



Your Phone Calls & Cloud PBX over Microsoft Teams



**1** About CallMyWay

---

**2** Technological Solution

---

**3** About Microsoft Teams

---

**4** End User Experience

---





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



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.



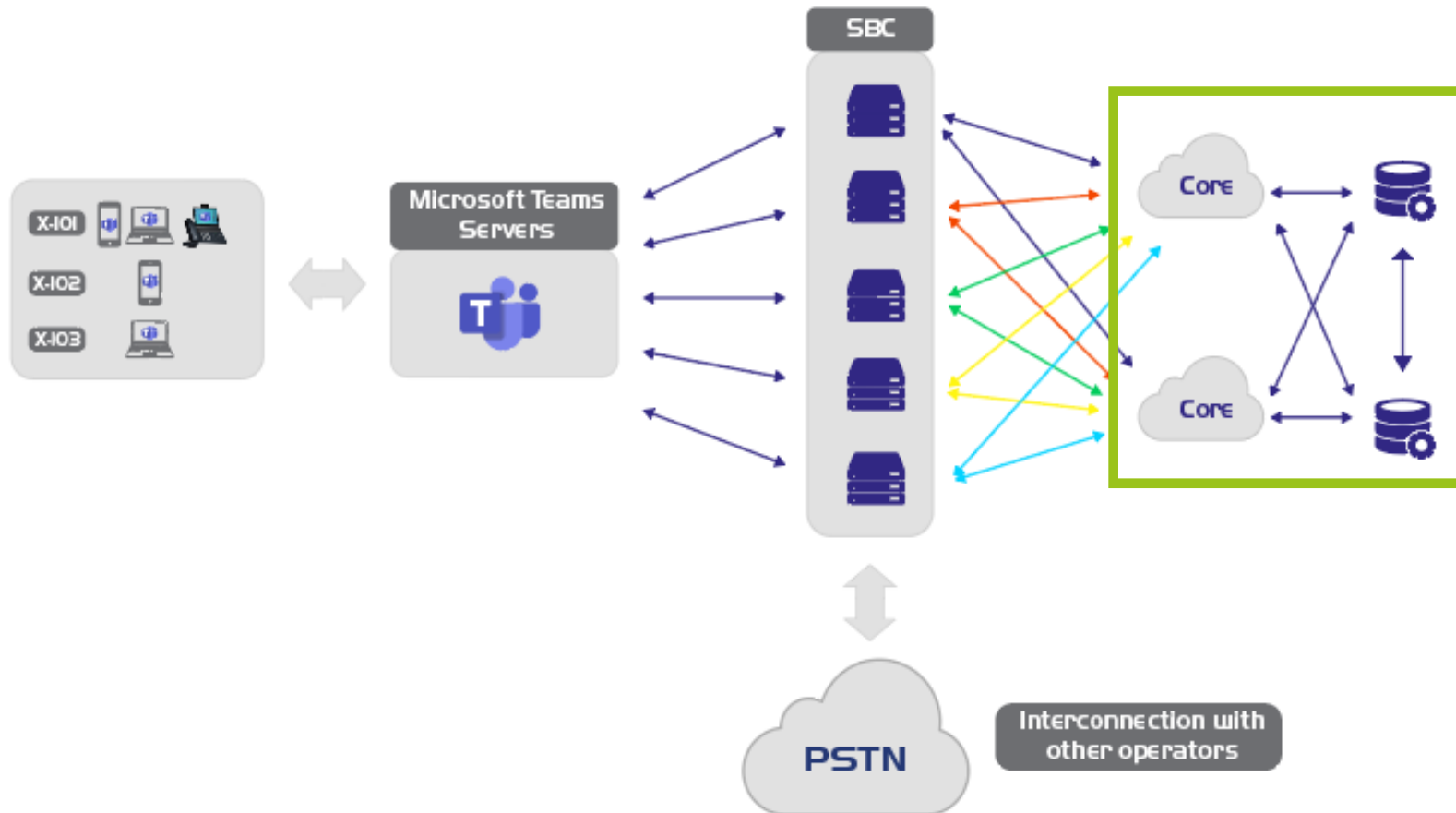
IsMyConnect kickoff in 2019:

