IsMy Connect

Your Phone Calls & Cloud PBX over Microsoft Teams

call my way
Comunicación a mi manera

SCHEDULE

1. About CallMyWay
2. Technological Solution
3. About Microsoft Teams
4. End User Experience

Our trajectory

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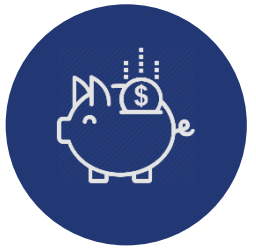
Since 2002 we have been **pioneers** offering **Internet Telephone Services** .



We offer **high quality and unbeatable rates** :

I. State of the art Cloud Based Platform.
II. Interconnection agreements with telephone operators worldwide.

Service Platform

Technological Solution

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Self-management and Virtual Services Platform, which allows services automation.

I. Offer the same services as traditional telephone services.

II. It incorporates innovative and state-of-the-art services.

Leading company in the **development of Internet Telephony applications**:

I. Internal development team

II. We are able to adapt to needs and satisfy them.

IsMyConnect kickoff in 2019:

I. It integrates fully and natively the Microsoft Teams application to the public telephone network.

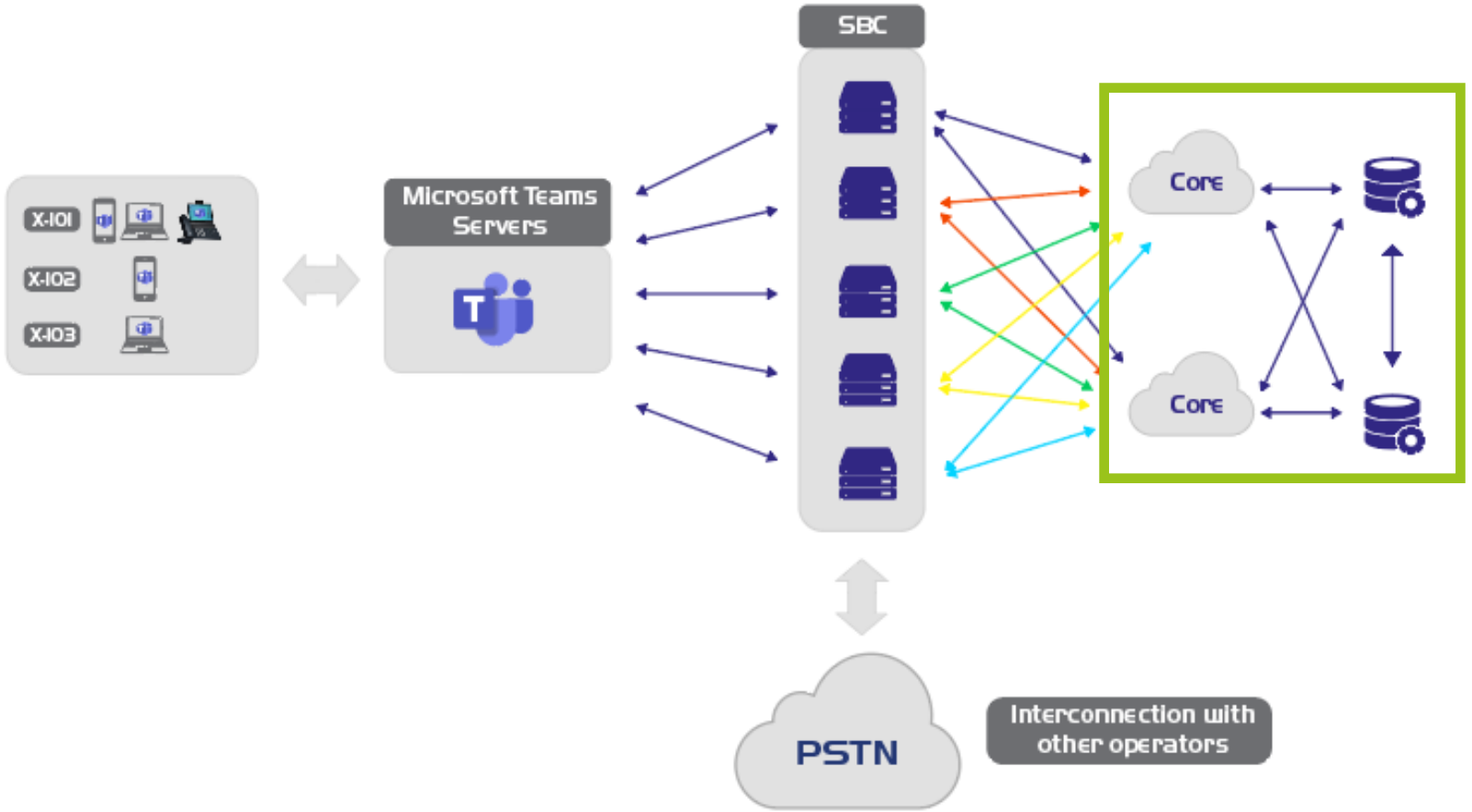
II. It includes a Cloud Switch and a Reporting App in Microsoft´s Market Place which includes a Power BI connector.

