



**Complete and comprehensive service**  
*No hardware investment required*

- ✔ Hosted, Cloud, Full Featured, PBX
- ✔ Microsoft Market Place APP
- ✔ Phone service over Microsoft TEAMS
- ✔ Unlimited support, updates and growth

# Agenda

- 1 IsMyConnect ¿What is it?
- 2 IsMyConnect Benefits
- 3 Microsoft Licensing Required
- 4 Business Model
- 5 Proof of Concept (POC)



## Experience

We are pioneers as a SIP Telephony Service Provider, offering services since 2002.



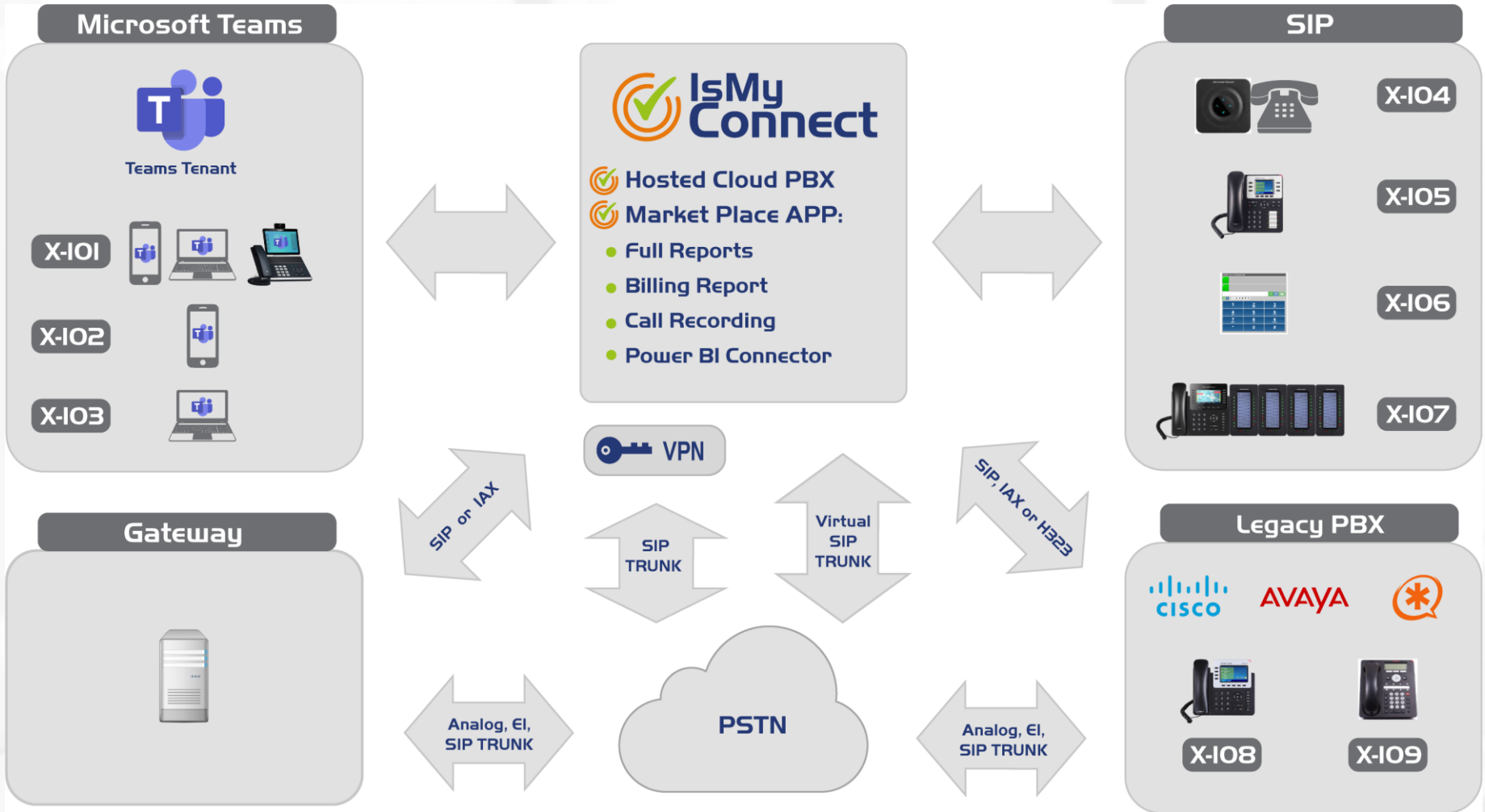
## Quality

We provide a next-generation Service Platform offering reliability and 99.97% SLA.



## Innovation

We develop telephony applications and functionalities. We remain at the forefront by listening to market requirements and responding with tailored solutions.



