



## IsMy Connect

Do you need a corporate Cloud Switch that provides telework tools through a world-class collaboration tool?

CallMyWay® offers you **IsMyConnect®**, Microsoft certified Cloud Switch and Telephony Services integrated with your Microsoft Teams® licensing natively and transparently. It includes online reporting and world-class support.



### BENEFITS

#### Absolute Mobility

Your employees will enjoy telephony services over Microsoft Teams®, anywhere. It includes local, international and direct extension dialing.



#### Ease of use

IsMyConnect® can substitute your current telephone switch since it includes all corporate telephony functionalities you require.



## Service Reliability

Enjoy a stable, robust and redundant service. Activate phone extensions, according to your business needs. CallMyWay® provides support and continuous updates.



## Microsoft Certification

IsMyConnect® is a Microsoft certified service. Calls are encrypted end-to-end between Microsoft Teams® and IsMyConnect®.



## FEATURES



### Telephony integration over Microsoft Teams

The IsMyConnect® user enjoys an integrated telephony and collaboration environment over Microsoft Teams.



### Cloud Switch

IsMyConnect® includes a Cloud Switch. You customize it according to your company's requirements.



### Auto Attendant or IVR

IsMyConnect® allows you to create Auto Attendants. We provide Text to Speech capabilities.



### Reporting and Business Intelligence

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



### Power BI Connector

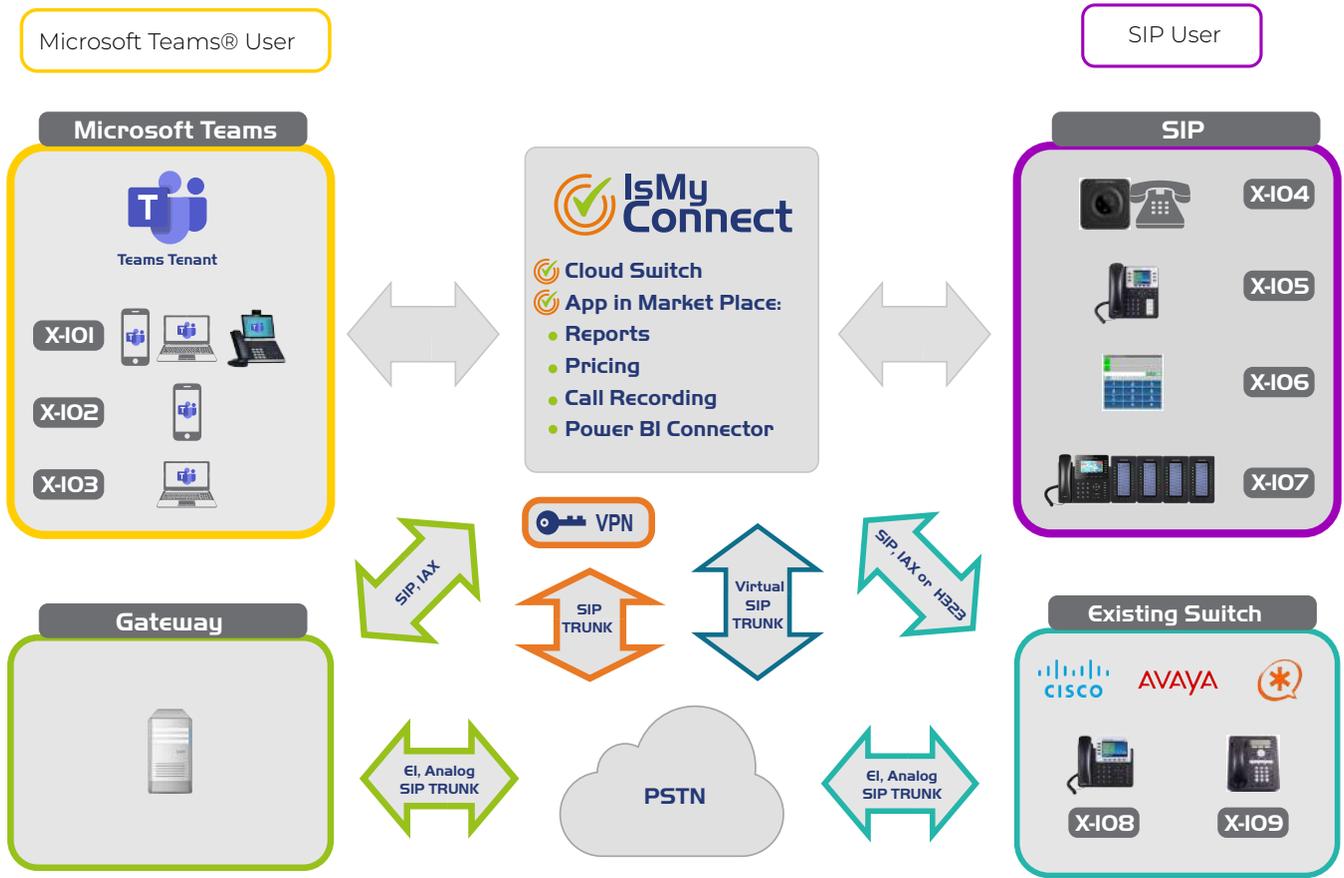
IsMyConnect® includes a Power BI connector. Therefore, you can generate customized reports.



