



END USER MANUAL



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Content

This document offers a complete user guide for IsMyConnect end users, its telephone functionalities over Microsoft Teams, with the objective to facilitate the migration process and the adoption of these services by end users.

This document shows the user experience and details the use of each of the telephone functionalities step by step.

Due to the dynamic nature of Microsoft Teams, CallMyWay will update this document and it will be published to reflect such updates or new functionalities of the service. These updates will be available on CallMyWay's website.

In addition to this document, you can also review IsMyConnect video tutorials which are available on our YouTube channel.

<https://www.youtube.com/channel/UCknp55LUyd28ppTbzJbTdtw/playlists>

Customer Support

CallMyWay offers through Customer Service Support Center, end users support and service, to ensure maximum customer satisfaction. If you have any questions, additional requests or incidents, please contact us through any of its available channels listed below, it will be a pleasure to assist you.

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We show below our online support interface, available in our Web Site.



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Make a call

To make a call you must enter the "Calls" option in the left panel. If the keyboard is not displayed, you must press the "Dial a number" button.

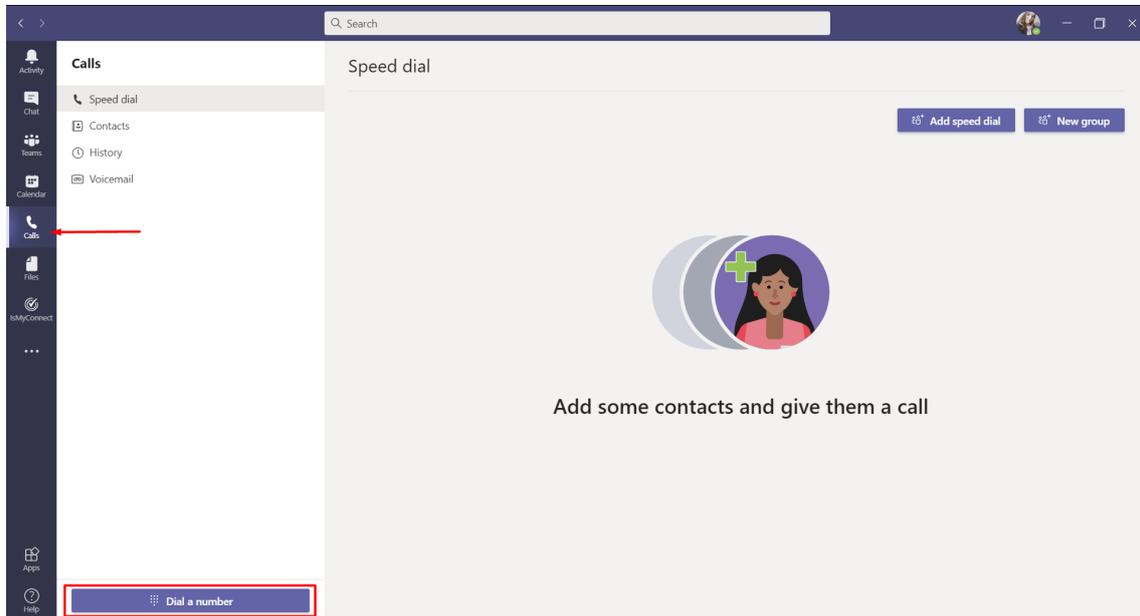


Illustration 1 - Call Panel

To dial a telephone number, you can position yourself in the field above the keyboard, and type it with the computer keyboard, or you can use the keyboard shown in MICROSOFT TEAMS screen.

