



Do you need a **Cloud Switch** that offers you a feature-rich mobile and collaborative environment?

CallMyWay® offers you IsMyPeers®, an excellent collaboration environment for any company.

With IsMyPeers® you can enjoy collaboration services as: video and audio conferences, calls, chat, desktop sharing, among other options. It includes a full featured Cloud PBX and Online Traffic Reports.



BENEFITS

Mobility

IsMyPeers® allows you to link your computer, smartphone and/or tablet to your collaborative workgroups regardless of your geographic location.



Agility and Business Savings

IsMyPeers® includes all Cloud Switch functionalities. You no longer need to invest in a physical PBX. The service is up and running in less than 24 hours.





Collaboration

IsMyPeers® includes several collaboration tools.



Cloud Switch

With IsMyPeers® you customize the Cloud Switch according to your company's requirements.



Auto Attendant or IVR

IsMyPeers® allows you to create Auto Attendants for your Switch-board.



Business intelligence and Call Reports

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



Phone Number CallMyWay

IsMyPeers® offers plans that include a CallMyWay® phone number, giving you access to our excellent global coverage phone rates.
See: www.callmyway.com.



Call Recording

IsMyPeers® offers plans that include the Call Recording service through an intuitive web interface.

USER INTERFACE

IsMyPeers® includes an intuitive interface. Since it is an App and Web Service, it runs over your smart phone or PC.

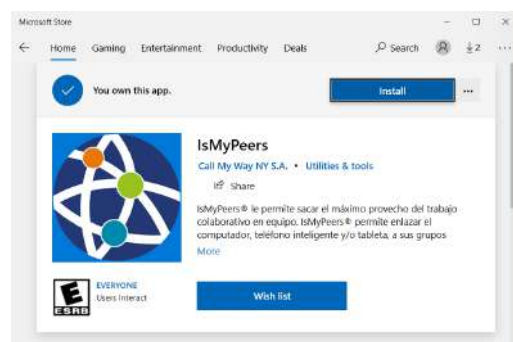
Web Version

You can access IsMyPeers® through www.ismypeers.com. CallMyWay® will provides you with a username and password. IsMyPeers® only runs on the following browsers:



APP Version

You can download the App in the Market Place. For which we provide the following information:



