			6	6	50%		1 (16.67%)
50850025007	50850025007	50850025007	1614					6	6	100%		
50850025007	50850025007	50850025007	157		1			5	6	50%		
50850025007	50850025007	50850025007	23		1			1	2	50%		
50850025007	50850025007	50850025007	1548			1		4	5	80%		
50850025007	50850025007	50850025007	322					3	3	100%		
			14022	0	0	5	0	1	88	100%		1

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incoming call flow report to know among others the answer rate per call and per extension

Telephone consumption

Telephone extension

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Calls by extension report.
For a range of dates, the telephone consumption per extension and other metrics are known.

Username	Name	Incoming			Outgoing			Total				
		Duration	Cost(€)	Cost/minute	Calls	Duration	Cost(€)	Cost/minute	Calls	Duration	Cost(€)	Cost/minute
11894s	Comunicación Personal	0:00	0:00	28	0s	0:00	0	0	0:00	0:00	0:00	28
3m44s	Comunicación Personal	0:00	0:00	8	28m3s	228.88	8.22	1	29m17s	228.88	7.83	9
46m10s	Comunicación Personal	0:00	0:00	16	2m3s	18.92	6.72	1	48m23s	18.92	0.37	17
7m34s	Comunicación Personal	0:00	0:00	7	0s	0:00	0	0	7m34s	0:00	0:00	7
7m34s	Comunicación Personal	0:00	0:00	7	0s	0:00	0	0	7m34s	0:00	0:00	7
8m0s	Comunicación Personal	0:00	0:00	3	4m07s	32.33	9.74	2	12m07s	32.33	7.81	5
23m03s	Comunicación Personal	0:00	0:00	16	0s	0:00	0	0	23m03s	0:00	0:00	16
27m56s	Comunicación Personal	0:00	0:00	8	0s	0:00	0	0	27m56s	0:00	0:00	8
18m10m0s	Comunicación Personal	0:00	0:00	20	2s	0:07	0:00	1	18m12m0s	0:00	0:00	21
3m18s	Comunicación Personal	0:00	0:00	4	0s	0:00	0	0	3m18s	0:00	0:00	4
9m22s	Comunicación Personal	0:00	0:00	0	0s	0:00	0	0	9m22s	0:00	0:00	0
0s	Comunicación Personal	0:00	0:00	0	14s	0:00	0:00	1	14s	0:00	0:00	1
0s	Comunicación Personal	0:00	0:00	0	43s	16.91	25.13	1	43s	16.91	25.13	1
0s	Comunicación Personal	0:00	0:00	0	0m7s	198.86	20.94	7	0m7s	198.86	22.04	7
0s	Comunicación Personal	0:00	0:00	0	1m10s	10.78	6.48	2	1m10s	10.78	3.48	2
0s	Comunicación Personal	0:00	0:00	1	0s	0:00	0	0	0s	0:00	0:00	1
5h46m27s		0.00	0.00	117	44m10s	556.47	12.57	10	5h30m53s	556.47	1.42	132

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Ringling time by extension report.

User	Name	0s	10s	15s	20s	30s	40s	50s	60s	70s	80s	90s	100s	110s	120s	Other	Cancelled	Busy	Rejected	No answer	OK	Total	Duration	Duration Average	Ringling Average		
11894s	Comunicación Personal	11 (31.4%)	21 (60%)	22 (62.8%)	24 (68.6%)	24 (68.6%)	24 (68.6%)	24 (68.6%)	24 (68.6%)	24 (68.6%)	24 (68.6%)	24 (68.6%)	24 (68.6%)	24 (68.6%)	24 (68.6%)	11					24	24	544m00s	4m25s	7s		
3m44s	Comunicación Personal	12 (32%)	14 (38.3%)	14 (38.3%)	14 (38.3%)	14 (38.3%)	14 (38.3%)	14 (38.3%)	14 (38.3%)	14 (38.3%)	14 (38.3%)	14 (38.3%)	14 (38.3%)	14 (38.3%)	14 (38.3%)	7					3	14	24	43m20s	3m0s	4s	
46m10s	Comunicación Personal	2 (40%)	3 (60%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)					5	5	5m0s	1m13s	10s		
7m34s	Comunicación Personal		1 (50%)	1 (50%)	1 (50%)	1 (50%)	1 (50%)	1 (50%)	1 (50%)	1 (50%)	1 (50%)	1 (50%)	1 (50%)	1 (50%)	1 (50%)						1	2	20s	33s	15s		
7m34s	Comunicación Personal		1 (33.3%)	1 (33.3%)	1 (33.3%)	1 (33.3%)	1 (33.3%)	1 (33.3%)	1 (33.3%)	1 (33.3%)	1 (33.3%)	1 (33.3%)	1 (33.3%)	1 (33.3%)	1 (33.3%)						1	1	3	1m10s	1m0s	7s	
8m0s	Comunicación Personal	29 (100%)	29 (100%)	29 (100%)	29 (100%)	29 (100%)	29 (100%)	29 (100%)	29 (100%)	29 (100%)	29 (100%)	29 (100%)	29 (100%)	29 (100%)	29 (100%)						29	29	1m3m24s	2m0s	7s		
9m22s	Comunicación Personal	3 (60%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)						5	5	9m22s	1m0s	11s		
0s	Comunicación Personal	9 (50.3%)	9 (50.3%)	9 (50.3%)	9 (50.3%)	9 (50.3%)	9 (50.3%)	9 (50.3%)	9 (50.3%)	9 (50.3%)	9 (50.3%)	9 (50.3%)	9 (50.3%)	9 (50.3%)	9 (50.3%)						1	1	5	10	50m30s	0m27s	7s
0s	Comunicación Personal	2 (40%)	3 (60%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)						5	5	9m22s	1m0s	11s		
0s	Comunicación Personal	1 (33.3%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)	3 (100%)						5	5	5m0s	1m13s	10s		
0s	Comunicación Personal	4 (40%)	7 (70%)	7 (70%)	7 (70%)	7 (70%)	7 (70%)	7 (70%)	7 (70%)	7 (70%)	7 (70%)	7 (70%)	7 (70%)	7 (70%)	7 (70%)						3	7	10	3m14s	33s	10s	
0s	Comunicación Personal	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)						5	5	26m00s	5m00s	14s		
0		94	102	104	107	107	107	107	107	107	107	107	107	107	107	0	24	6		4	167	141	3h06m23s	3m15s	6s		