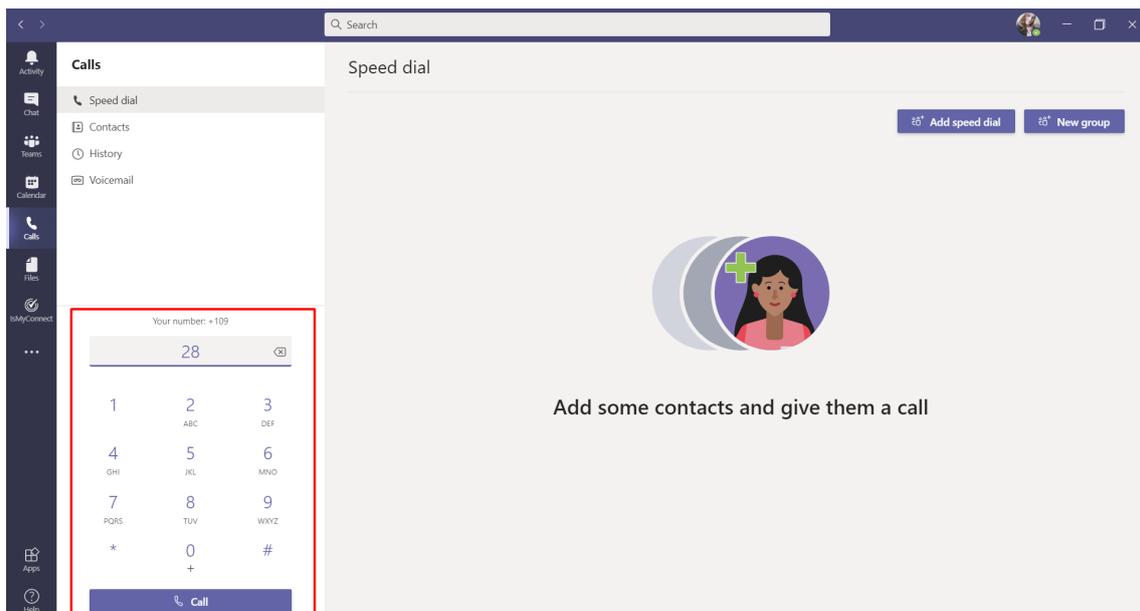


Illustration 2 - View of the telephone panel

Answer or Reject a call

When you receive a call, a pop-up window will be displayed in the lower right corner of the screen, as shown in the image.

- The purple button, located on the left, allows you to answer the call.
- The red button, located on the right, allows you to reject the call.

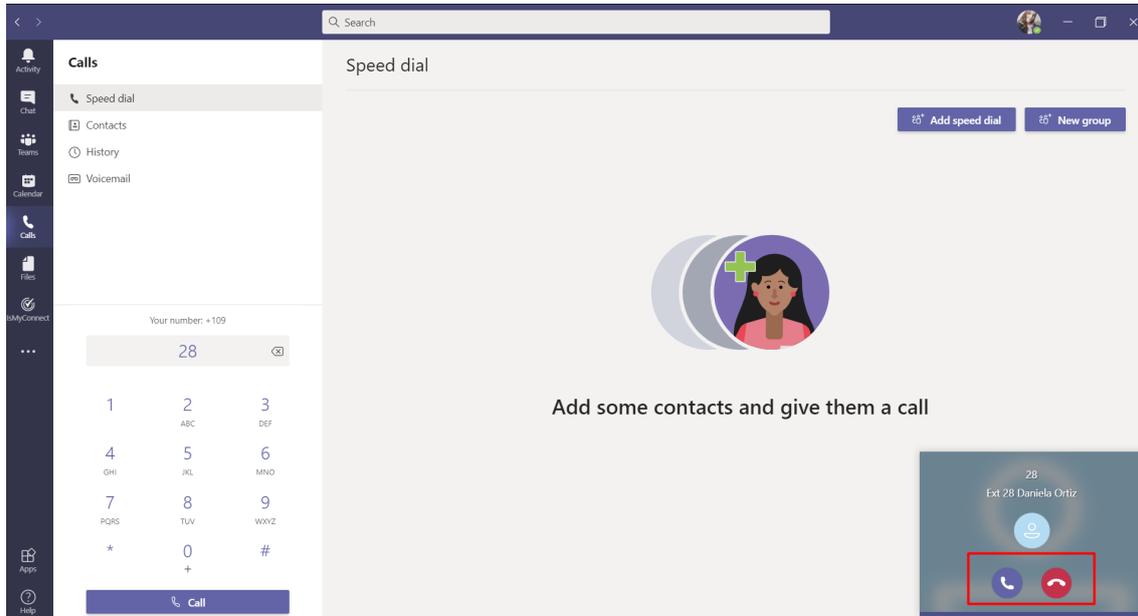


Illustration 3 - Answer or Reject a call

The pop-up window will display, even if Microsoft Teams is not in the foreground.

Pull a call

To “pull a call” you must follow the same process as to “make a call”, and dial one of the following codes, as the case may be.

