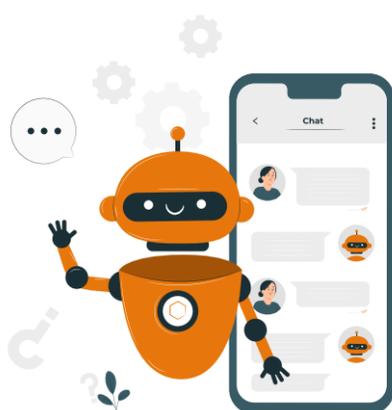


Do you want to interact with your customers in an OmniChannel environment?

**IsMyFlux** offers you OmniChannel interactions with your customers through our Contact Center platforms: 360 OmniCanal or IsMyContact. **IsMyFlux your Virtual Agent.**

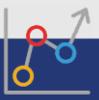
### ISMYFLUX AVAILABLE CHANNELS



- 01 Your customers will be guided through IsMyFlux Bot that includes pre-defined dialogs and decision trees.
- 02 When a customer enters a keyword, IsMyFlux Bot recognizes it and delivers the information requested by your customer. This can include access to your databases after authentication.
- 03 If the customer requires it, and it is a valid option in the decision tree configured in IsMyFlux, the customer will be able to interact with a Customer Service agent.



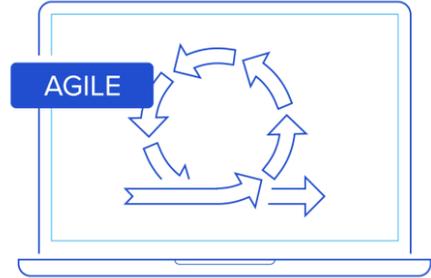
- 01 Your customers will be guided through IsMyFlux Voice IVR. It includes audios and decision trees.
- 02 When a customer selects an option, IsMyFlux Voice recognizes it and delivers the information requested by your customer. This can include accessing your databases after authentication.
- 03 If the customer requires it, and it is a valid option in the decision tree configured in IsMyFlux Voice, the customer will be able to interact with a Customer Service agent.



## BENEFITS

### Agile Operation

**IsMyFlux** standardizes interactions with your customers or prospects so that they can obtain information or interact in a clear, simplified and timely manner by an agent.



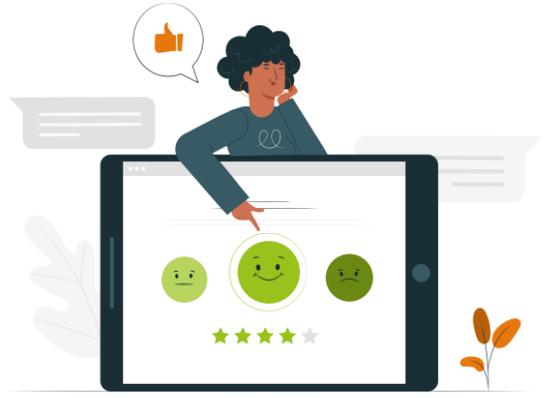
### On time Information

**IsMyFlux** offers interaction with your company's databases. If the database is standardized, IsMyFlux will deliver the specific information requested by the customer or contact. Customers or contacts must authenticate themselves, in the flow or through an external means of communication process such as email, SMS, among others.



### Intelligent Interaction

**IsMyFlux** provides a comfortable interaction to your customers and contacts, it displays the information options of interest to them. The customer or contact perceives that they are being served in a personalized and intelligent way.



## FEATURES



With **IsMyFlux Chat Bot** your customers will be guided through IsMyFlux Bot with predefined dialogs and decision trees.



#### IsMyFlux configuration

This is done through a standardized website developed by CallMyWay that considers all chat interactions.



#### Testing environment

Allows you to run chats on all branches of your tree before releasing it to production.



#### IsMyFlux reports

IsMyFlux is related to our product 360 Contact Center and IsMyContact, so the extensive reports of our products are applicable to IsMyFlux, it generates a number of flows, interactions and actions by date range among others.



#### Interaction with databases

IsMyFlux can be used with any database since we connect to the databases using standardized methods.



#### Induction and customer support

To configuration and update the flows, we provide complete documentation and explanatory videos, in addition to training and support.



#### Service channels

IsMyFlux currently covers the following service channels: CallMyWay Web CHAT, SMS, WhatsApp, Telegram.



#### Agile activation

Configuration and start-up is immediate once the configuration has been completed.



#### Language availability

IsMyFlux can be configured in any language.



#### Flows according to schedule

Companies can configure the availability of the menu options by schedules, these can be enabled or disabled as configured.



With **IsMyFlux Voice**, your customers will be guided through IsMyFlux Voice IVR that includes preset audios and decision trees.



### IsMyFlux Voice Configuration

It is realized through a standardized website developed by CallMyWay that considers the interactions that an interlocutor can have.