- 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

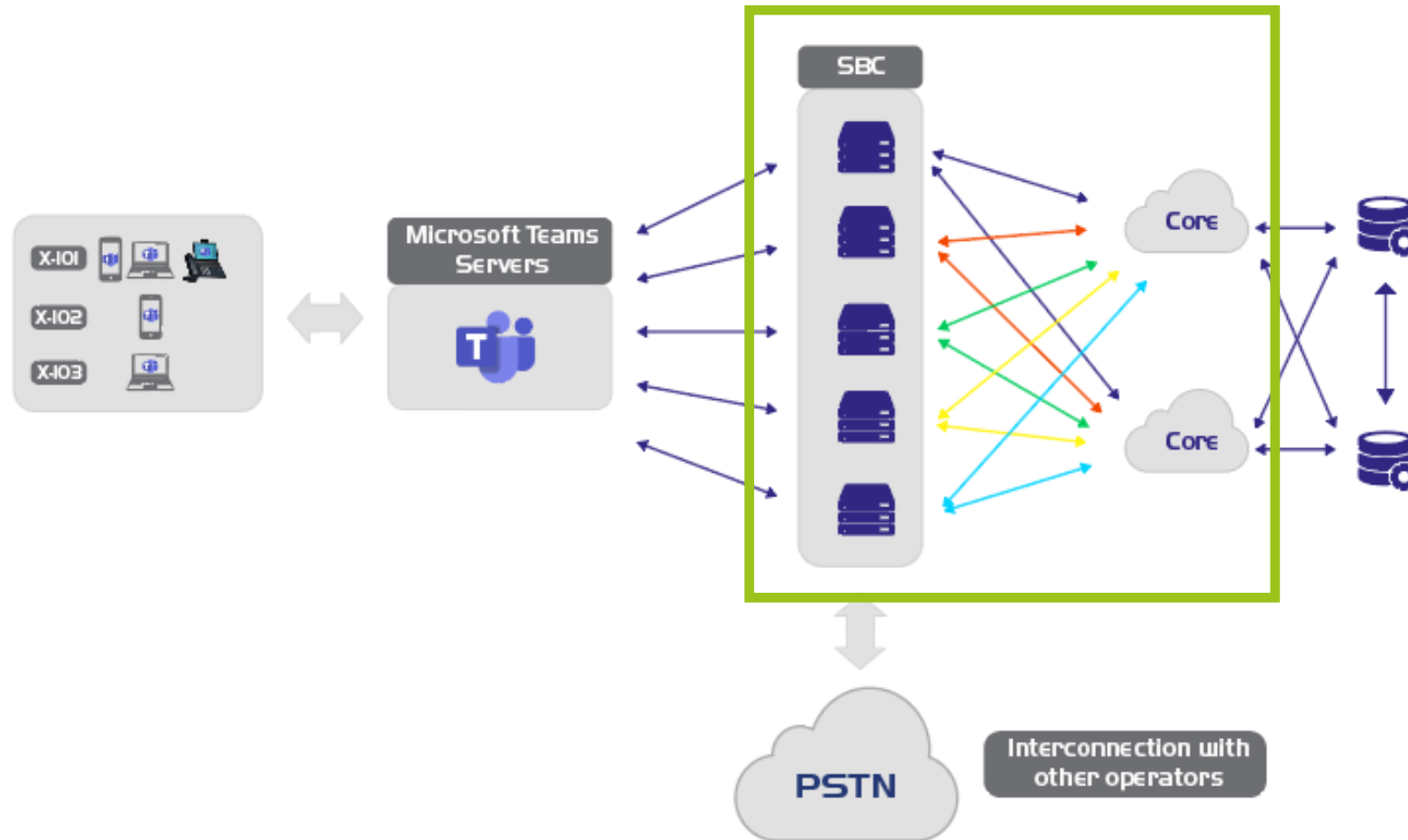
CallMyWay Core operates over active redundancy, with two cores:

- 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 interconnection is highly redundant.