VoIP network Topology

Technological Solution

CallMyWay Core operates over active redundancy, with two cores:

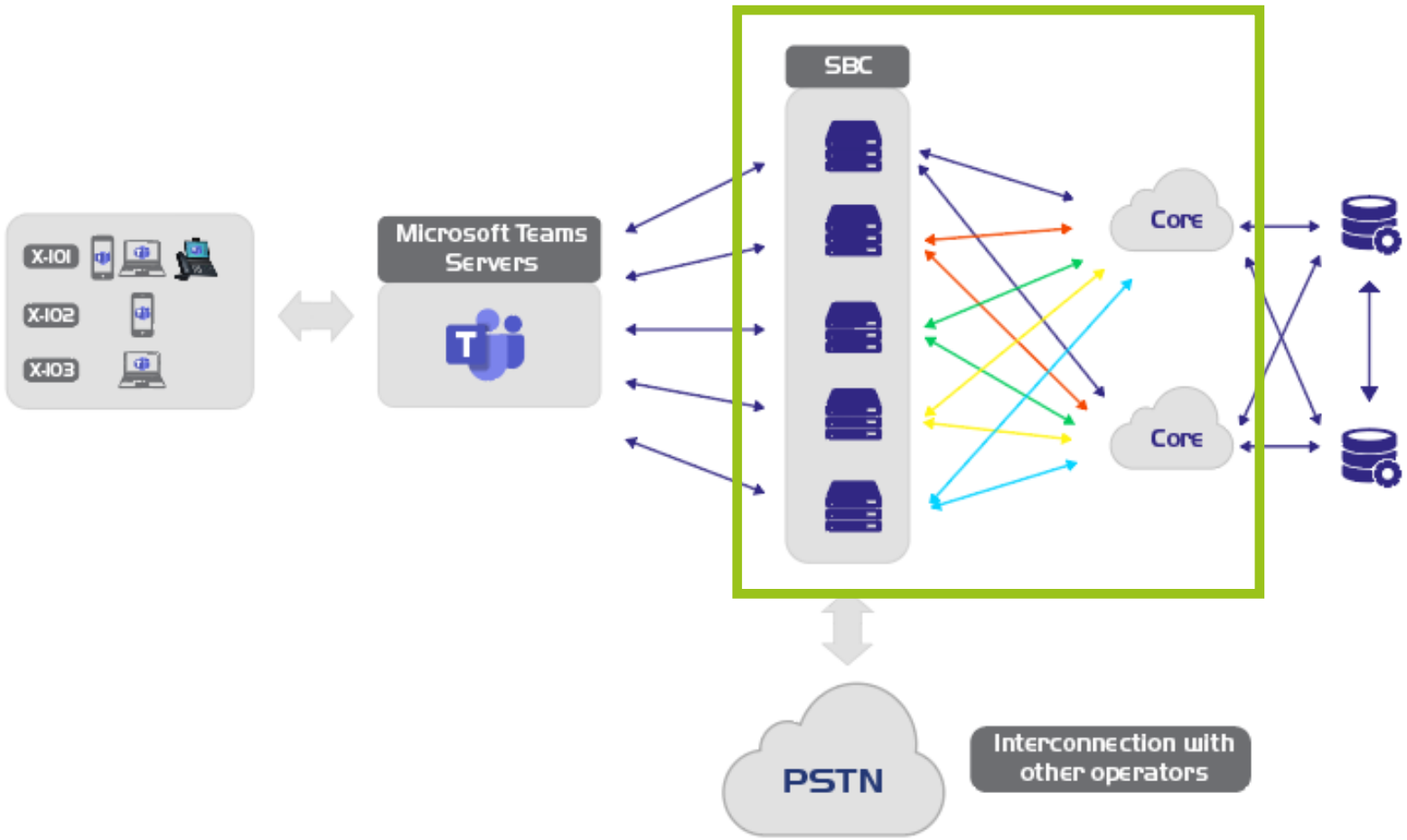
I. Not visible from the Internet
II. It connects to databases for registration, authentication and payment purposes. The databases are not visible from the Internet.
III. MS Teams interconection is highly redundant.



