



Do you require an intelligent remote management platform for your technical and sales teams?

CallMyWay® offers you 360 Omnichannel CRM/Contact Center®, which includes everything you need:

- Contact Center Platform
- Customer Relationship Management or CRM
- Online Ticketing System
- Omnichannel environment
- Telephony over Microsoft Teams® or SIP





BENEFITS

Teams Productivity Measurement

360 Omnichannel CRM/Contact Center® allows you to monitor in real time and in retrospectively the actions performed by your agents.



Increase your coverage

With 360 Omnichannel CRM/Contact Center® you can implement automated sales campaigns and measure its results.



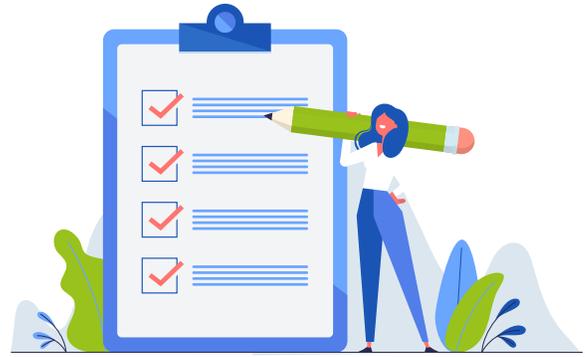
Business intelligence

With 360 OmniChannel CRM/Contact Center® your company will always have access to information about your customers and contacts based on their interactions with active channels. It also integrates with your company's databases.



Self-Management

With 360 OmniChannel CRM/Contact Center® it is easy to assign tasks to agents and monitor their completion. Agents can self-manage as they can view their pending tasks through their dashboard.



FEATURES



Omnichannel environment

The Agent accesses information associated with a contact in the Omnichannel environment and information from external/internal databases, which are integrated through standardized methods (HTTP, XML, HTML5, etc.).



Custom Suit and Parameterization

360 OmniChannel CRM/Contact Center® can be customized in aspects such as: Agent Pauses, Service Forms, Report Formats, SLA required for your metrics.



Unique and user-friendly interface

The Agent will be able to serve customers and contacts in an Omnichannel environment. There is a single repository of all interactions carried out through these channels.



Development of new functionalities

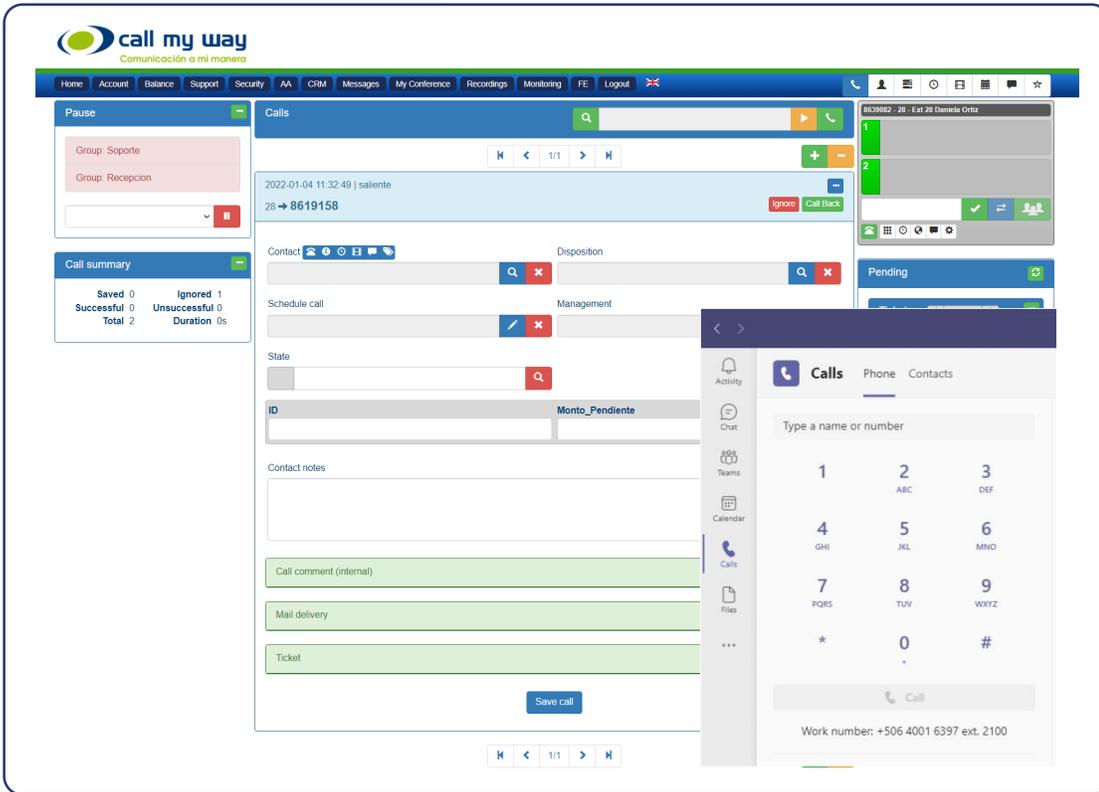
CallMyWay® has an internal innovation and development team, which allows us to meet the specific requirements of each client and to schedule such special developments.