- 8
Allows you to pull a call without knowing which extension is ringing.
- 8 + "Extension number that is ringing"
Allows you to pull a specific call, by indicating which is the extension to which the call will be pulled.

Mute a call

To silence a call you must press the button with the microphone icon, the third icon from left to right.

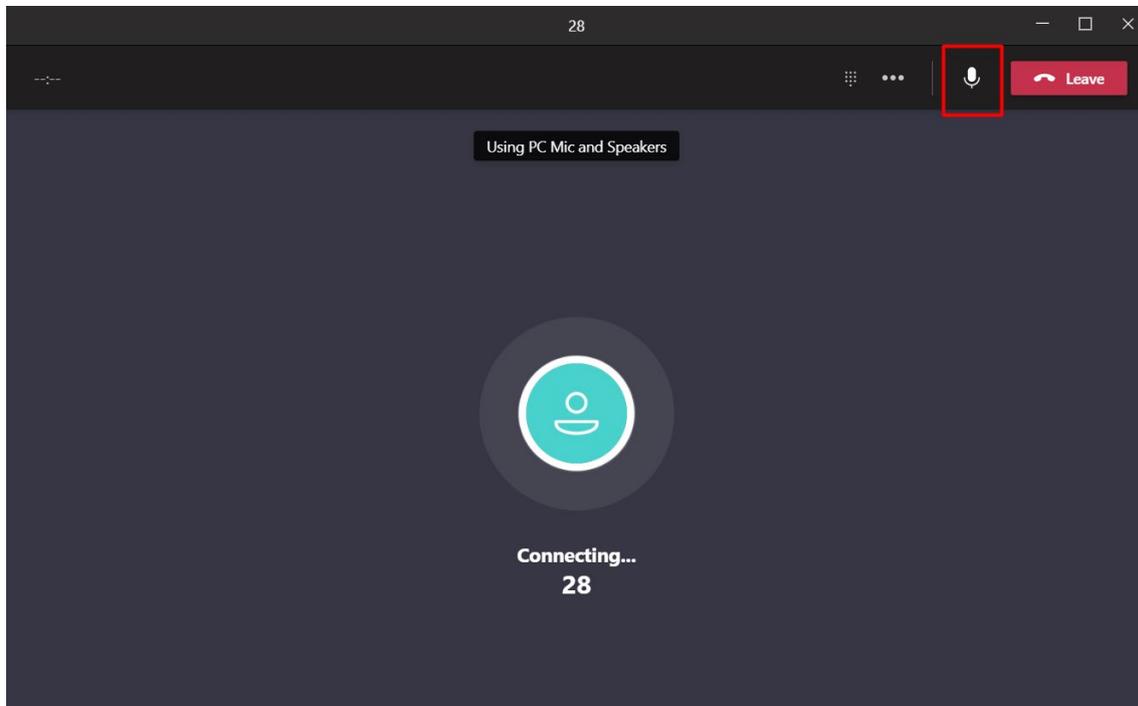


Illustration 4 - Mute a call

Once the button is pressed, its icon will change to a microphone with a crossbar. In case you want to activate the audio, you will have to press the button again, which will return to the initial microphone icon.

Dial on an active call

In case you require to dial one or more digits over an active call, for instance, when calling a telephone exchange and dialing an extension number, press the button with the keyboard icon, the first icon from left to right.