Our VoIP network Topology

Technological Solution

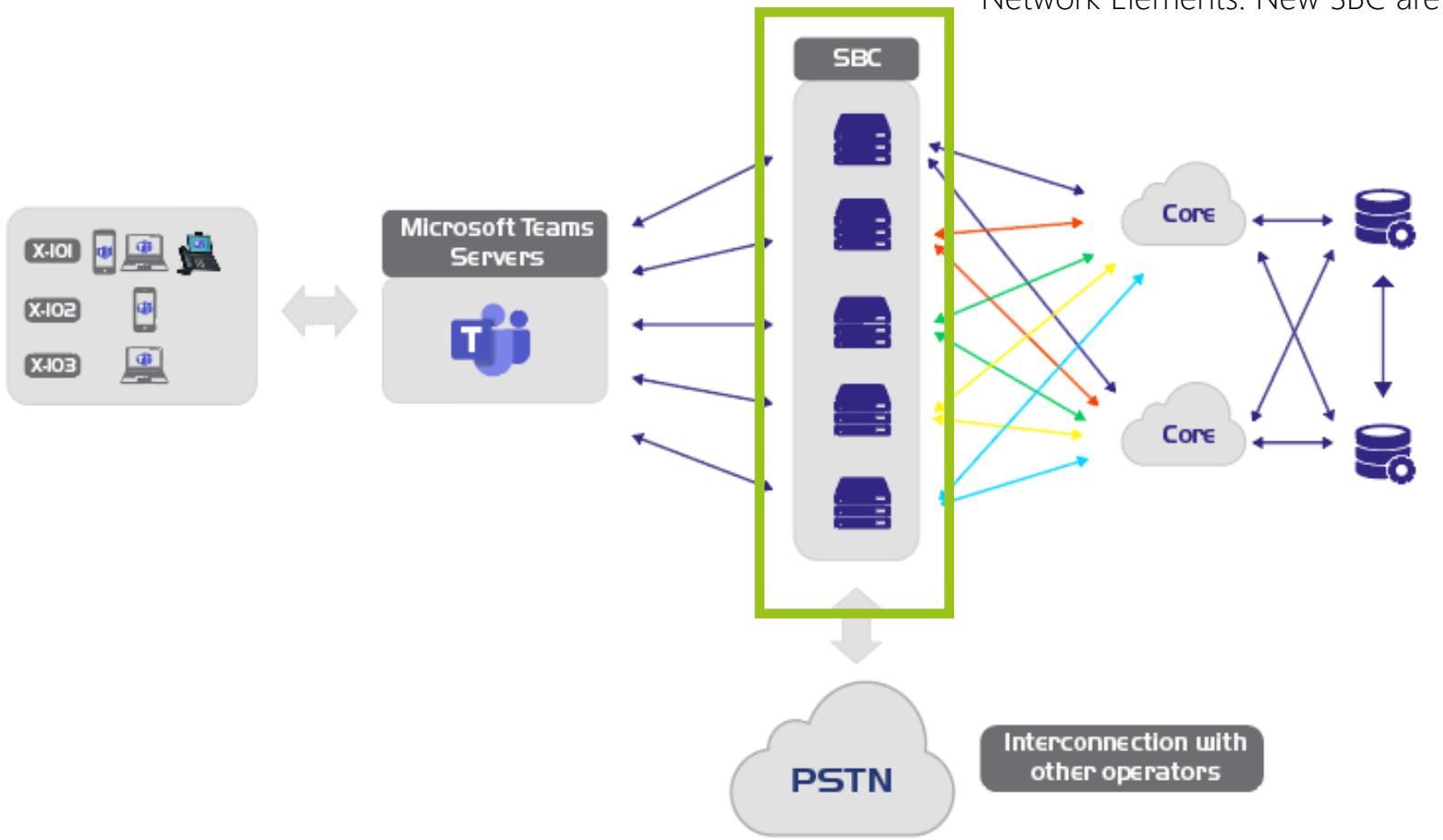
An unlimited number of SIP Proxys / SBCs can be connected to each Core. They connect to a primary and a backup kernel.



Technological Solution

Our VoIP network Topology

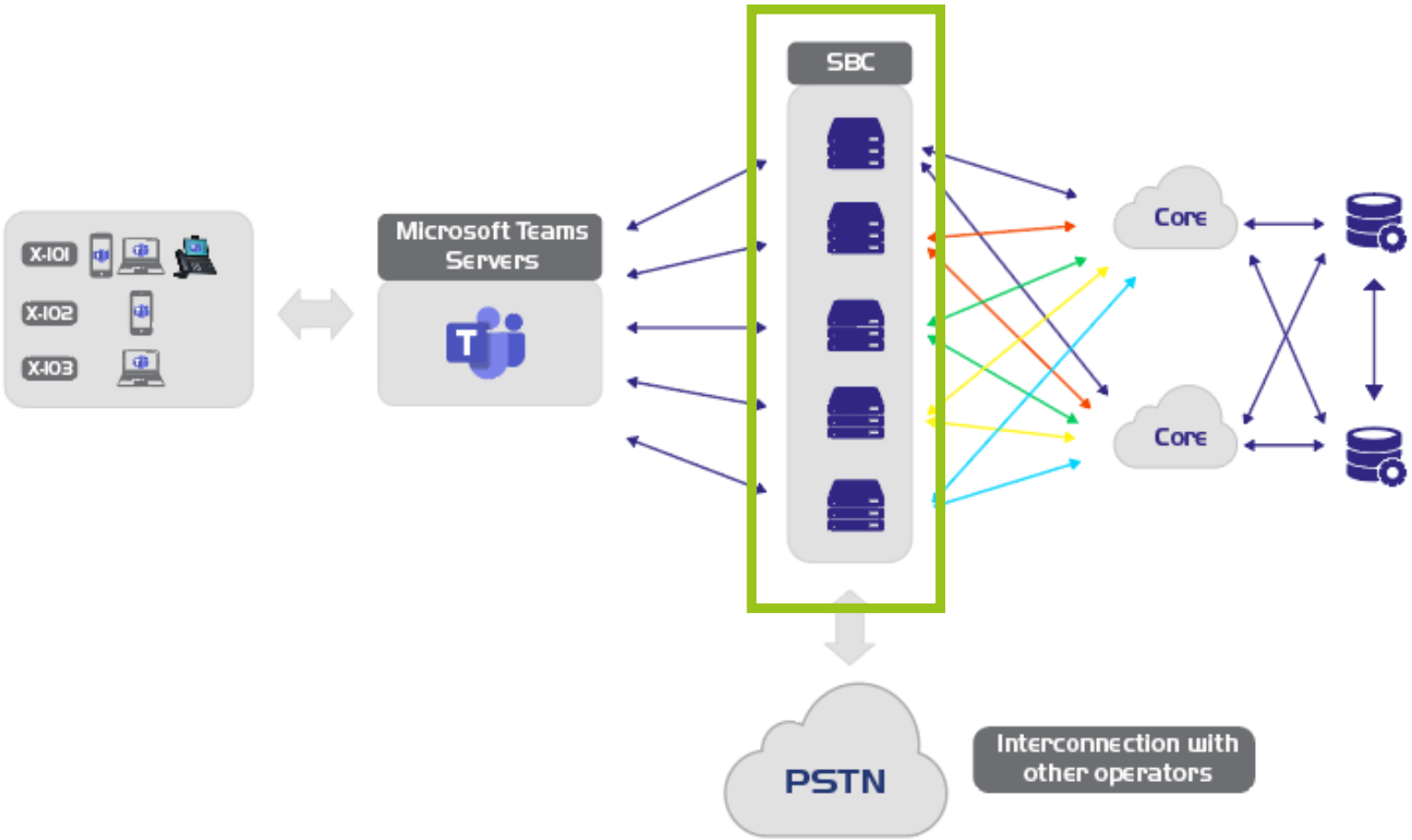
In case of a multiple DDOS attack, the elements of the network that are under attack are the SIP Proxy / SBCs because are the only ones visible from the Internet. When attacked, they go out of service without affecting the Core Network Elements. New SBC are operational in minutes.