The screenshot shows the Microsoft Teams interface with the 'Calls' pane active. The pane includes a search bar, a numeric keypad, and a 'Call' button. Below the keypad, the text 'Work number: +506 4001 6397 ext. 2100' is displayed. Two orange callouts point to the '2100' and '+506 4001 6397' parts of the number. The main area shows a 'History' table with two entries: 'Juan' (40s, 14/10) and 'anonymous' (17s, 13/10). A green box highlights the keypad area, and a green callout box contains text about dialing numbers.

	All	Missed	Incoming	Voicemail
Juan				
			40s	14/10
anonymous				
			17s	13/10

Your Extension Number

Your Phone Number

Using this keyboard it is possible for the user to **place phone calls to any part of the world** either by dialing telephone numbers or extension numbers within the organization.

## Telephony and Virtual PBX Services over Microsoft Teams

### SERVICES TELEPHONE

- ↳ Connection to the PSTN via local Gateways.
- ↳ Connection to the PSTN through CallMyWay, including local or international calls.
- ↳ Incoming and outgoing calls.
- ↳ Local Number Portability (LNP).
- ↳ International DIDs.

### HOSTED PBX

- ↳ Extension dialing.
- ↳ Conditional an blind transfer.
- ↳ Inbound Queues (contact center).
- ↳ Ring Groups and Follow Me.
- ↳ BLF / Call Pick up.
- ↳ Music on hold (MOH).

### ON-LINE REPORTS

- ↳ Real time billing.
- ↳ Incoming call flow report.
- ↳ Answer times.
- ↳ Service level.
- ↳ Recorded Calls Report.
- ↳ Power BI Connector.
- ↳ Can receive some reports via e-mail daily.



## Mobility

End User can always make and receive calls from its Microsoft Teams application anytime anywhere, no need to enable a VPN.



## Service - All inclusive

IsMyConnect includes all you need to operate non stop.  
Also allows unlimited growth, pay as you go.



## Savings, Productivity and Profitability

Save significantly by replacing all or part of your actual telephony platform. IsMyConnect is a comprehensive solution that is always up-to-date and includes 24x7 support.



## Service Validated by Microsoft

IsMyConnect is an End-to-End Microsoft Certified Service. Among other benefits, all communications are encrypted.



If you still do not have Microsoft licensing or you have questions about it, please contact **CallMyWay** we will support you regarding the required licensing.

### Ready to use

- ↳ Microsoft 365 E5
- ↳ Microsoft 365 A5
- ↳ Meeting Room
- ↳ Common Area Phone

### Phone System Required

- ↳ Microsoft 365 E3
- ↳ Microsoft 365 E1
- ↳ Microsoft 365 A3
- ↳ Microsoft 365 A1
- ↳ Microsoft 365 Business Premium
- ↳ Microsoft 365 Business Standard

## Business Model

- Activation fee per user.
- Monthly charge per user.
- Activation in 48 hours.

### Others

- No penalties for early termination.
- You can adjust the number of extensions on a monthly basis.