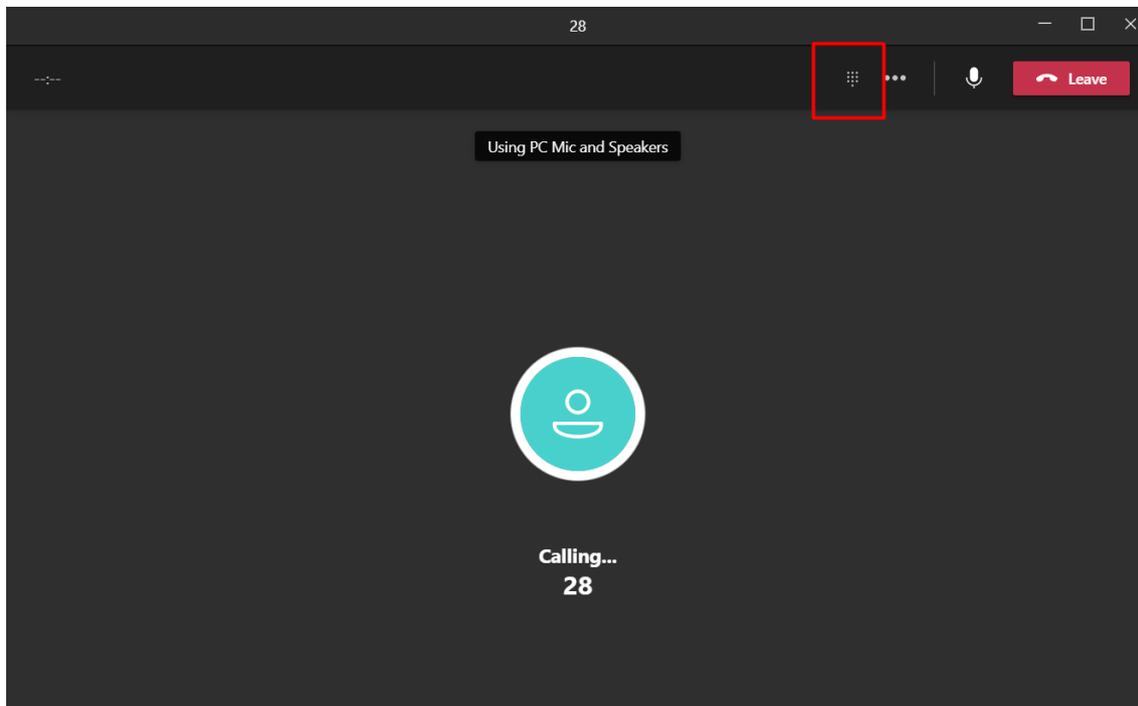


Illustration 5 - Dial on active call

Once the keyboard is displayed, you can either type the required number (s) with the computer keyboard, or you can use the keyboard that MICROSOFT TEAMS displays on the screen. If you don't want this on screen keyboard, you will need to press the button once again.

Place a call “on hold”

To place a call “on hold”, press the button with the 3-dots icon, the third icon from left to right. Pressing this button will display the menu shown below; you must click on the option "Hold".

