



Do you want a Cloud Switch® with high service standards?

CallMyWay® offers you a Cloud Switch® rich in functionalities and reports, with unlimited growth and geographic coverage. You can customize it according to the functionalities required. This is a self-management platform with world-class support from our Customer Service Center.



### **BENEFITS**

# Customization assured

You select the functionalities that you need and those call policies that you want to configure in each extension.



## Reliable service

We continuously monitor the quality of service remotely in order to guarantee its performance.



## Growth without limits

Cloud Switch® allows you to scale the number of extensions.



# Global Coverage

CallMyWay® offers you phone numbers in more than 60 countries, which extends the service scope of your company.





#### **FEATURES**

#### **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.

# Richness of telephone features

**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®**

If you require to record calls from some extensions, you can additionally purchase our **Call Recording®** service. It includes 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.



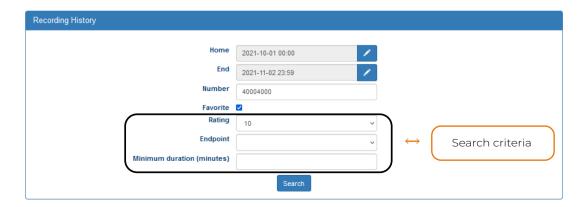
#### **Intuitive Platform**

You can assign a comment and/or score to each call you listen to on our platform.



#### 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.



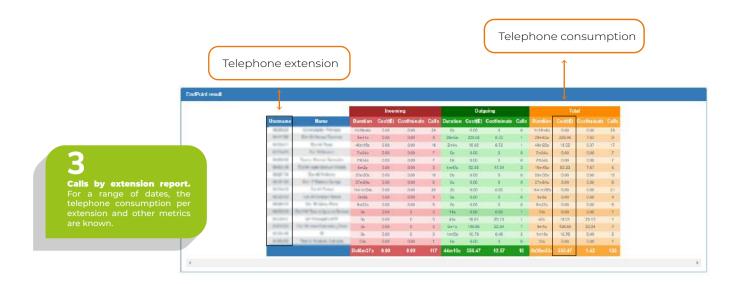
#### TRAFFIC REPORTS

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



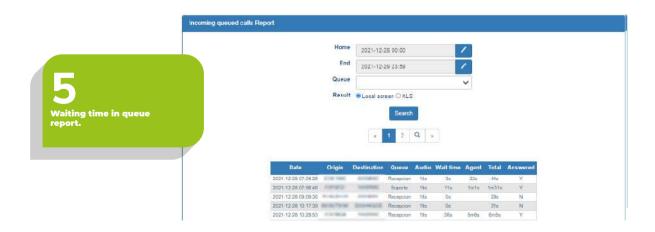






Ringing time by extension report.

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Telephony over Microsoft Teams®.



Web Phone and SIP Collaboration



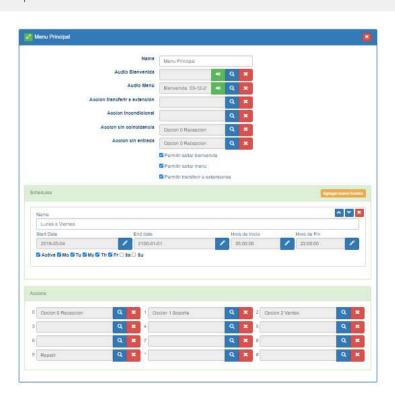
Reuse your SIP devices or Teams phone numbers.



Acquire SIP or Teams Devices from CallMyWay®.

#### **CLOUD SWITCH® OFFERS YOU A SELF-MANAGEMENT INTERFACE THAT PROVIDES:**

- · IVR self-management: menus, schedules, audios and other options.
- · Agent queues or ringing groups management.
- · Changes management in telephone extensions.







### **Fixed Configuration Charge**

Includes Cloud Switch® configuration of the according to your preferences.



#### **Telephone Number**

CallMyWay® offers you Numbers in Costa Rica and in more than 60 countries as well as portability in some of these countries. Configuration and monthly charges apply according to the countries of your interest.



### Monthly fixed charge

Varies according to the number of extensions configured and the end user options selected. Includes support from our Customer Service Center.



## **Optional services**

We offer additional optional services such as: Call recording®, Click2call®, IsMyContact®, Fax2mail®. Additional monthly and activation fees apply.

# **CUSTOMER SERVICE CENTER**

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