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Waiting time in queue report.

Incoming queued calls Report

Home: 2021-12-28 00:00

End: 2021-12-29 23:59

Queue: [Dropdown]

Result: Local screen / XLS

Search

1 2 Q

Date	Origin	Destination	Queue	Attido	Wait time	Agent	Total	Answered
2021-12-28 07:26:28	11894s	Comunicación Personal	Recepcion	19s	3s	25s	44s	Y
2021-12-28 07:56:48	11894s	Comunicación Personal	Soporte	19s	11s	1m1s	1m31s	Y
2021-12-28 09:09:30	11894s	Comunicación Personal	Recepcion	19s	0s		29s	N
2021-12-28 10:17:39	11894s	Comunicación Personal	Recepcion	19s	0s		31s	N
2021-12-28 10:29:53	11894s	Comunicación Personal	Recepcion	19s	38s	5m8s	6m5s	Y

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Response rate per queue report.

Queue: CallMyway Cola Soporte - Soporte_R_Venta

AA_Conmutador_Principal - Soporte

AA_Conmutador_Principal - Ventas

AutoAttendant	Queue	Received	Answered	Abandoned	On Hold	Service level (%)	SLA (%)
CallMyway Cola Soporte	Soporte_R_Venta						
AA_Conmutador_Principal	Soporte		1			100%(80%,20s)	100
AA_Conmutador_Principal	Ventas						

END USER - AVAILABLE OPTIONS



Telephony over Microsoft Teams®.



Web Phone and SIP Collaboration



Reuse your SIP devices or Teams phone numbers.



Acquire SIP or Teams Devices from CallMyWay®.

CLOUD SWITCH® OFFERS YOU A SELF-MANAGEMENT INTERFACE THAT PROVIDES:

- IVR self-management: menus, schedules, audios and other options.
- Agent queues or ringing groups management.
- Changes management in telephone extensions.

The screenshot displays the 'Menu Principal' configuration page in the Cloud Switch interface. It includes sections for menu configuration, schedules, and actions.

Menu Configuration:

- Name: Menu Principal
- Audio Bienvenida: [Search] [Delete]
- Audio Menú: Bienvenida: 03-12-21 [Search] [Delete]
- Acción transferir a extensión: [Search] [Delete]
- Acción incondicional: [Search] [Delete]
- Acción sin coincidencia: Opción 0 Recepcion [Search] [Delete]
- Acción sin entrada: Opción 0 Recepcion [Search] [Delete]
- Options: Permitir saltar bienvenida, Permitir saltar menú, Permitir transferir a extensiones

Schedules:

- Name: Lunes a Viernes
- Start Date: 2018-05-04
- End date: 2100-01-01
- Hours de Inicio: 08:00:00
- Hours de Fin: 22:00:00
- Active: Mo Tu Mi Ju Vi Sa Su

Acciones:

0	Opción 0 Recepcion	[Search] [Delete]	1	Opción 1 Soporte	[Search] [Delete]	2	Opción 2 Ventas	[Search] [Delete]
3		[Search] [Delete]	4		[Search] [Delete]	5		[Search] [Delete]
6		[Search] [Delete]	7		[Search] [Delete]	8		[Search] [Delete]
9	Repetir	[Search] [Delete]	*		[Search] [Delete]	#		[Search] [Delete]



BUSINESS MODEL



Fixed Configuration Charge

Includes Cloud Switch® configuration of the according to your preferences.



Monthly fixed charge

Varies according to the number of extensions configured and the end user options selected. Includes support from our Customer Service Center.



Telephone Number

CallMyWay® offers you Numbers in Costa Rica and in more than 60 countries as well as portability in some of these countries. Configuration and monthly charges apply according to the countries of your interest.



Optional services

We offer additional optional services such as: Call recording®, Click2call®, IsMyContact®, Fax2mail®. Additional monthly and activation fees apply.

CUSTOMER SERVICE CENTER

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