Types of customization: assembled texts, multi-menu navigation, interaction with agent in real time, etc.



### Testing environment

Allows you to run conversations on all branches of your tree before releasing it to production.



### IsMyFlux Voice reports

IsMyFlux Voice is related to our product 360 Contact Center and IsMyContact, so the extensive reports of our products are applicable to IsMyFlux, it generates a number of flows, interactions and actions by date range among others.



### Interaction with databases

IsMyFlux can be used with any database since we connect to the databases using standardized methods.



### Training and customer support

For the configuration and updating of the flows created, complete documentation and explanatory videos are provided, in addition to training and customer support.



### Service channels

IsMyFlux Voice currently covers the following service channels: CallMyWay Web CHAT, SMS, WhatsApp, Telegram.



### Agile activation

Configuration and start-up is immediate once the configuration has been completed.



### Language availability

IsMyFlux can be configured in any language.



### Flows according to schedule

Companies can configure different menu options according to time slots, which can be enabled or disabled as configured.

## ISMYFLUX EXAMPLE

Below is an example of a flow, it shows both the preconfigured options of the BOT, interaction with company databases and the interaction with the agent when IsMyFlux user requires it.

- Bot Interaction
- Database Interaction
- Agent Interaction

The screenshot shows a chatbot interface with the following flow:

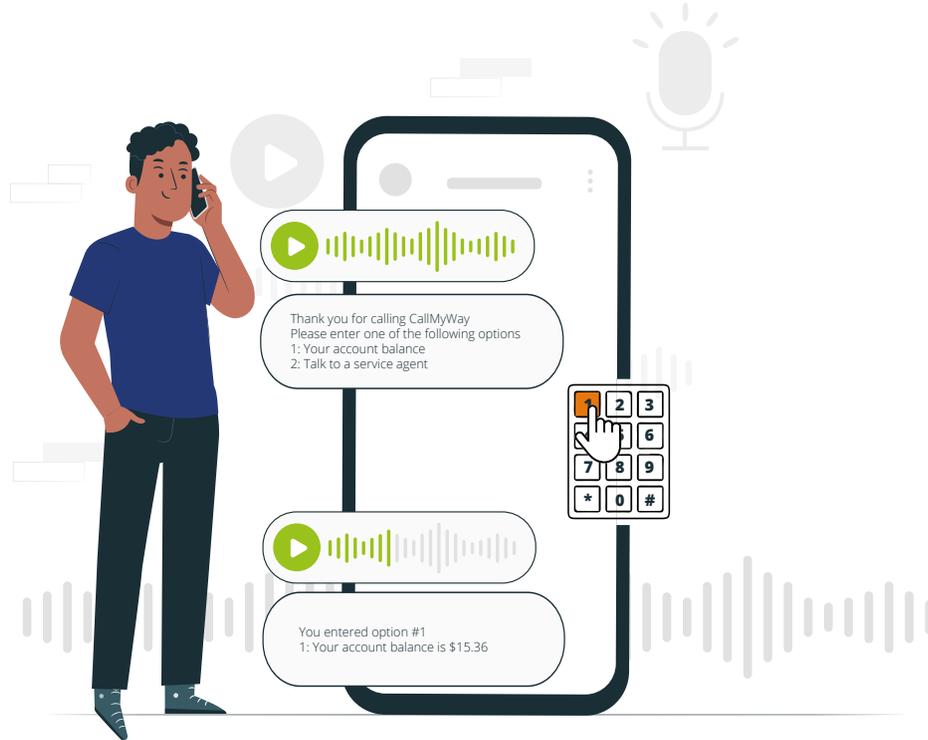
- Bot Interaction (Blue bubble):** "Welcome to our Flux Bot!"
- Bot Interaction (Blue bubble):** "Please enter an option:  
1:Account Balance  
2:Account Owner certificate"
- Bot Interaction (Blue bubble):** "1"
- Database Interaction (Orange bubble):** "Account Balance  
Your current account value is \$6962354.699"
- Bot Interaction (Blue bubble):** "1: Account status.  
2: Contact a service agent"
- Bot Interaction (Blue bubble):** "2"
- Agent Interaction (Green bubble):** "Hello! My name is Ana.  
How can I help you?"

At the bottom, there is a text input field labeled "Write your message." and a set of icons for emojis, voice, and attachments.

## ISMYFLUX VOICE EXAMPLE

Below is an example of a flow, that shows both the preconfigured IsMyFlux Voice options, interaction with company databases and the interaction with the agent when required by IsMyFlux Voice user.