ISMYPEERS® FEATURES

Telephone calls



Conference calls



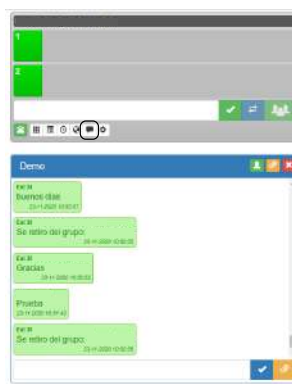
Video calls



Share your desktop



Individual and group chat

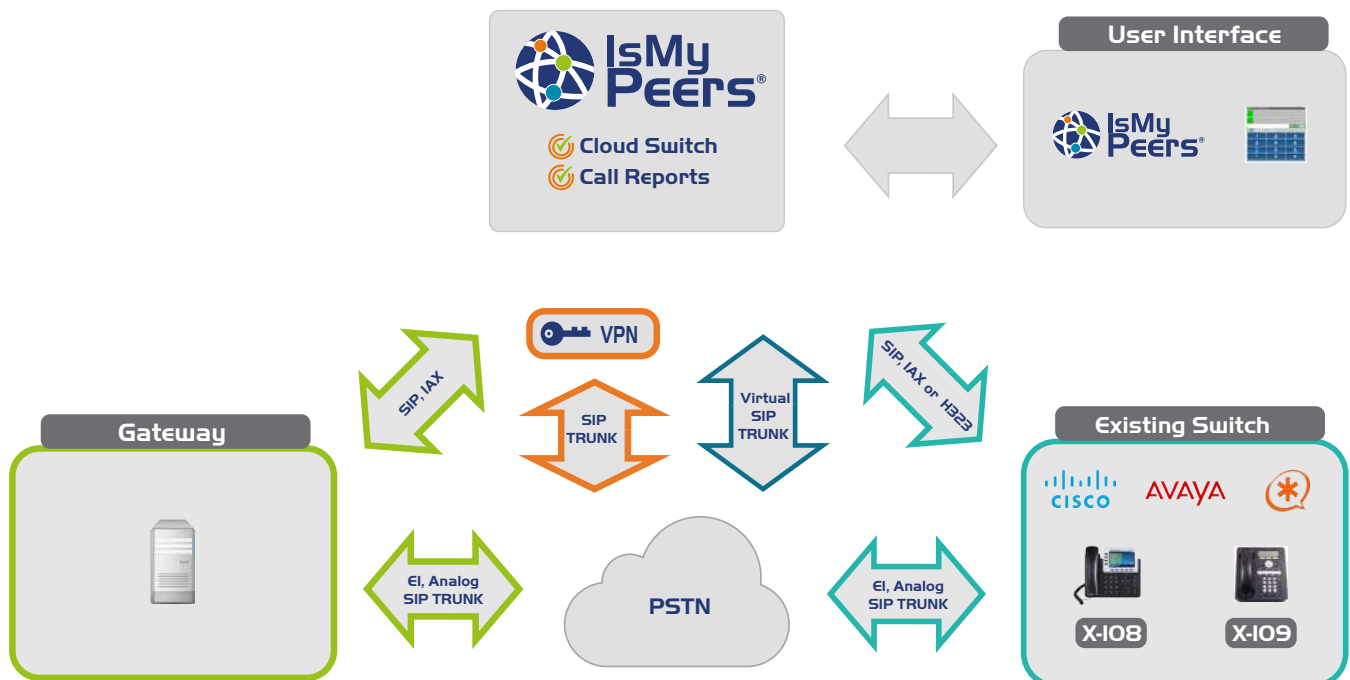


BLF - Call Pick Up

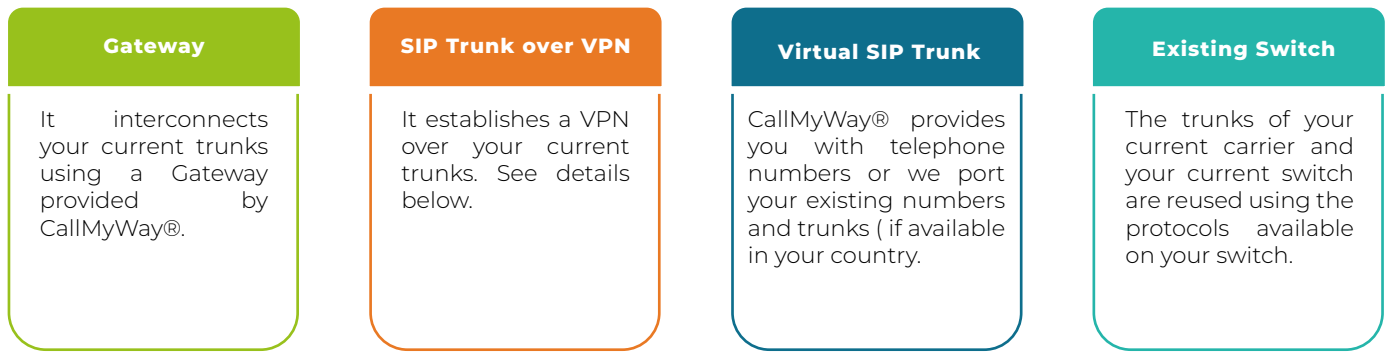


PUBLIC TELEPHONE NETWORK INTERCONNECTION

The following diagram shows service topology with its interconnection options to the public telephone network.



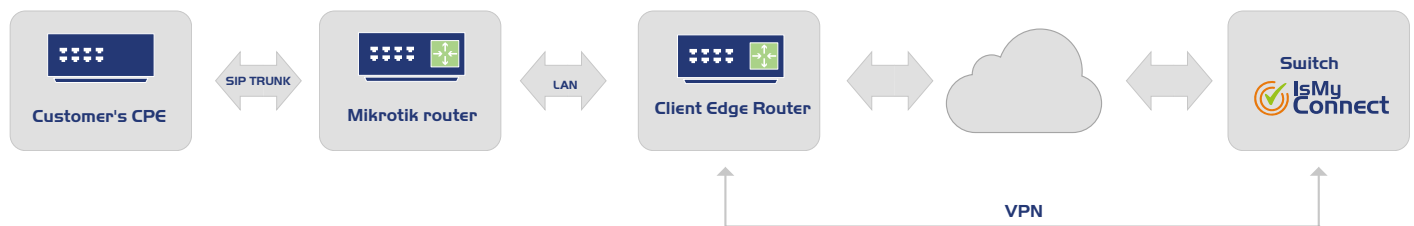
The topology shown above shows the 4 public telephone interconnection types. These are described below upon their colors on the topology.



