

Are you looking for a Cloud Based Contact Center that delivers Service Metrics Online?

IsMyContact® is an intelligent Cloud based Contact Center platform that provides Business Intelligence together with rich Service Metrics. It integrates with multiple CRMs in an OmniChannel environment. IsMyContact is a suitable platform to provide a Teleworking environment for your Service Centers.



## BENEFITS

### Customized Service

IsMyContact® Service Agents always have access to end customer information and service tickets in an OmniChannel environment.



## Business Productivity

IsMyContact® Service Agents accelerate their productivity since they can fulfill their assigned tasks ontime.



## Business intelligence

IsMyContact® Service Supervisors have access to real time online information including: service metrics, call records and any interaction with end customers.





## BUSINESS MODEL

### ACTIVATION



#### IsMyContact®

One-time charge, and that varies according to the complexity and integrations required by the client. Additional charges might include training for supervisors and agents.



#### Required Channels

It is possible to activate service channels. An activation fee applies for each channel activated. The Telephony and Chat channels have no activation fee.



#### Customized Developments

Customized developments, are reviewed by our internal innovation team. The fee is in accordance with the scope and complexity of the project.

### MONTHLY



#### IsMyContact®

There is a monthly charge per agent and/or supervisor.



#### Active Channels

Likewise, a monthly fee applies for the Service Channels that are acquired.



#### Telephone Consumption

Telephone consumption is billed based on the rates published in [www.callmyway.com](http://www.callmyway.com).



## REQUIREMENTS

- Microsoft licensing (Phone System or E5) is required for the IsMyConnect Teams plan.
- CRM of your choice must be supported by IsMyContact® at [www.ismycontact.com](http://www.ismycontact.com).



## FEATURES

IsMyContact® offers service functionalities that accelerate business processes and provides operational intelligence to your business. The functionalities are developed according to the end user's profile, whether he/she is a Contact Center Agent or a Supervisor. Below we highlight some of the most relevant functionalities. For further detail please review:

- IsMyContact® Agent Features.
- IsMyContact® Supervisor Features.

### IsMyContact Agent



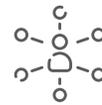
#### Service Efficiency

The agent provides a personalized attention to customers and contacts since he/she has all the information handy through IsMyContact.



#### Self-evaluation

The agent knows at all times if he has significant challenges to achieve his goals, since he will have his pending tasks report at hand.



#### Omnichannel Environment

The agent can easily access information about previous services provided to a customer or contact in an Omnichannel Environment.



#### Real time Provisioning

Agents update information on real time over IsMyContact. This accelerates service provisioning timeframe.



#### CRM Integration

Agents productivity increases, since they only have to access IsMyContact platform, which is integrated with their corporate CRM.

Note: CallMyWay has a list of CRMs that are already integrated with IsMyContact and can include additional CRMs to this list based on a case by case technical analysis.



### Real-time monitoring

Supervisors can identify in real time incoming and outgoing calls handled by the agents and take immediate actions.



### Agile reassignment of agents

Supervisors can reassign agents from one contact center queue to another in order to ensure the expected service center SLA.



### Campaign Automatization

Supervisors can automatized campaigns from their contacts database. As part of that campaign the supervisor can send a recorded message. Or assign the outbound call to the available agents.



### Performance Measurement

The supervisor can download productivity reports from a single interface to quickly identify areas for improvement and make just-in-time decisions.



### Business intelligence

All information feeded into your CRM(\*) system, as well as the reports of incoming and outgoing calls, will generate a wealth of knowledge and business intelligence.

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