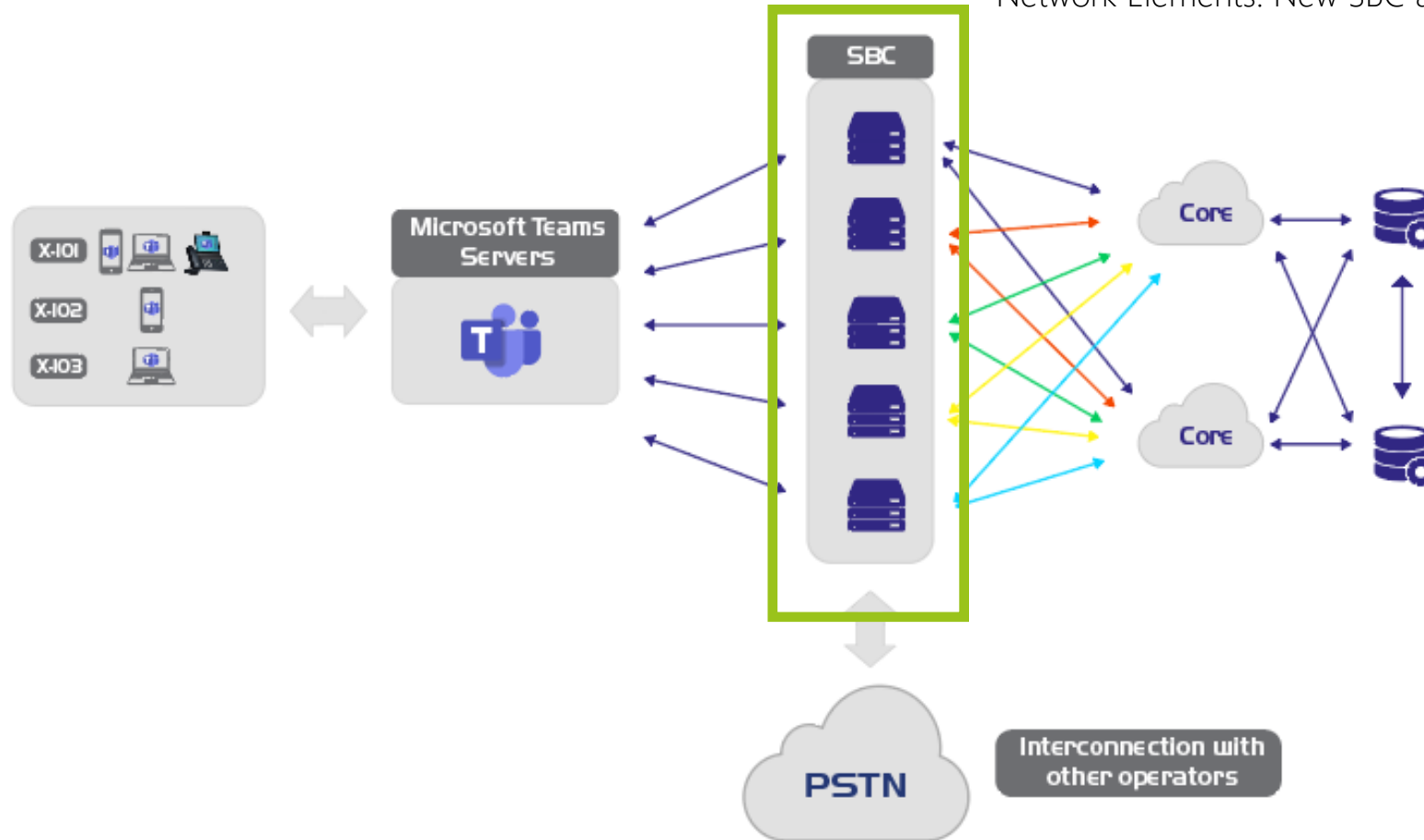
# Our VoIP network Topology

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



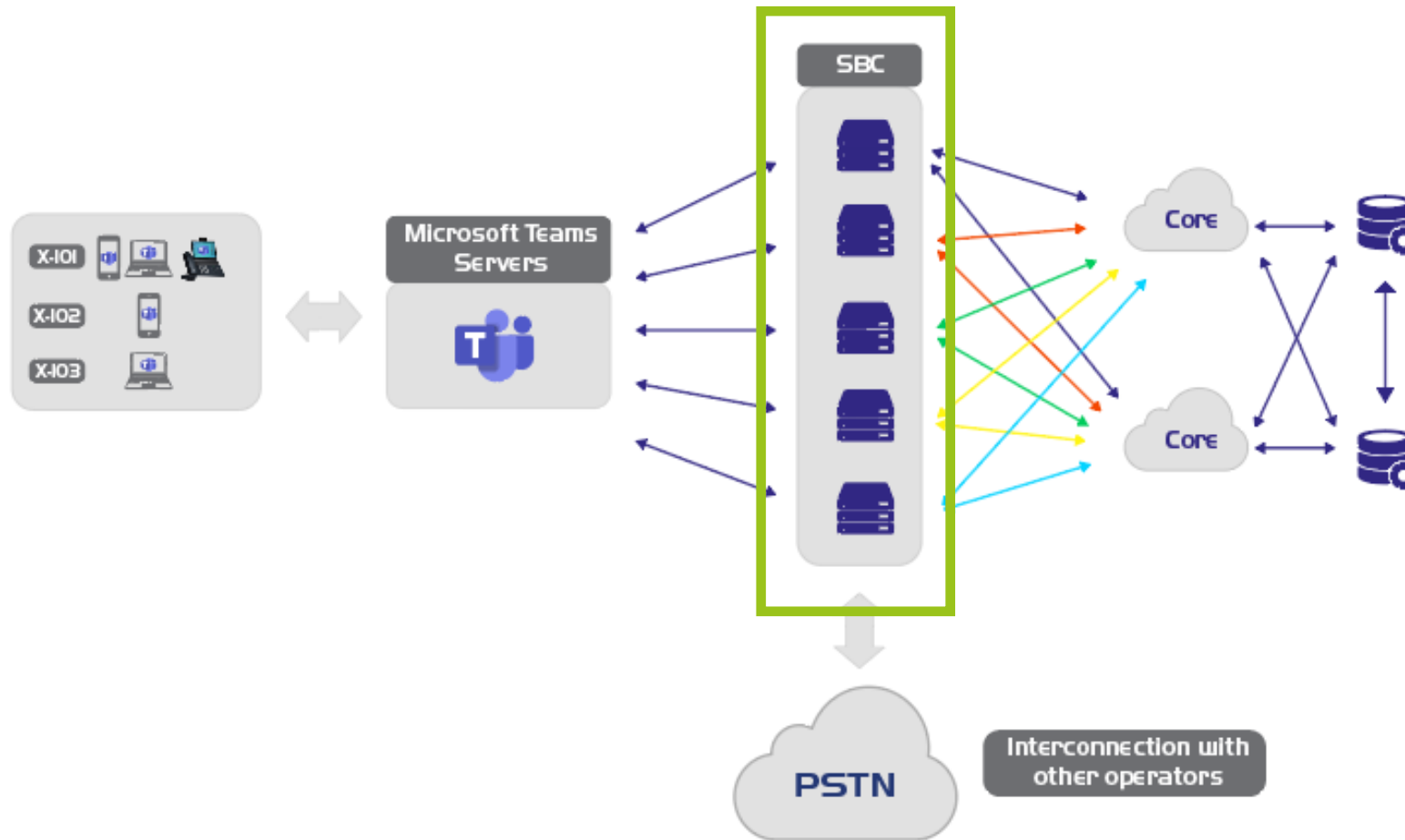
# Our VoIP network Topology

In case of a multiple DDOS attack, the elements of the network that are under attack are the SIP Proxy / SBCs because they 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