VERSATILITY

360 OmniChannel CRM/Contact Center® incorporates the telephone interface of your preference, either over Microsoft Teams® or through CallMyWay® native SIP telephony.

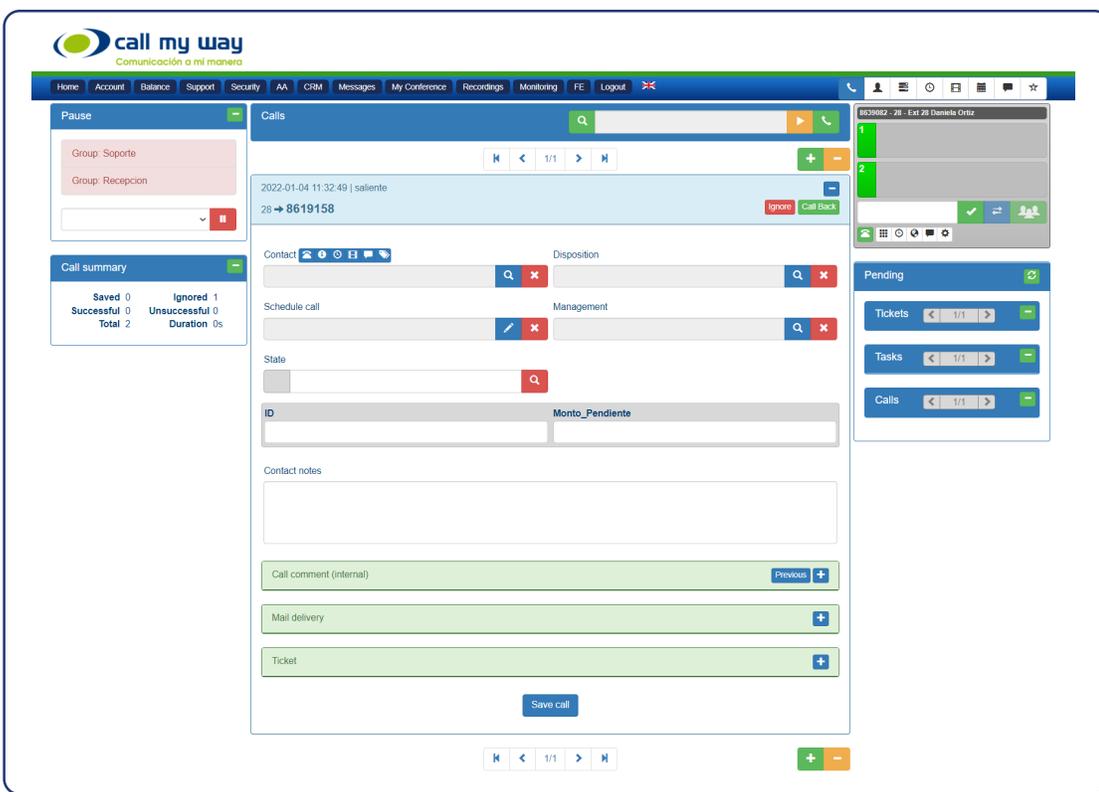
Calling via Microsoft Teams®



The screenshot displays the CallMyWay CRM interface with a call log entry for 2022-01-04 at 11:32:49. The call is from number 28 → 8619158. The interface includes a 'Pause' section with 'Group: Soporte' and 'Group: Reception', a 'Call summary' table, and a 'Calls' section with fields for Contact, Disposition, Schedule call, Management, State, ID (Monto_Pendiente), Contact notes, Call comment (internal), Mail delivery, and Ticket. A 'Save call' button is visible at the bottom.

Overlaid on the right is a Microsoft Teams call window. It shows a numeric keypad with letters associated with numbers (e.g., 2-ABC, 3-DEF), a 'Call' button, and the work number: +506 4001 6397 ext. 2100.

Call via SIP telephony



This screenshot shows the same CallMyWay CRM interface as above, but with a different telephony interface overlaid on the right. This interface includes a 'Pending' section with 'Tickets', 'Tasks', and 'Calls' lists, each with a '1/1' indicator. It also features a numeric keypad and a 'Call' button, similar to the Teams interface but without the alphanumeric keypad.



VALUE-ADDED SERVICES

In addition to using 360 OmniChannel CRM/Contact Center® you can further enrich your operation by adding any of the following Value Added Services of your interest.



BUSINESS MODEL

ACTIVATION



360 OmniChannel CRM/Contact Center®

This is a one-time charge, and the amount varies according to the complexity and integrations required by the client. Another fee may apply for initial training.



Required Channels

360 Omnichannel CRM/Contact Center® offers a variety of supported channels for your selection. An activation fee applies for each channel with the exception of Chat and Telephony which are provided at no charge.



Customized Developments

In case the client requires a customized development, this is analyzed and scheduled by our internal innovation team. The fee is in accordance with the scope and complexity of the project.

MONTHLY



360 Omnichannel CRM/Contact Center® Log in Agents and Supervisors

A monthly charge applies for each active agent/supervisor in 360 Omnichannel CRM/Contact Center®.



Active Channels

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



Telephone Consumption

A monthly bill applies on telephone traffic based on the rates published at www.callmyway.com.

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