Our VoIP network Topology

Technological Solution

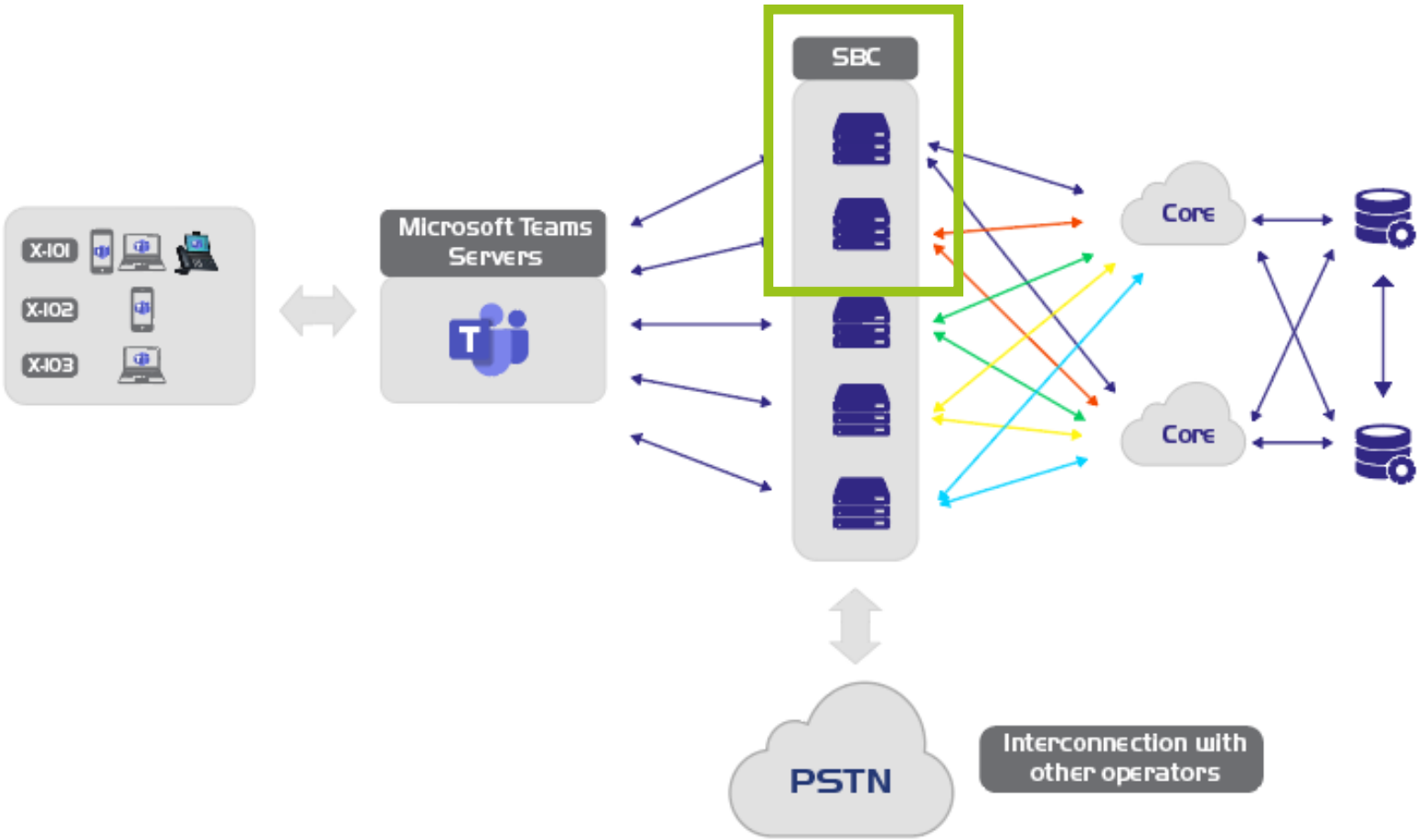
In the event of failure in an Internet sector, the SIP Proxy / SBC is no longer visible to the affected users (s).