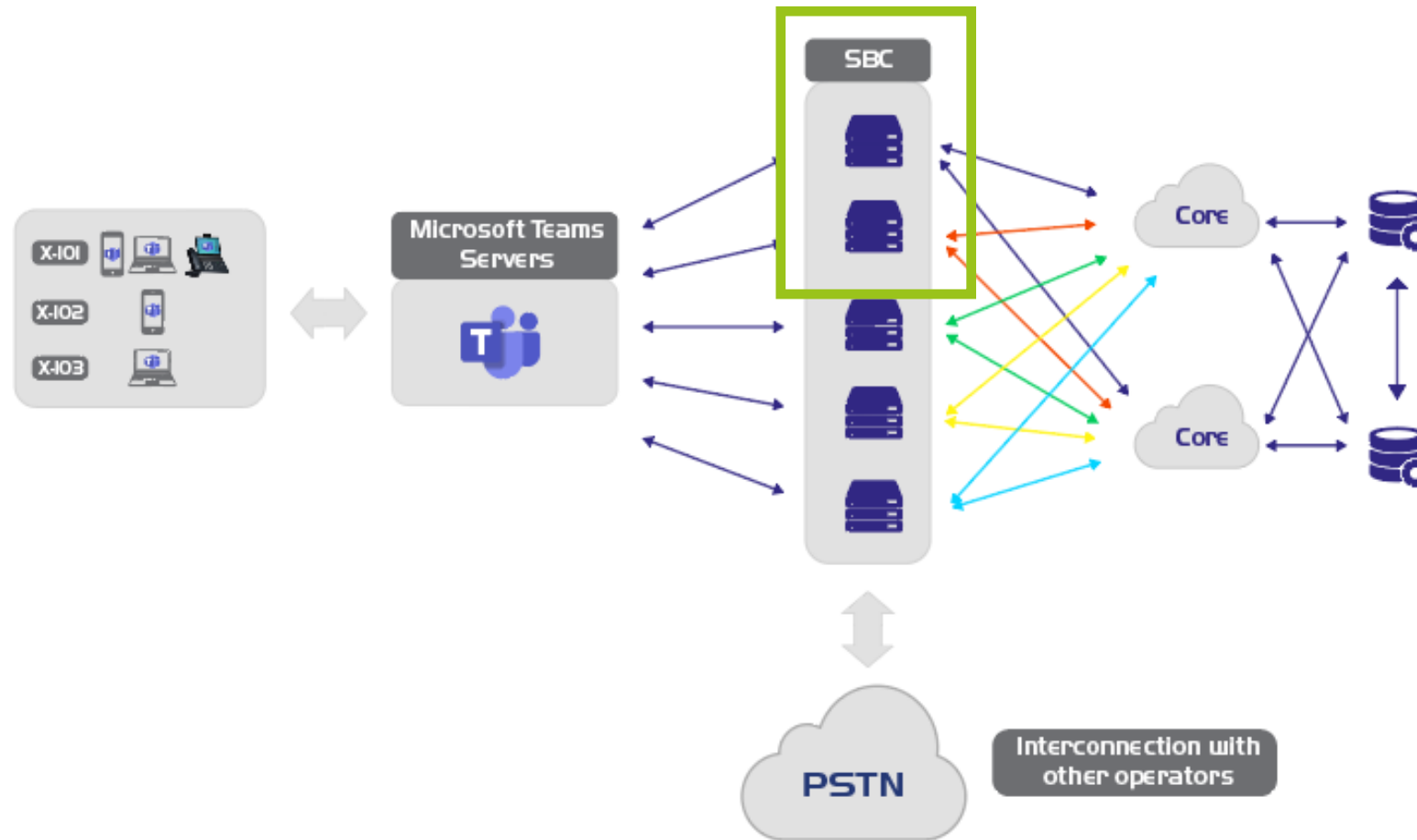
In the event of failure in an Internet sector, the SIP Proxy / SBC is no longer visible to the affected users (s).