SIP Trunk over VPN

To implement SIP Trunk over VPN, the following technical details are provided. CallMyWay® configures an IPSec VPN between the IsMyPeers® 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.

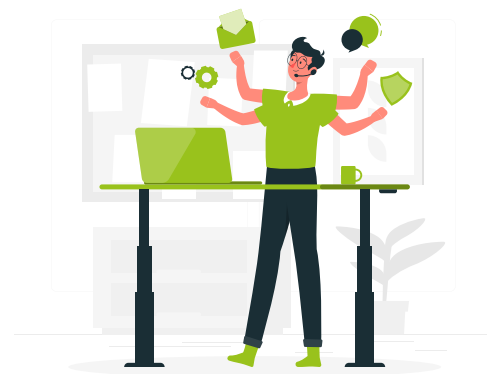
Caller ID, assign a unique identifier per extension.

Tripartite or multipartite calls, easy to activate.

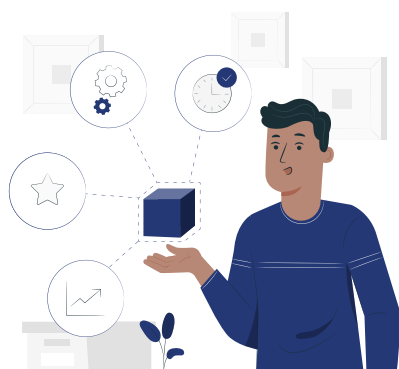
Call transfer, service agility.

Call restriction, define internal policies.

Configurable ringing time, customize your metrics.



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®

IsMyPeers® offers plans that include the Call Recording service through 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
Recordings	OTW	9626638 Comunicaciones Principal	01-11-2021 16:17:57		Origin		15s	111.93KB	0.00		<input type="checkbox"/>		Listen Download	
Recordings	OTW	9626641 40004100 Demo CRM	01-11-2021 16:19:42		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: [Dropdown]

Minimum duration (minutes): [Input]

Search

Search criteria

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.

ExtPoint result

Username	Name	Incoming				Outgoing				Total			
		Duration	Cost(\$)	Cost/minute	Calls	Duration	Cost(\$)	Cost/minute	Calls	Duration	Cost(\$)	Cost/minute	Calls
ExtPoint	Commutador Principal	3m44s	0.00	0.00	29	0s	0.00	0	0	3m44s	0.00	0.00	29
ExtPoint	Commutador Principal	46m15s	0.00	0.00	8	2m54s	228.08	6.72	1	29m09s	228.08	7.63	9
ExtPoint	Commutador Principal	7m04s	0.00	0.00	7	0s	0.00	0	0	7m04s	0.00	0.00	7
ExtPoint	Commutador Principal	7m34s	0.00	0.00	7	0s	0.00	0	0	7m34s	0.00	0.00	7
ExtPoint	Commutador Principal	4m25s	0.00	0.00	3	4m07s	22.33	5.73	2	8m32s	22.33	7.21	5
ExtPoint	Commutador Principal	3m02s	0.00	0.00	15	0s	0.00	0	0	3m02s	0.00	0.00	15
ExtPoint	Commutador Principal	37m24s	0.00	0.00	8	0s	0.00	0	0	37m24s	0.00	0.00	8
ExtPoint	Commutador Principal	1m41m04s	0.00	0.00	20	2s	0.00	0.00	1	1m41m06s	0.00	0.00	21
ExtPoint	Commutador Principal	3m18s	0.00	0.00	4	0s	0.00	0	0	3m18s	0.00	0.00	4
ExtPoint	Commutador Principal	9m22s	0.00	0.00	0	0s	0.00	0	0	9m22s	0.00	0.00	0
ExtPoint	Commutador Principal	0s	0.00	0	0	14s	0.00	0.00	1	14s	0.00	0.00	1
ExtPoint	Commutador Principal	0s	0.00	0	0	43s	16.91	25.13	1	43s	16.91	25.13	1
ExtPoint	Commutador Principal	0s	0.00	0	0	9m1s	196.89	22.04	7	9m01s	196.89	22.04	7
ExtPoint	Commutador Principal	0s	0.00	0	0	1m10s	16.78	6.45	2	1m10s	16.78	6.45	2
ExtPoint	Commutador Principal	0s	0.00	0.00	1	0s	0.00	0	0	0s	0.00	0.00	1
ExtPoint	Commutador Principal	5m46m27s	0.00	0.00	117	44m10s	556.47	12.57	16	5h30m37s	556.47	14.2	133