Technological Solution

Our VoIP network Topology

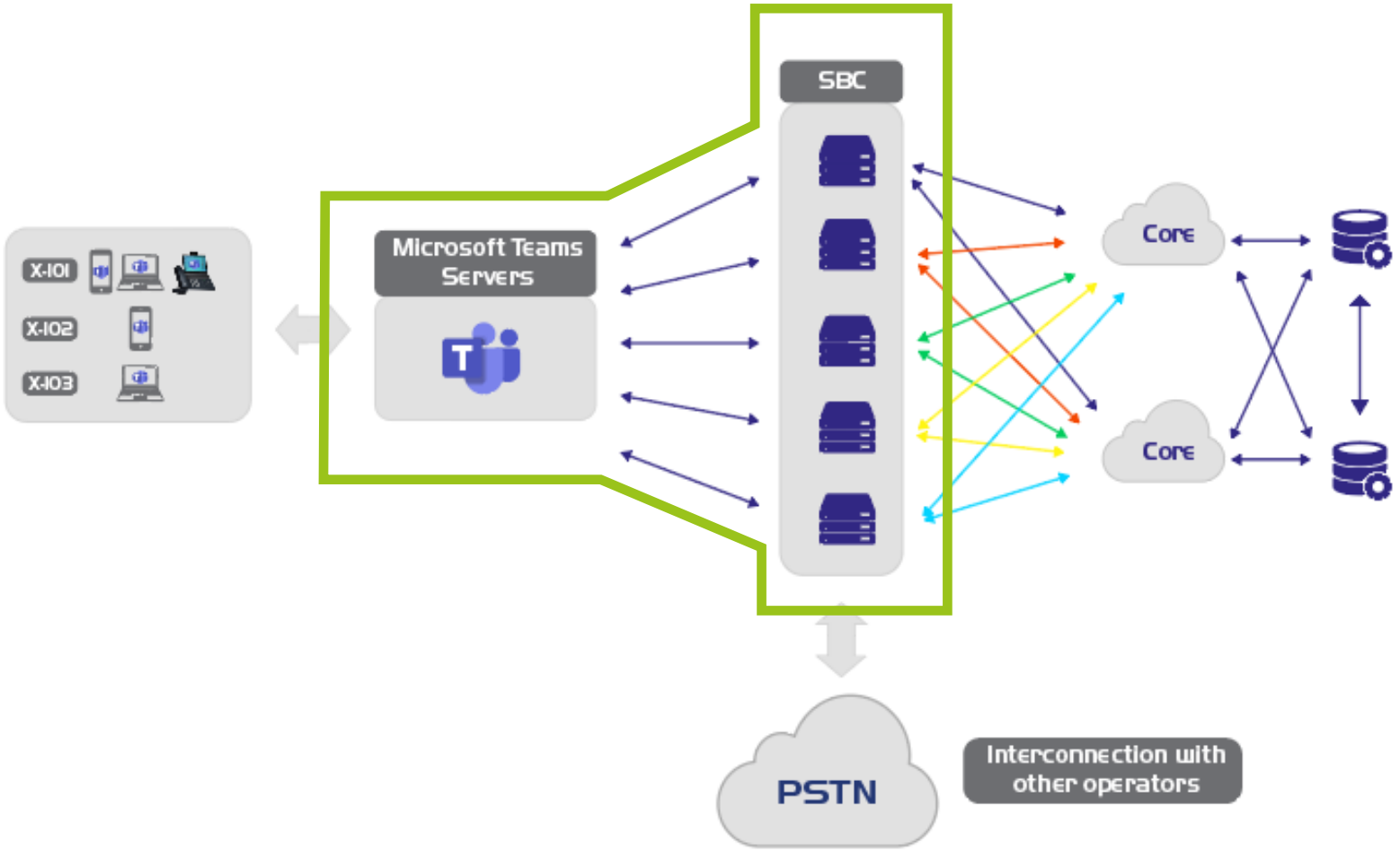
In the event that all SIP Proxy / SBCs are affected, new services can be operational in a flash.



Our VoIP network Topology

Technological Solution

The Microsoft Teams servers connect with the CallMyWay SBCs.



Technological Solution

Security Management

Security management through physical and logical elements:

• IsMyConnect Interconnects with Microsoft Teams, it offers **end-to-end** call encryption.

• The CallMyWay Core offers **physical and logical barriers**.

Physical tools:

I. "Firewalls", and prevention of DDOS attacks,
II. State of the Art hardware and applications,
III. Physically disbursed architecture

Logical tools: Detection and alarm generation algorithms including automatic scaling.

- **Fraud detection** over real time CDR analysis algorithm:

I. Interconnection to the Public Telephone Network.
II. Interconnection with gateways, or customer PBXs.

- **Intrusion detection through**: Firewall alarms and other elements.

• **NOC / SOC** that operates 24 hours a day with highly qualified personnel.