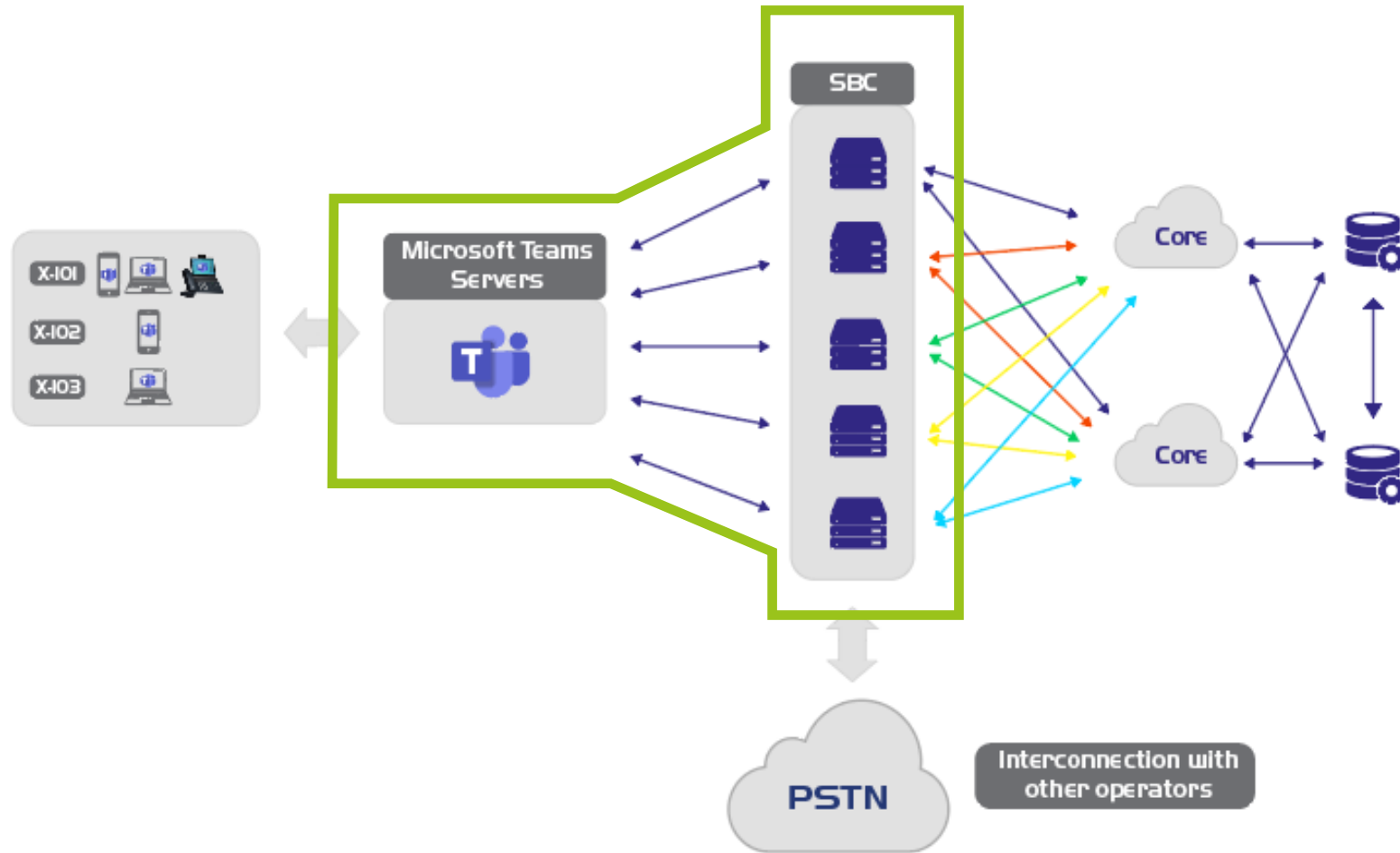
# Our VoIP network Topology

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



# Our VoIP network Topology

The Microsoft Teams servers connect with the CallMyWay SBCs.