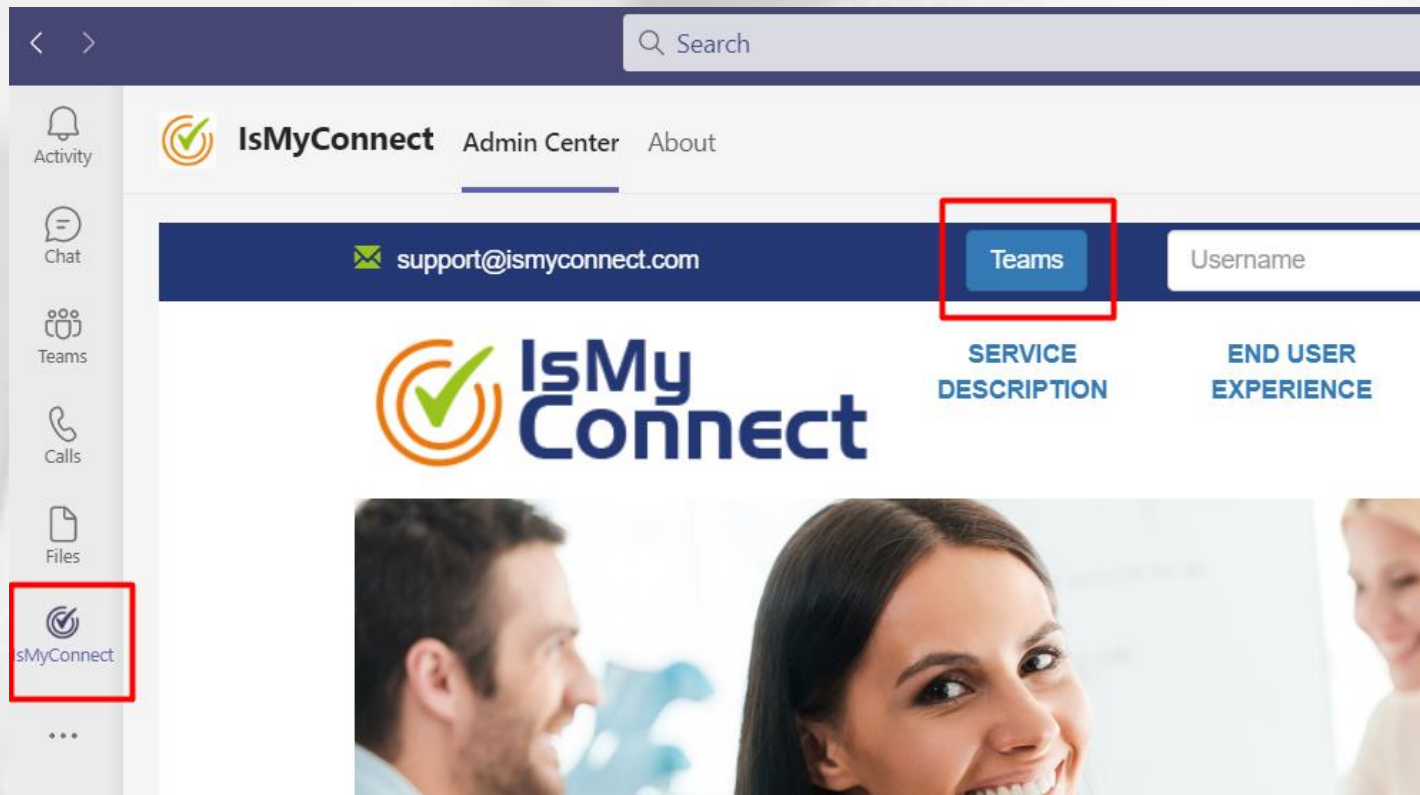
## PoC Scope



- Duration: 1 month, no charge.
- Up to 25 Microsoft Phone System licenses.
- Up-to 25 IsMyConnect users.
- Free setup.
- Traffic free of charge.
- Test Report.
- Activation in 48 hours.

If you are interested in a PoC, please contact us at [sales@callmyway.com](mailto:sales@callmyway.com)

## Login to the application from Microsoft TEAMS



Activity

Chat

Teams

Calls

Files

IsMyConnect

Search

IsMyConnect Admin Center About

support@ismyconnect.com

Teams Username

IsMyConnect

SERVICE DESCRIPTION

END USER EXPERIENCE

# Charging, call history.

## Results

Home	Type	Finished by	Termination	Duration	Origin	Ext.	Destination	Ext.	Rate	Connection fee	Total charges	Code	Destination	Disposition
17-03-2021 14:12:07	Incoming	Destination	Ok	1m14s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 14:11:57	Incoming	Destination	Ok	1m33s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 14:11:40	Incoming	Destination	Ok	1m51s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 14:11:00	Incoming	Origin	Ok	3s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 14:09:15	Outgoing	Origin	Ok	38s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 14:08:36	Incoming	Origin	Ok	6s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 14:08:25	Incoming	Origin	Ok	24s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 14:08:09	Incoming	Origin	Ok	40s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 14:02:23	internal	Origin	Ok	4m37s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 14:02:18	Outgoing	Origin	Ok	30s					CRC0.00	CRC0.00	CRC0.00	506400	Costa Rica 400 CallMyWay	
17-03-2021 14:01:55	Incoming	Origin	Ok	5m3s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 14:00:57	Incoming	Origin	Ok	6m5s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 14:00:17	Outgoing	Origin	Ok	41s					CRC0.00	CRC0.00	CRC0.00	506400	Costa Rica 400 CallMyWay	
17-03-2021 14:00:16	Incoming	Origin	Ok	1m46s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 13:59:59	Incoming	Origin	Ok	2m9s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 13:59:47	Outgoing	Origin	Ok	13s					CRC0.00	CRC0.00	CRC0.00	506400	Costa Rica 400 CallMyWay	
17-03-2021 13:59:10	Incoming	Origin	Ok	2m31s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 13:58:58	Incoming	Origin	Ok	2m51s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 13:58:44	Incoming	Origin	Ok	3m5s					CRC0.00	CRC0.00	CRC0.00		--	
17-03-2021 13:47:49	Outgoing	Origin	Ok	22m9s					CRC25.13	CRC0.00	CRC556.64	5067	Costa Rica Claro	
										<b>CRC0.00</b>	<b>CRC556.64</b>			