Technological Solution

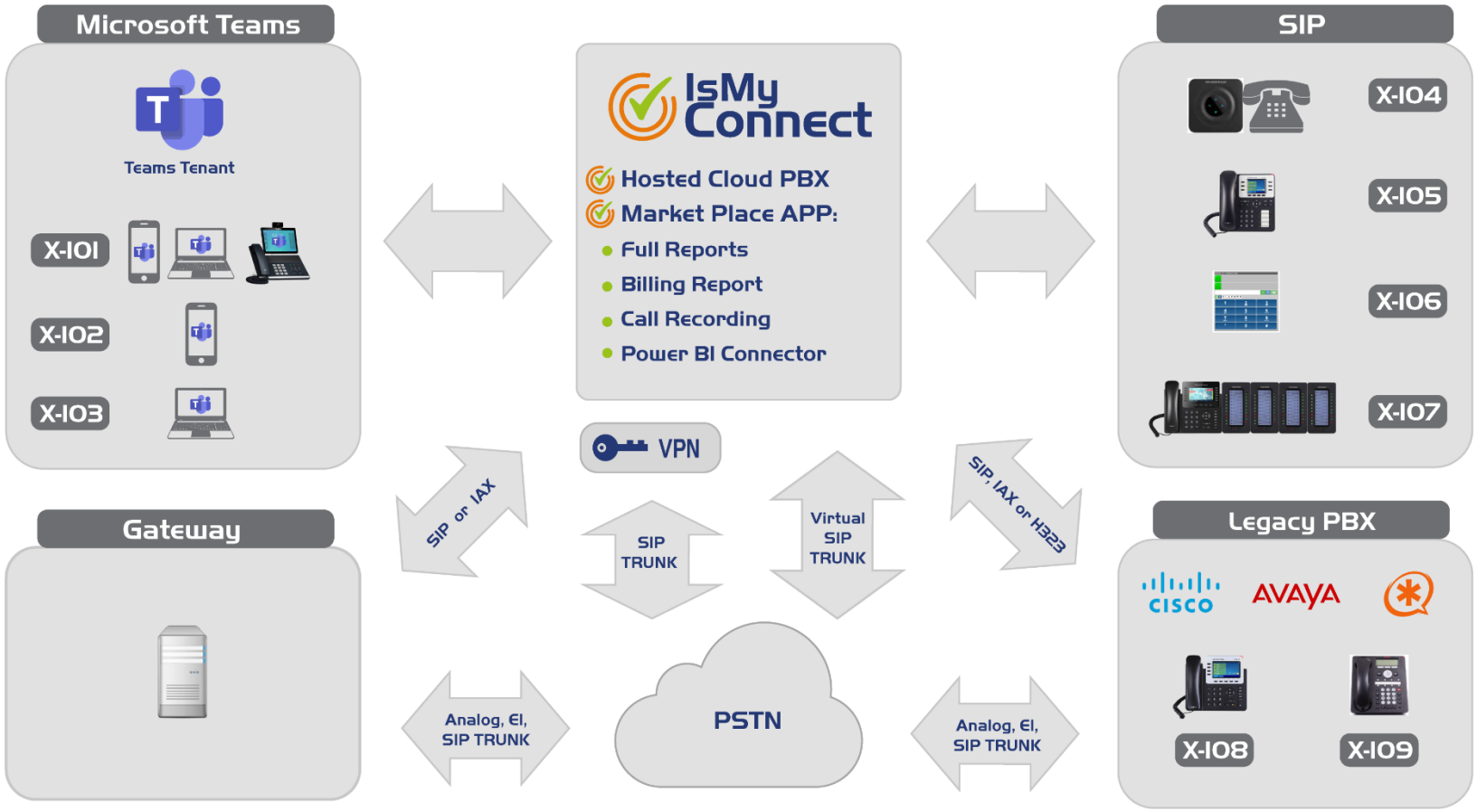
Cloud PBX Functionalities

Hosted PBX including multiple functionalities such as:

- IVR:
  I. Manage incoming calls
  II. The user is guided through predefined recordings on multiple levels and choices.
  III. Time of day (recordings, options and actions are defined according to the time of day and day of the week)
- Queues and Ring Group Management (ACD)
- Music On Hold (MOH)
- Multiple extensions on multiple sites and unlimited growth.
- BLF / Call Pick-up.
- Voicemail.
- Call Forwarding (Follow-Me)
- Call recording
- Click2Call
- Integrated pricing and reports in Microsoft Teams App
- Remote configuration and maintenance