### Public telephone network interconnection

There are several options available for Public Network interconnection: Number provided by CallMyWay®, through your current PBX or through your current telephone lines.

The following diagram shows service topology with its interconnection options to the public telephone network and end users types. (Microsoft Teams®, SIP and/or Existing Switch)



## PUBLIC TELEPHONE NETWORK INTERCONNECTION

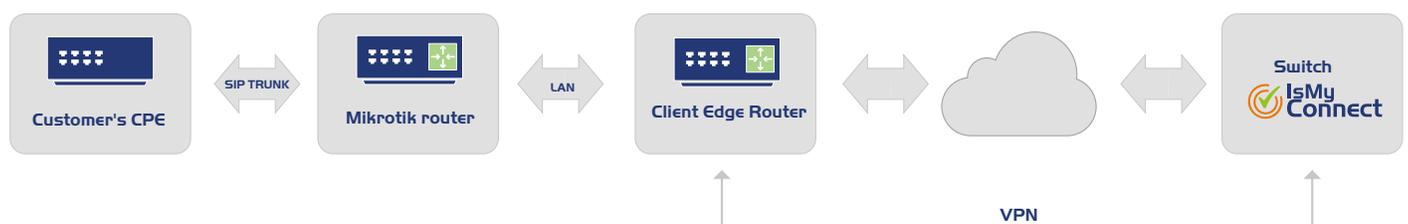
The topology shown above shows the 4 public telephone interconnection types. These are described below upon their colors on the topology.

Gateway	SIP Trunk over VPN	Virtual SIP Trunk	Existing Switch
It interconnects your current trunks using a Gateway provided by CallMyWay®.	It establishes a VPN over your current trunks. See details below.	CallMyWay® provides you with telephone numbers or we port your existing numbers and trunks (if available in your country).	The trunks of your current carrier and your current switch are reused using the protocols available on your switch.

### SIP Trunk over VPN

To implement SIP Trunk over VPN, the following technical details are provided. CallMyWay® configures an IPSec VPN between the IsMyConnect® Switch and the customer's edge router. The customer must purchase a Mikrotik-branded device on which an IP address provided by the customer will be configured, within a range allowed by the VPN. In turn, the Mikrotik equipment will be interconnected on one of its interfaces to the SIP Trunk CPE provided by the customer's current telephony operator.

This is illustrated in the following diagram



## 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.

### Full Featured Platform

**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.





# CALL RECORDING®

If you require for quality control purposes to record calls from some **IsMyConnect®** extensions, you can additionally contract 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.

Results

Comment and call qualification

Type	Source	Endpoint	Date	Finished by	Origin	Destination	Duration	Size	Cost	Comment	Favorite	Rating	Audio	Disposition
Recordings	otw	8626525 Commutador Principal	01-11-2021 16:17:57	Origen			15s	111.93KB	0.00		<input type="checkbox"/>		<a href="#">Listen</a> <a href="#">Download</a>	
Recordings	otw	8626541 40004109 Demo CRM	01-11-2021 16:13:42	Origen			30s	235.05KB	0.00		<input type="checkbox"/>		<a href="#">Listen</a> <a href="#">Download</a>	

## 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: [Dropdown]

Minimum duration (minutes): [Input]

Search criteria

Search

# TRAFFIC REPORTS

IsMyConnect® 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.