# History tabulation according to search criteria by extension.

EndPoint result

Username	Name	Incoming				Outgoing				Total			
		Duration	Cost(CRC)	Cost/minute	Calls	Duration	Cost(CRC)	Cost/minute	Calls	Duration	Cost(CRC)	Cost/minute	Calls
		0s	0.00	0.00	0	9m9s	78.59	8.59	8	9m9s	78.59	8.59	8
		17m46s	0.00	0.00	4	25m5s	625.39	24.93	6	42m51s	625.39	14.59	10
		1h45s	0.00	0.00	9	0s	0.00	0.00	0	1h45s	0.00	0.00	9
		14m26s	0.00	0.00	9	2m7s	0.00	0.00	6	16m33s	0.00	0.00	15
		24m5s	0.00	0.00	7	0s	0.00	0.00	0	24m5s	0.00	0.00	7
		4h13m45s	0.00	0.00	59	0s	0.00	0.00	0	4h13m45s	0.00	0.00	59
		44m58s	0.00	0.00	19	32s	0.00	0.00	1	45m30s	0.00	0.00	20
		1h23m4s	0.00	0.00	5	22m41s	1 445.05	63.71	14	1h45m45s	1 445.05	13.66	19
		31m	0.00	0.00	4	0s	0.00	0.00	2	31m	0.00	0.00	6
		22m24s	0.00	0.00	12	23m48s	410.88	17.26	22	46m12s	410.88	8.89	34
		0s	0.00	0.00	0	14m10s	133.94	9.45	6	14m10s	133.94	9.45	6
		24m49s	0.00	0.00	3	15m50s	397.90	25.13	2	40m39s	397.90	9.79	5
		1m45s	0.00	0.00	1	37s	5.38	8.72	2	2m22s	5.38	2.27	3
		16m11s	0.00	0.00	4	0s	0.00	0.00	0	16m11s	0.00	0.00	4
		0s	0.00	0.00	0	2s	0.00	0.00	1	2s	0.00	0.00	1
		37m39s	0.00	0.00	10	3s	0.00	0.00	3	37m42s	0.00	0.00	13
		1h51m47s	0.00	0.00	28	0s	0.00	0.00	0	1h51m47s	0.00	0.00	28
		22m11s	0.00	0.00	4	1h31m14s	2 621.09	28.73	3	1h53m25s	2 621.09	23.11	7
		48m22s	0.00	0.00	6	0s	0.00	0.00	0	48m22s	0.00	0.00	6
		6m36s	0.00	0.00	4	0s	0.00	0.00	0	6m36s	0.00	0.00	4
		2m7s	0.00	0.00	1	0s	0.00	0.00	0	2m7s	0.00	0.00	1
		0s	0.00	0.00	0	20s	99.65	298.95	1	20s	99.65	298.95	1
		<b>13h43m40s</b>	<b>0.00</b>	<b>0.00</b>	<b>189</b>	<b>3h25m38s</b>	<b>5 817.87</b>	<b>28.29</b>	<b>77</b>	<b>17h9m18s</b>	<b>5 817.87</b>	<b>5.65</b>	<b>266</b>

## Response level report.

General result

Number	Endpoint	Name	Duration	Other	Canceled	Busy	Rejected	No answer	OK	Total	NC (Network Computer)
40004000			96						1	1	100%
50640004000			87						1	1	100%
			<b>183</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>100%</b>

NC: Answering level

## Call attention flow report.

Call sequence

Average Ringing Time:: 7s

Origin	Destination	Home	Duration	Ring time	Endpoint	Name	State	Queue	Queue error	Finished by
		2021-03-18 07:56:19	0	1		Nueva Central	OK			Origin
		2021-03-18 07:56:19	20	1			OK	Soporte		Origin
		2021-03-18 07:56:34	67	6		Ext 49 Pamela Rios Solano	OK	Soporte		Origin
							OK			
		2021-03-18 08:11:43	0	1		Nueva Central	OK			Origin
		2021-03-18 08:11:43	14	1			OK			Origin
		2021-03-18 08:11:52	82	6		Ext 41 Felipe	OK			Origin
							OK			

# Call recording

## Results

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Type	Source	Endpoint	Date	Finished by	Origin	Destination	Duration	Cost	Comment	Favorite	Rating	Audio	Disposition
Recordings	cmw		18-03-2021 07:56:19	Origen			1m26s	0.00	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<a href="#">Listen</a>	<a href="#">Download</a>
Recordings	cmw		18-03-2021 07:41:24	Destino			35s	0.00	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<a href="#">Listen</a>	<a href="#">Download</a>

Save

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# Power BI connector



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