Technological Solution

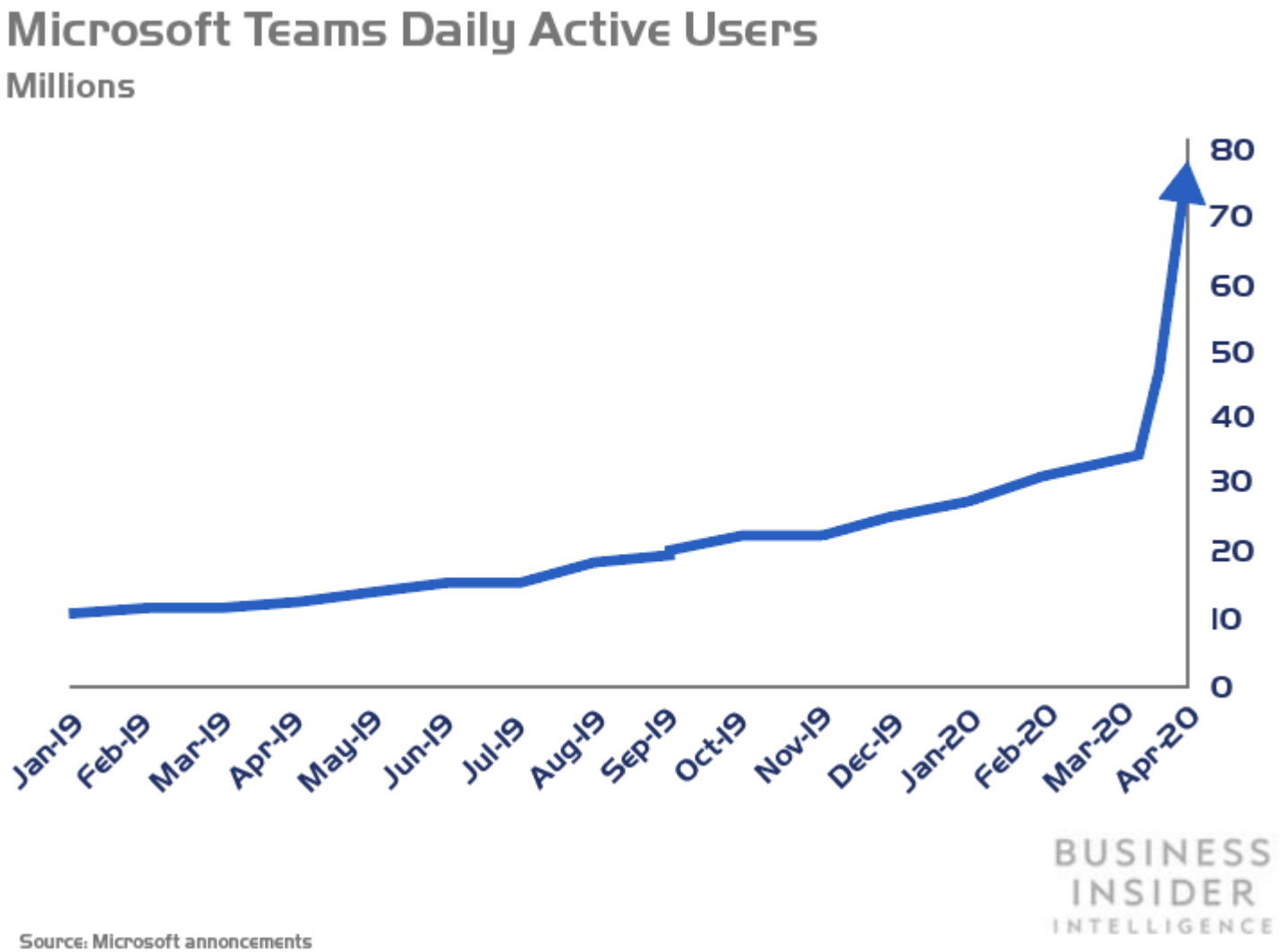
IsMyConnect architecture



Functionality:

Under this Architecture, through the dialing plans established by the CallMyWay platform, it is possible to integrate Microsoft Teams into the Public Switch Telephone Network. Integration options: Existing PBX, Gateways, VPN and Virtual SIP Trunk.