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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
ExtPoint	Commutador Principal	11 (21.4%)	21 (60%)	22 (22.9%)	24 (66.4%)	24 (66.4%)	24 (66.4%)	24 (66.4%)	24 (66.4%)	24 (66.4%)	24 (66.4%)	24 (66.4%)	24 (66.4%)	24 (66.4%)	24 (66.4%)	0	11	0	0	0	24	30	1m41m06s	4m22s	7s
ExtPoint	Commutador Principal	12 (23.1%)	14 (36.3%)	14 (36.3%)	14 (36.3%)	14 (36.3%)	14 (36.3%)	14 (36.3%)	14 (36.3%)	14 (36.3%)	14 (36.3%)	14 (36.3%)	14 (36.3%)	14 (36.3%)	14 (36.3%)	0	7	0	0	0	14	24	43m20s	3m0s	4s
ExtPoint	Commutador Principal	2 (4%)	3 (8%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	0	0	0	0	0	0	0	20s	1m13s	10s
ExtPoint	Commutador Principal	1 (2%)	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%)	0	0	0	0	0	0	0	20s	33s	1s
ExtPoint	Commutador Principal	1 (2%)	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%)	0	0	0	0	0	0	0	20s	1m04s	1s
ExtPoint	Commutador Principal	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%)	0	0	0	0	0	29	29	1m31m24s	2m58s	7s
ExtPoint	Commutador Principal	3 (8%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	0	0	0	0	0	0	0	4m12s	1m20s	11s
ExtPoint	Commutador Principal	9 (25.7%)	9 (25.7%)	9 (25.7%)	9 (25.7%)	9 (25.7%)	9 (25.7%)	9 (25.7%)	9 (25.7%)	9 (25.7%)	9 (25.7%)	9 (25.7%)	9 (25.7%)	9 (25.7%)	9 (25.7%)	0	0	0	0	0	0	0	20m3s	0m27s	7s
ExtPoint	Commutador Principal	2 (4%)	3 (8%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	4 (10%)	0	0	0	0	0	0	0	5m0s	1m13s	10s
ExtPoint	Commutador Principal	1 (2.3%)	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%)	0	0	0	0	0	0	0	5m2s	2m1s	8s
ExtPoint	Commutador Principal	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%)	0	0	0	0	0	0	0	3m44s	32s	10s
ExtPoint	Commutador Principal	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%)	0	0	0	0	0	0	0	20m54s	5m24s	14s
		0	94	102	104	107	107	107	107	107	107	107	107	107	107	0	24	6	0	4	167	141	3h31m23s	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

Date	Origin	Destination	Queue	Audio	Wait time	Agent	Total	Answered
2021-12-28 07:26:28	ExtPoint	Commutador Principal	Recepcion	19s	3s	22s	44s	Y
2021-12-28 07:56:48	ExtPoint	Commutador Principal	Soporte	19s	11s	1m1s	1m31s	Y
2021-12-28 09:09:30	ExtPoint	Commutador Principal	Recepcion	19s	0s	0s	29s	N
2021-12-28 10:17:39	ExtPoint	Commutador Principal	Recepcion	19s	0s	0s	31s	N
2021-12-28 10:29:53	ExtPoint	Commutador Principal	Recepcion	19s	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						



BUSINESS MODEL

IsMyPeers® adapts to your needs. We offer plans according to the profile and services required by each end user.



Fixed activation fee

A fixed charge equivalent to a monthly fee applies according to the Peers plan you select.



Incoming calls

They are unlimited and are free of charge to the user.







Outgoing calls

They are charged according to the rates published on www.callmyway.com.

MONTHLY CHARGE PEERS PLANS

IsMyPeers® offers monthly plans according to your needs. All plans include the full-featured Cloud Switch® and call recording services as required.

	 Basic	 Regular	 Corporative	 Premium
Peers	1	1	1	1
Recording gigas	0	1	4	7
Recording hours	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

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