Call History

Date:  Yesterday  Today  Date range

From: 2021-12-29 00:00

To: 2021-12-29 23:59

Pin:

Group:  Gerencia  Administrativo  Comercial  Servicio al Cliente  TI  Test UK  Demostraciones  Test Tavo

State:  All  Connected  Charged  Attempts

Type:  All  Incoming  Outgoing  Forwarding

Destination:

Finished by:

Lines per page:

Results:  Local screen  CSV

Search Criteria

Results

Results of the search

« 1 2 3 4 5 🔍 »

Home	Type	Finished by	Termination	Duration	Origin	Ext.	Destination	Ext. Rate	Connection fee	Total charges	Code	Disposition
26-12-2021 23:49:12	Incoming	Origin	Ok	36s	00000000		0000-0000-00000000	\$0.00	\$0.00	\$0.00		
26-12-2021 21:25:30	Incoming	Origin	Ok	1m5s	00000000		0000-0000-00000000	\$0.00	\$0.00	\$0.00		
26-12-2021 17:29:17	Incoming	Origin	Ok	20s	00000000		0000-0000-00000000	\$0.00	\$0.00	\$0.00		satisfecho
26-12-2021 17:28:53	Incoming	Origin	Ok	51s	00000000		0000-0000-00000000	\$0.00	\$0.00	\$0.00		
26-12-2021 16:47:02	Internal	Origin	Ok	1m58s	00000000 (Ext. 29 Branch - 00000000)	29	000 (Team - 0000-0000-00000000)	\$0.00	\$0.00	\$0.00		
26-12-2021 16:47:02	Internal	Origin	Ok	1m58s	00000000 (Ext. 29 Branch - 00000000)	NC	00000000 (Ext. 29 Branch)	\$0.00	\$0.00	\$0.00		
26-12-2021 16:46:39	Internal	Origin	Ok	1s	00000000 (Ext. 29 Branch - 00000000)	29	000 (Team - 0000-0000-00000000)	\$0.00	\$0.00	\$0.00		

Telephone extension

Response rate per extension

EndPoint result

Number	Endpoint	Name	Duration	Other	Cancelled	Busy	Rejected	No answer	OK	Total	NC (Network Computer)	Transferred
000000	00000000	Comercio Exterior	4744						29	29	100%	
000000	00000000	Administración	130	1			5	3	5	5	60%	
000000	00000000	Administración	594	1				2	8	8	88%	
000000	00000000	Administración	404	1				7	8	8	78%	
000000	00000000	Ext. 11 (Sales)	3657					10	13	13	100%	
000000	00000000	Ext. 11 (Sales)	1284			3		8	12	12	87%	
000000	00000000	Ext. 11 (Sales)	592	1				5	6	6	83%	1 (16.67%)
000000	00000000	Ext. 11 (Sales)	1614					6	8	8	100%	
000000	00000000	Ext. 11 (Sales)	157	1				5	6	6	60%	
000000	00000000	Ext. 11 (Sales)	33	1				1	3	3	90%	
000000	00000000	Ext. 11 (Sales)	1848			1		4	5	5	76%	
000000	00000000	Ext. 11 (Sales)	302					3	3	3	100%	
			14922	0	8	5	0	1	88	106	88%	1