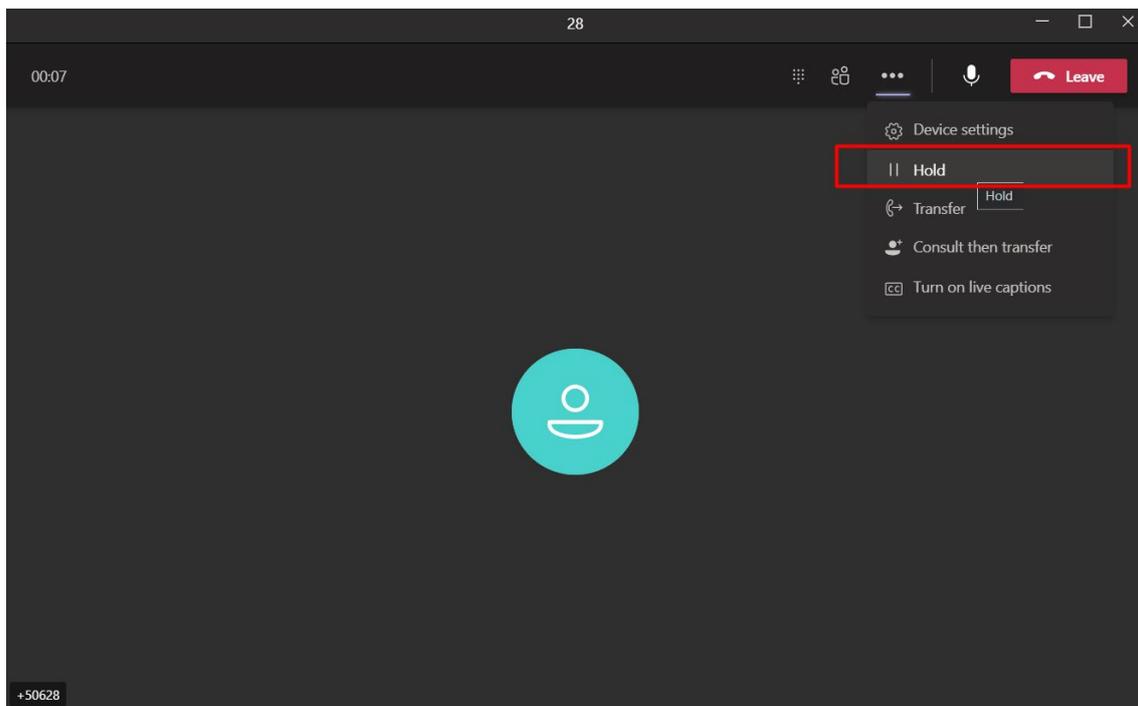


Illustration 6 - Put call on hold

The screen will indicate that the call has been placed on hold and how long it has been in such condition. If you wish to resume the call, press the "Resume" button.

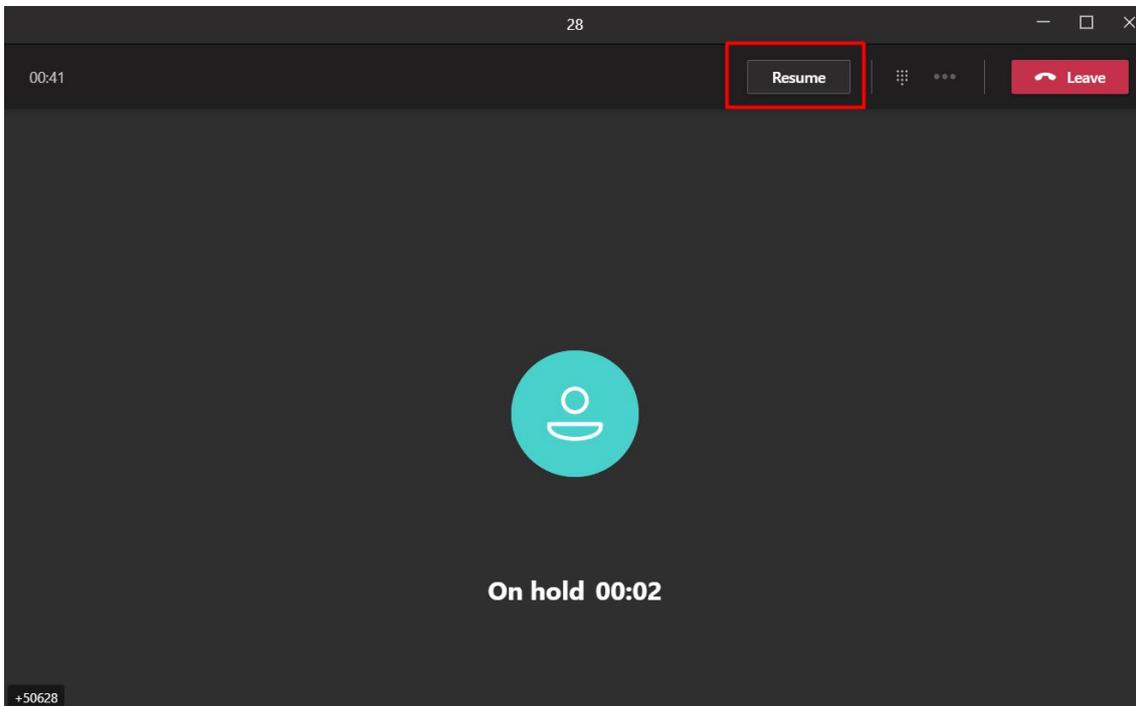


Illustration 7 - Resume a call

Blind Call Transfer

To transfer a call blindly, press the button with the 3-dots icon, the third icon from left to right.

Pressing this button will display the menu shown below; You must click on the option named "Transfer".