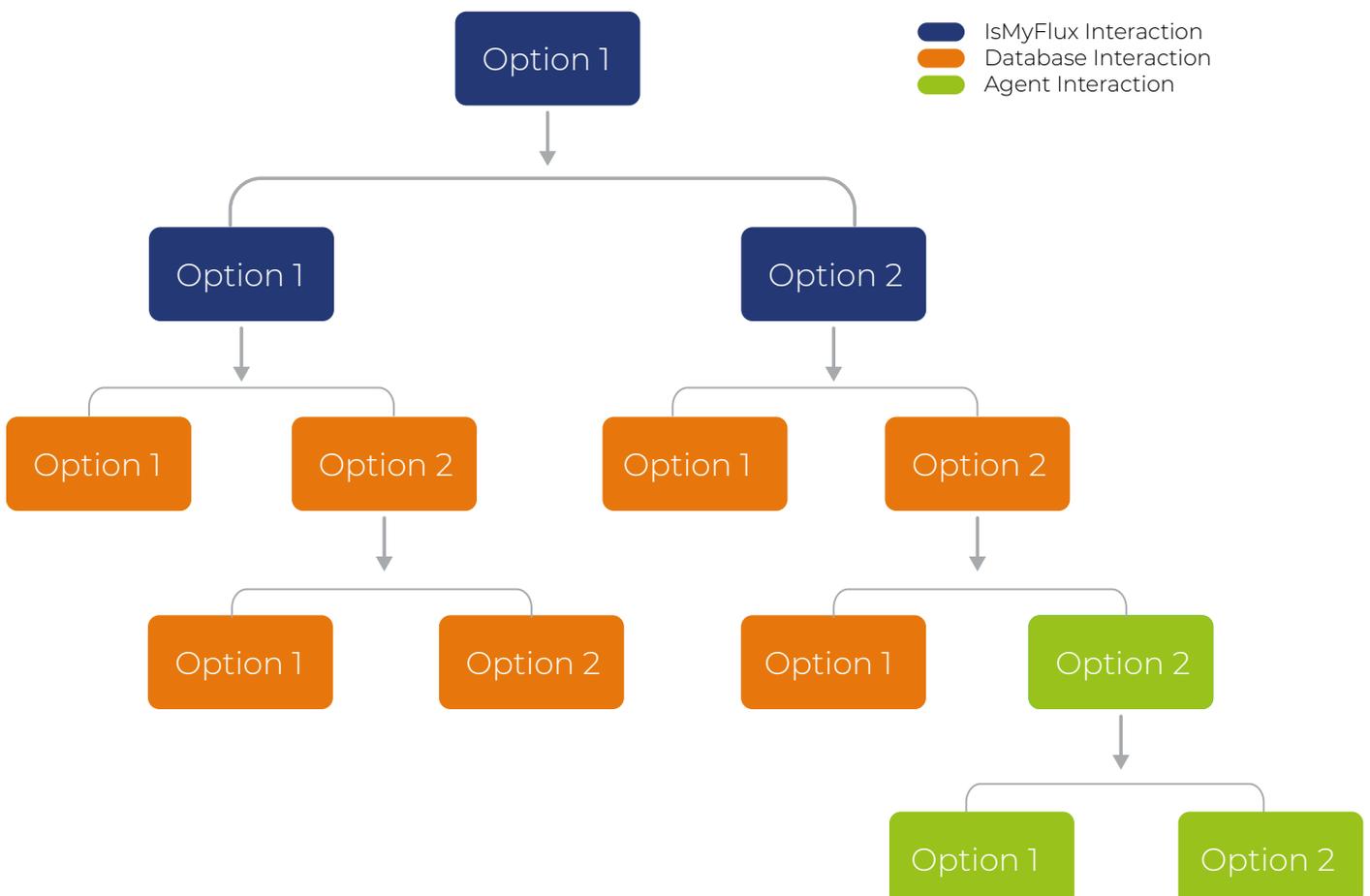
- IsMyFlux Voice interaction
- Database Interaction
- Agent interaction



## ISMYFLUX CREATION PROCESS

IsMyFlux design and creation process requires working sessions with the end customer, who defines the options and ramifications required in the flow according to the business operation that needs to be automated through IsMyFlux.

The client must define which tasks will be handled by IsMyFlux, which ones will be database queries and finally which ones require the participation of an Agent.





## BUSINESS MODEL

### ACTIVATION



#### IsMyFlux Implementation

An activation fee is established according to the decision tree that is reviewed with IsMyFlux customer.

### MONTHLY



#### Operation and Maintenance

A monthly fee is established that includes the operation and maintenance of the decision tree according to the complexity of IsMyFlux in operation.



## REQUIREMENTS



01

Buy the channels that your company require to interact with IsMyFlux, such as WebCHAT, SMS, Telegram, Whatsapp, Facebook Mesenger among others.

02

Provide a standardized communication towards your own databases that you want to integrate with IsMyFlux.



01

Provide the decision tree for IsMyFlux Voice, and the texts for the corresponding audios.

02

Provide a standardized communication towards your own databases that you want to integrate with IsMyFlux.

## CUSTOMER SERVICE CENTER

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