NC: Answering level

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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	Calls
...	...	1118s	0.68	3.60	24	0s	0.00	0	0	1118s	0.68	3.60	24
...	...	3m4s	0.08	3.00	3	26m4s	228.88	8.22	1	29m8s	229.56	7.83	4
...	...	46m10s	0.05	3.00	16	2m4s	18.02	6.72	1	48m22s	18.12	6.37	17
...	...	7m34s	0.08	3.00	7	0s	0.00	0	0	7m34s	0.08	3.00	7
...	...	7m34s	0.08	3.00	7	0s	0.00	0	0	7m34s	0.08	3.00	7
...	...	8m2s	0.08	3.00	3	4m17s	20.33	97.34	2	12m21s	20.59	7.87	5
...	...	5m30s	0.08	3.00	16	0s	0.00	0	0	5m30s	0.08	3.00	16
...	...	27m46s	0.08	3.00	3	0s	0.00	0	0	27m46s	0.08	3.00	3
...	...	1m41m20s	0.08	3.00	20	2s	0.00	0.00	1	1m41m22s	0.08	3.00	21
...	...	3m18s	0.08	3.00	4	0s	0.00	0	0	3m18s	0.08	3.00	4
...	...	9m22s	0.08	3.00	0	0s	0.00	0	0	9m22s	0.08	3.00	0
...	...	1s	0.08	3.00	1	14s	0.08	0.00	1	15s	0.08	3.00	1
...	...	1s	0.08	3.00	0	43s	16.01	25.13	1	44s	16.01	25.13	1
...	...	1s	0.08	3.00	0	9m1s	108.88	20.94	7	9m2s	109.04	21.04	7
...	...	1s	0.08	3.00	0	1m10s	10.78	6.48	2	1m11s	10.78	6.48	2
...	...	35s	0.08	3.00	1	0s	0.00	0	0	35s	0.08	3.00	1
...	...	5m46m27s	0.69	0.69	117	44m10s	558.47	12.57	10	50m28s	559.17	11.42	132

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**Ringing time by extension report.**

User	Name	3s	10s	15s	20s	30s	40s	30s	60s	70s	80s	90s	195s	116s	126s	Other	Cancelled	Busy	Rejected	No answer	Ok	Total	Duration	Duration Average	Ringing Average
...	...	11 (31.4%)	21 (60%)	22 (62.9%)	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%)	24 (68.6%)	11	0	0	0	24	35	144m00s	4m22s	7s
...	...	12 (34%)	14 (39.3%)	14 (39.3%)	14 (39.3%)	14 (39.3%)	14 (39.3%)	14 (39.3%)	14 (39.3%)	14 (39.3%)	14 (39.3%)	14 (39.3%)	14 (39.3%)	14 (39.3%)	14 (39.3%)	14 (39.3%)	7	0	0	0	14	24	43m00s	3m0s	4s
...	...	2 (4%)	3 (8%)	4 (10%)	4 (10%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	1	0	0	0	1	2	32s	1m13s	10s
...	...	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1	0	0	0	1	0	1m0s	1m0s	7s
...	...	28 (100%)	28 (100%)	28 (100%)	28 (100%)	28 (100%)	28 (100%)	28 (100%)	28 (100%)	28 (100%)	28 (100%)	28 (100%)	28 (100%)	28 (100%)	28 (100%)	28 (100%)	1	0	0	0	1	28	1m33m24s	2m08s	1s
...	...	3 (8%)	3 (8%)	4 (10%)	4 (10%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	1	0	0	0	1	8	4m12s	1m0s	11s
...	...	9 (25.5%)	9 (25.5%)	9 (25.5%)	9 (25.5%)	9 (25.5%)	9 (25.5%)	9 (25.5%)	9 (25.5%)	9 (25.5%)	9 (25.5%)	9 (25.5%)	9 (25.5%)	9 (25.5%)	9 (25.5%)	9 (25.5%)	1	0	0	0	1	10	5m0s	3m27s	7s
...	...	2 (4%)	3 (8%)	4 (10%)	4 (10%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	6 (15%)	1	0	0	0	1	2	3m0s	1m13s	10s
...	...	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1	0	0	0	1	0	3m0s	3m0s	4s
...	...	4 (10%)	7 (20%)	7 (20%)	7 (20%)	7 (20%)	7 (20%)	7 (20%)	7 (20%)	7 (20%)	7 (20%)	7 (20%)	7 (20%)	7 (20%)	7 (20%)	7 (20%)	3	0	0	0	7	13	1m14s	32s	10s
...	...	8 (23%)	8 (23%)	8 (23%)	8 (23%)	8 (23%)	8 (23%)	8 (23%)	8 (23%)	8 (23%)	8 (23%)	8 (23%)	8 (23%)	8 (23%)	8 (23%)	8 (23%)	1	0	0	0	8	8	2m03s	5m0s	1s
...	...	61	84	102	104	107	107	107	107	107	107	107	107	107	107	107	0	24	6	4	187	141	3h38m23s	3m19s	8s