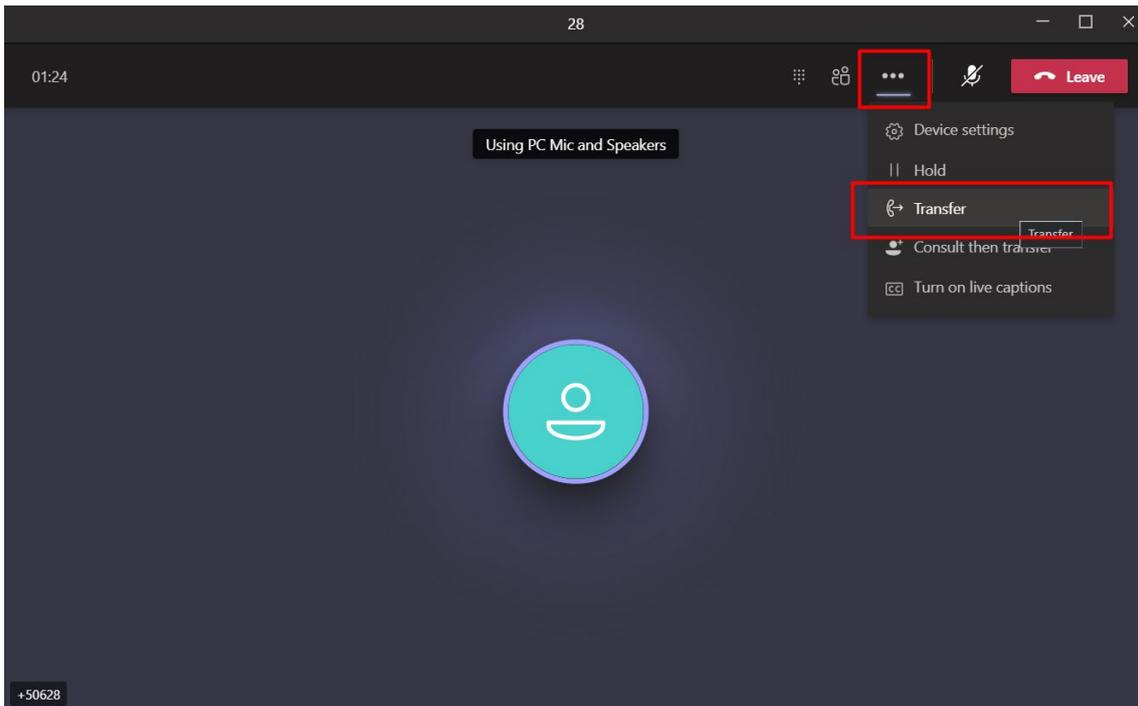


Illustration 8 - Transfer Call Blind

Enter: the name of a MICROSOFT TEAMS user, an extension number or a telephone number In the "Search" space. In case you are transferring the call to a MICROSOFT

TEAMS user, the call will not be made through Call My Way, therefore, there will be no record of it in CallMyWay's platform.

Once you have entered the telephone number or name of the MICROSOFT TEAMS user, you must press the "Transfer" button. A message will be displayed at the upper left corner showing that the transfer was completed successfully.