# 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.

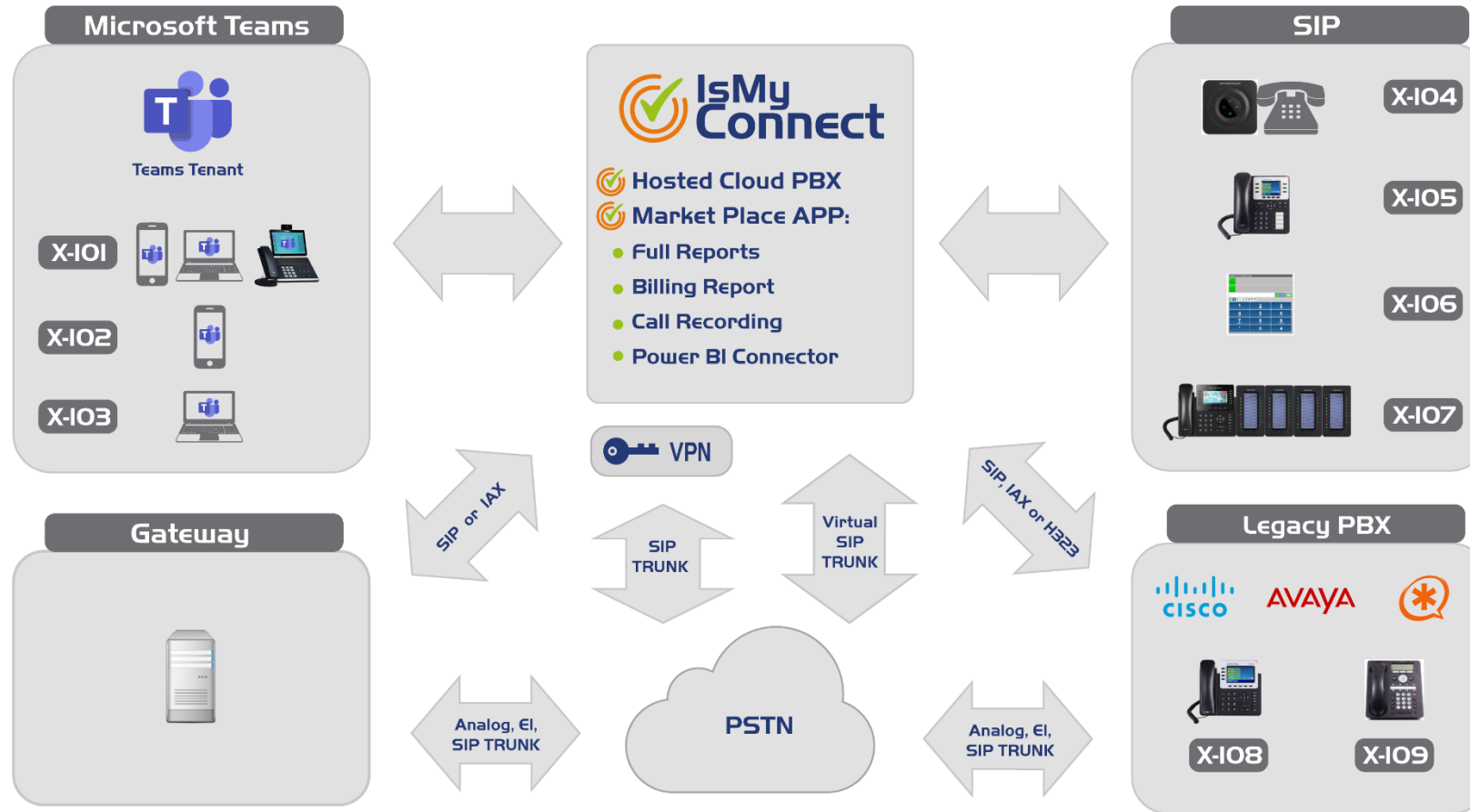
# Cloud PBX Functionalities



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

# IsMyConnect architecture



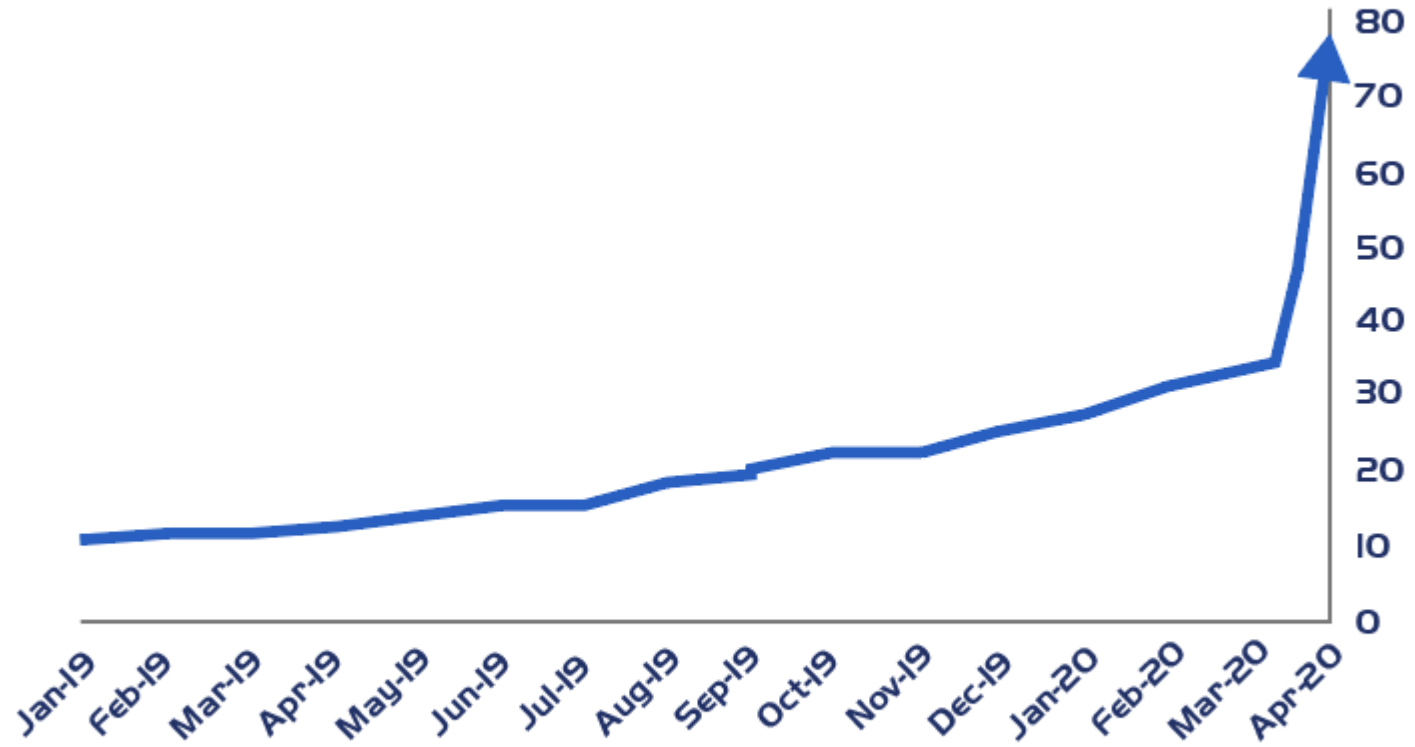
## Functionality:

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

About Microsoft Teams

## Microsoft Teams Daily Active Users Millions



Source: Microsoft announcements

BUSINESS  
INSIDER  
INTELLIGENCE

# 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.

The screenshot shows the TekVizion website's search interface. At the top, the TekVizion logo is on the left, and navigation links for Home, About, Solutions, Resource Hub, and Contact are on the right. The main heading is "#tekVizionVerified Product Search". Below this, there are radio buttons for "Keyword" (selected) and "Company". A search input field contains "callmyway", and a "Find Solutions" button is below it. Below the search area, there are controls for "Results per page" (set to 10) and a "Filter" input field with the example text "Ex: '2015 Validation SIP' or 'Certification Microsoft Cisco'". Below these are several dropdown menus for "Company", "Tested Solution", "Test Date", "Target", and "Test Type". A single search result is displayed, featuring the Call My Way logo, the text "Call My Way Sip Trunking Microsoft Teams 2018", the date "2020-04-27", the Microsoft logo, and the word "Validation". At the bottom, it says "Showing 1 to 1 of 1 entries" and includes pagination links for "First", "Previous", "1", "Next", and "Last".



To check the validation please visit the website [www.tekvizionverified.com](http://www.tekvizionverified.com)

In the search criteria include the word "callmyway"

# 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

The screenshot shows the Microsoft Teams 'Calls' interface. A green box highlights the dial pad and the 'Call' button. Below the dial pad, the text 'Work number: +506 4001 6397 ext. 2100' is displayed. Two orange callouts point to this text: 'Your Extension Number' points to 'ext. 2100' and 'Your Phone Number' points to '+506 4001 6397'. To the right, a 'History' table shows two incoming calls from 'Juan' and 'anonymous'. A text box explains that extension dialing redirects calls to the assigned Teams user or group, and phone number calls are directed through a gateway or CallMyWay's service.

History			
	Juan	40s	14/10
	anonymous	17s	13/10

**Extension dialing:** Calls will be redirected to the Teams user or group to which said extension was assigned, regardless of their geographical location.

**Phone number calls:** Calls will be directed through one of the company's gateway or through CallMyWay's telephone service.



## Contact Us

[sales@callmyway.com](mailto:sales@callmyway.com)

Miami +1-305-644-5335

México +5255 4170 8422

Costa Rica +506 4000-4000

[www.ismyconnect.com](http://www.ismyconnect.com)