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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 [Button]

Date	Origin	Destination	Queue	Audio	Wait time	Agent	Total	Answered
2021-12-28 07:26:28	...	...	Reception	1s	3s	22s	4s	Y
2021-12-28 07:56:48	...	...	Soporte	1s	11s	1m1s	1m31s	Y
2021-12-28 08:09:30	...	...	Reception	1s	0s	29s	0s	N
2021-12-28 10:17:39	...	...	Reception	1s	0s	31s	0s	N
2021-12-28 10:29:53	...	...	Reception	1s	38s	5m8s	6m5s	Y

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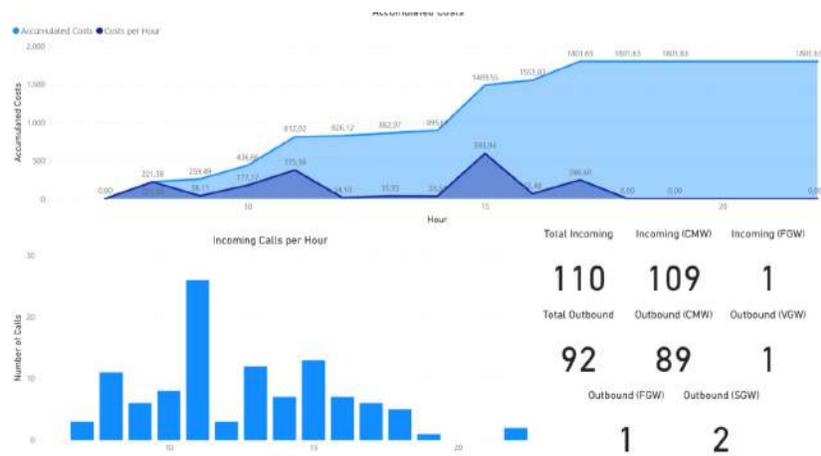
**Response rate per queue report.**

Queue:  CallMyway Cola Soporte - Soporte\_R\_Venta  
 AA\_Conmutador\_Prncipal - Soporte  
 AA\_Conmutador\_Prncipal - Ventas

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

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**Power BI Connector**





## BUSINESS MODEL



### Fixed monthly and activation fee

You can activate and deactivate users at any time without penalty.



### Outgoing calls

Calls are charged according to the published rates on [www.callmyway.com](http://www.callmyway.com).



### Minute Bags

CallMyWay® offers minutes bags of are customized according to each company's consumption.



### Public telephone network interconnection

The activation and monthly charges vary according to each company's preference.



### Optional services

Services such as: Call Recording®, Click2call®, IsMyContact®, Fax2mail®, among others, will be activated, for which additional monthly and activation fees apply.

## MONTHLY FEE FOR ISMYCONNECT® PLANS

IsMyConnect® offers plans according to your requirements. All plans include the Cloud Switch services. It includes recording services based on your particular needs.



	Basic	Regular	Corporate	Premium
Ext. Connect	1	1	1	1
Recording giga	0	1	4	7
Recording hour	0	16	64	112

1 recording giga

Approximately 1000 minutes of recording time or 16 hours

- It includes up to 6 months of recording service or the GB offered per plan whichever comes first.
- If the customer stores recordings on his own servers, a regular plan is associated to all users.
- Does not include phone numbers or simultaneous calls.

# CUSTOMER SERVICE CENTER

sales@callmyway.com  
www.callmyway.com



México +5255 4170 8422

Chile +56 227609072

Colombia +57 15189663

Miami +1-305-644-5335

Canadá +1 6134168671

Perú +51 16409850

Panamá +507 8366060

Guatemala + 502 (2) 3750299

El Salvador +503 (211) 30412

Costa Rica +506 40004000

Rep. Dominicana +1 (829) 9466346