Exponential Growth Microsoft Teams

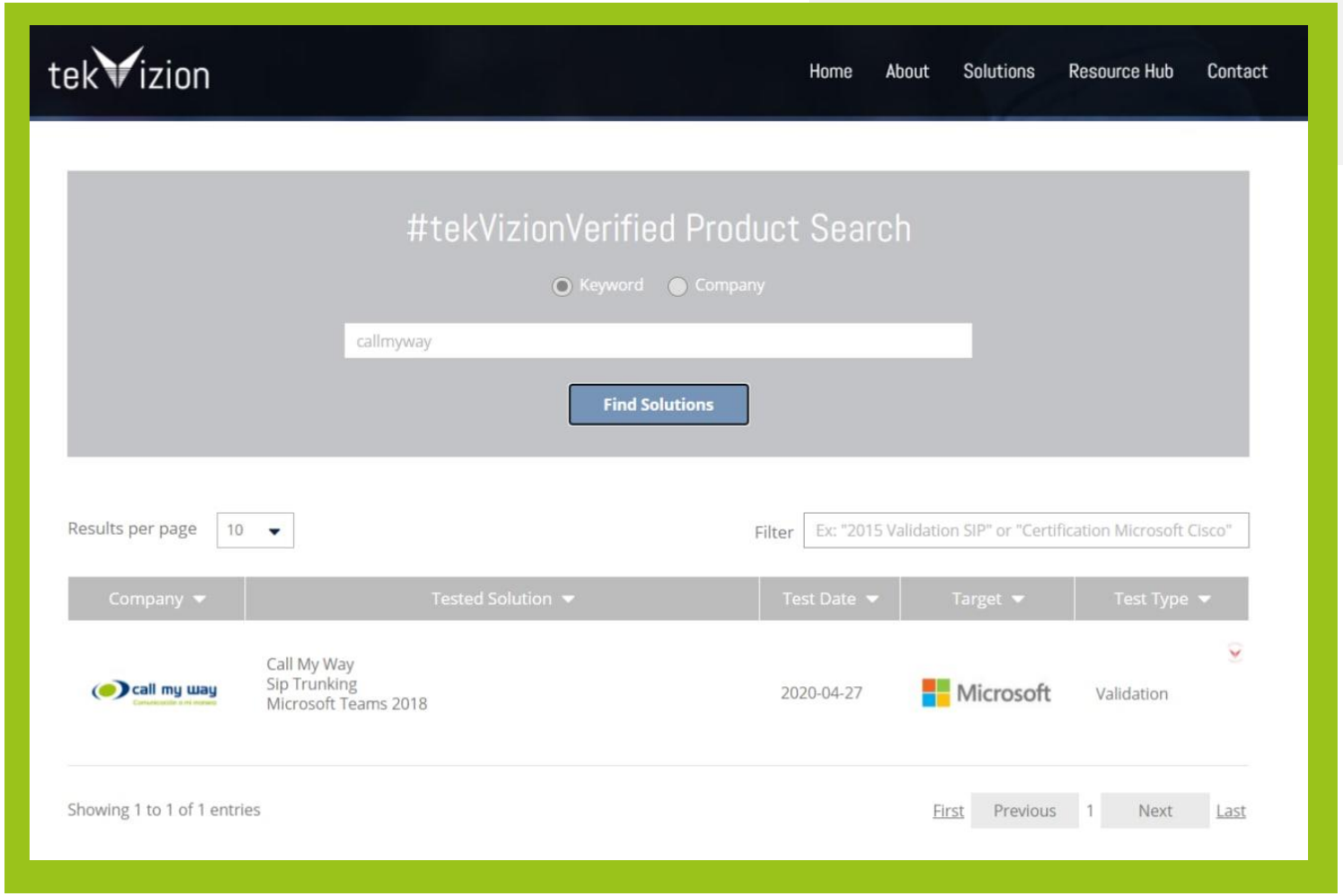


Source: Microsoft annoncements

Microsoft Certification

Since April 27, 2020 CallMyWay completed the validation process of the telephone interconnection service for Microsoft TEAMS as a SIP TRUNK telephony service.

The validation process is verified by TekVizion company which is recognized worldwide and is approved by Microsoft.



MICROSOFT CERTIFIED

To check the validation please visit the website
www.tekvizionverified.com

In the search criteria include the word "callmyway"

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Microsoft Licensing Required

Ready to use

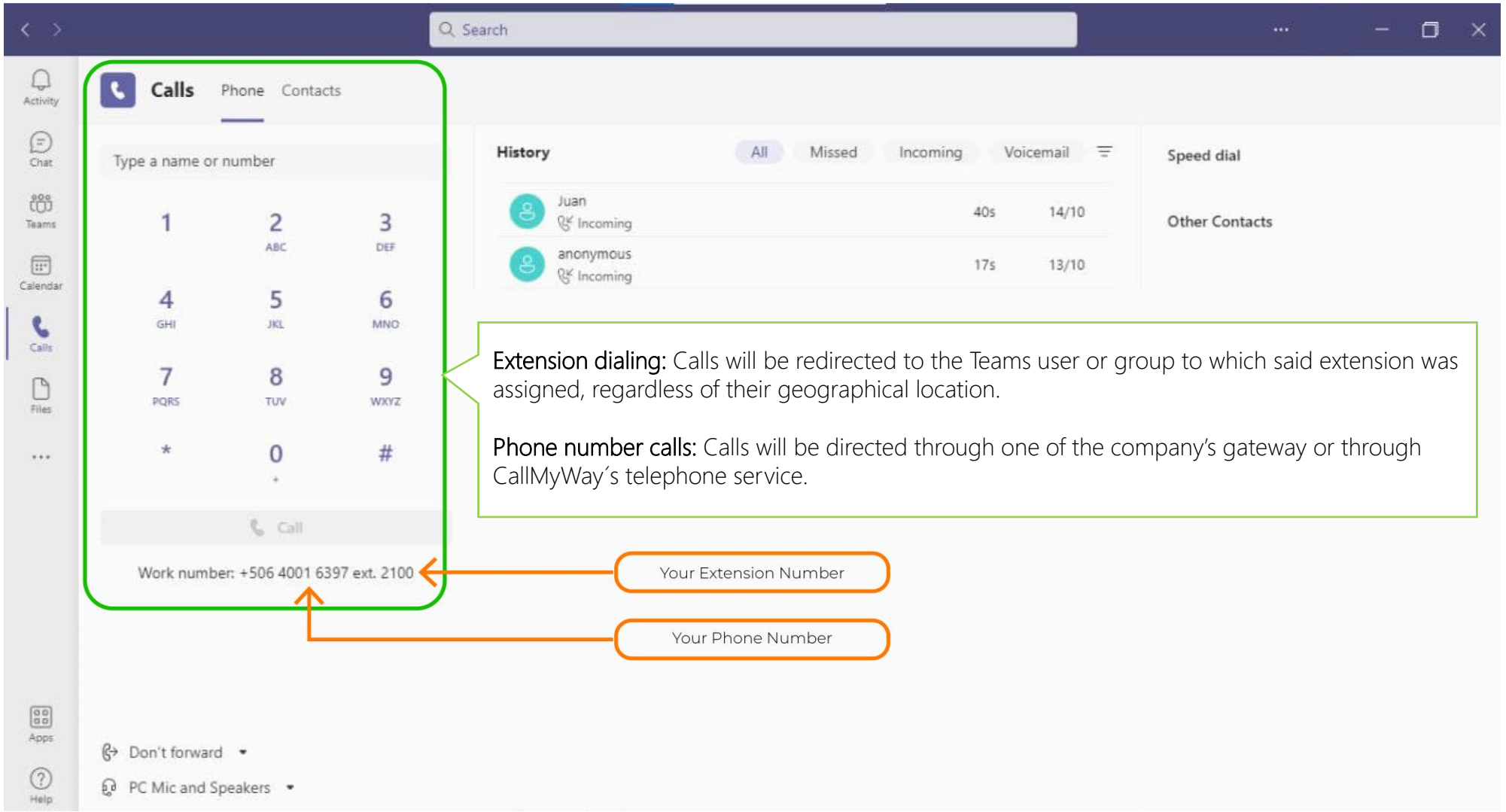
- Microsoft 365 E5
- Microsoft 365 A5
- Meeting Room
- Common Area Phone

Requires Phone System

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

IsMyConnect functionality

End User Experience



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Comunicación a mi manera

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