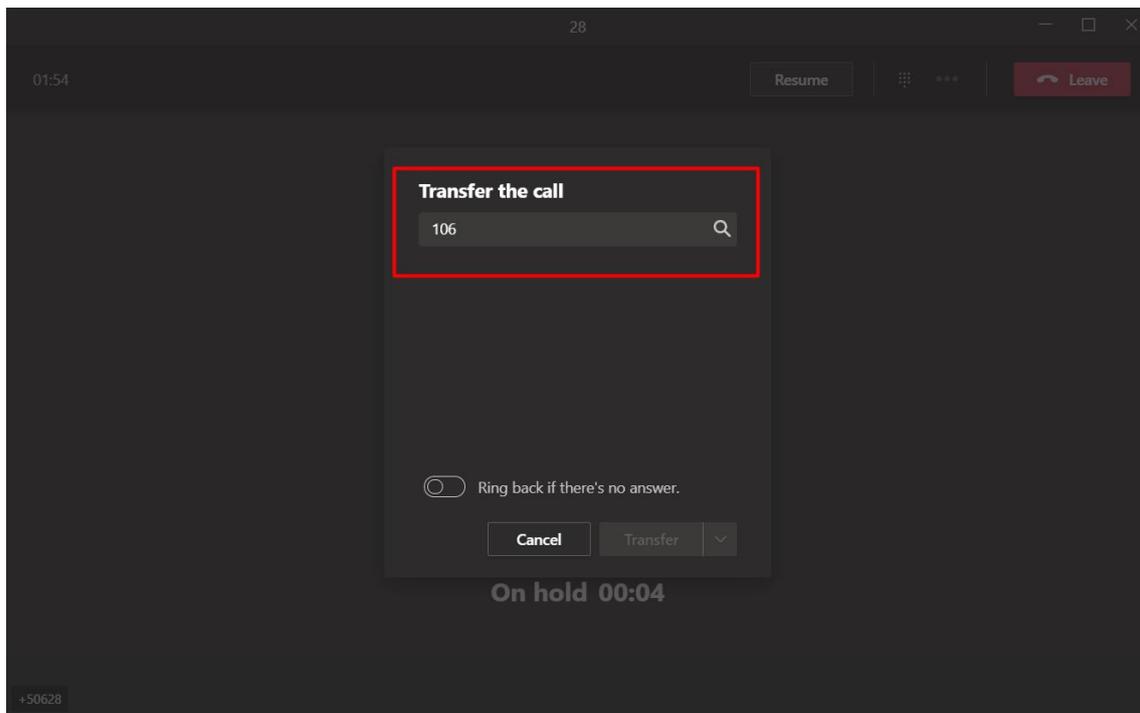


Illustration 9 - Enter the number to transfer

Consult and then Transfer

For a previously consulted Call Transfer, you must press the button with the 3-dots icon, the third icon from left to right.

Pressing this button will display the menu shown below; You must click on the option "Consult and then transfer".

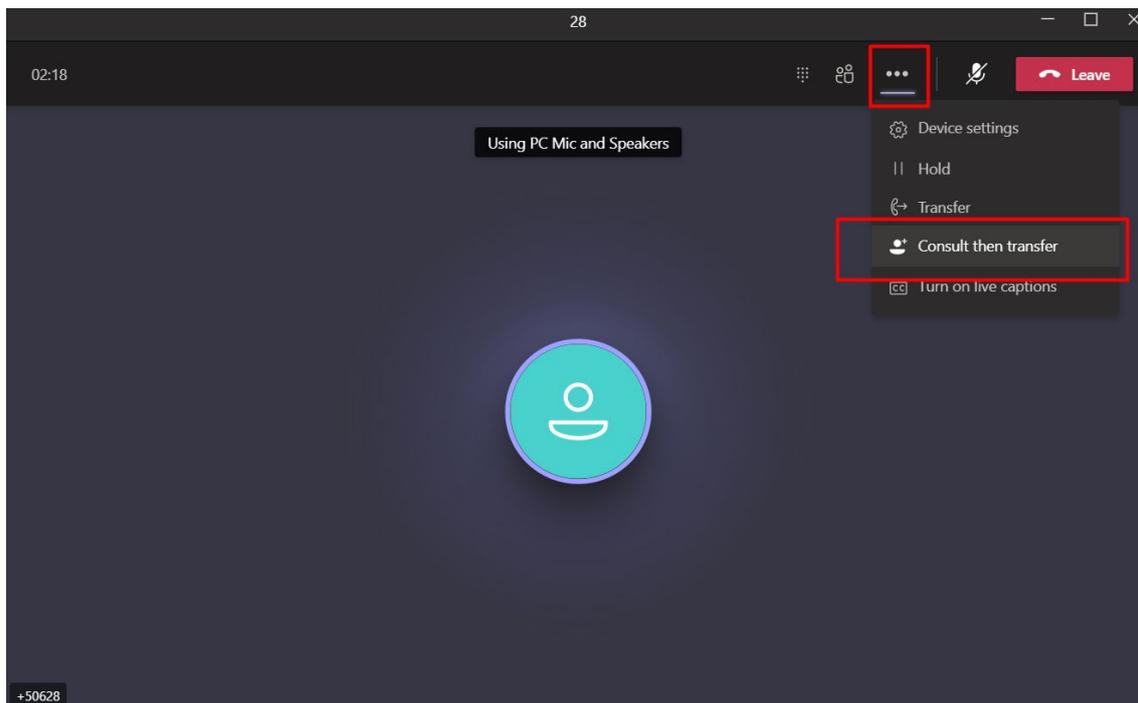


Illustration 10 - Transfer call in a Consultative manner

Type the name of a MICROSOFT TEAMS user, an extension number or a telephone number in the "Search" space.

If you transfer a call to a MICROSOFT TEAMS user, the call will not be made through Call My Way, therefore, there will be no records of it.

If you transfer to an extension number or a telephone number, that extension or number must have the "call waiting" functionality active. Once you have entered the telephone number or name of the MICROSOFT TEAMS user, you must press the "Consult" button.

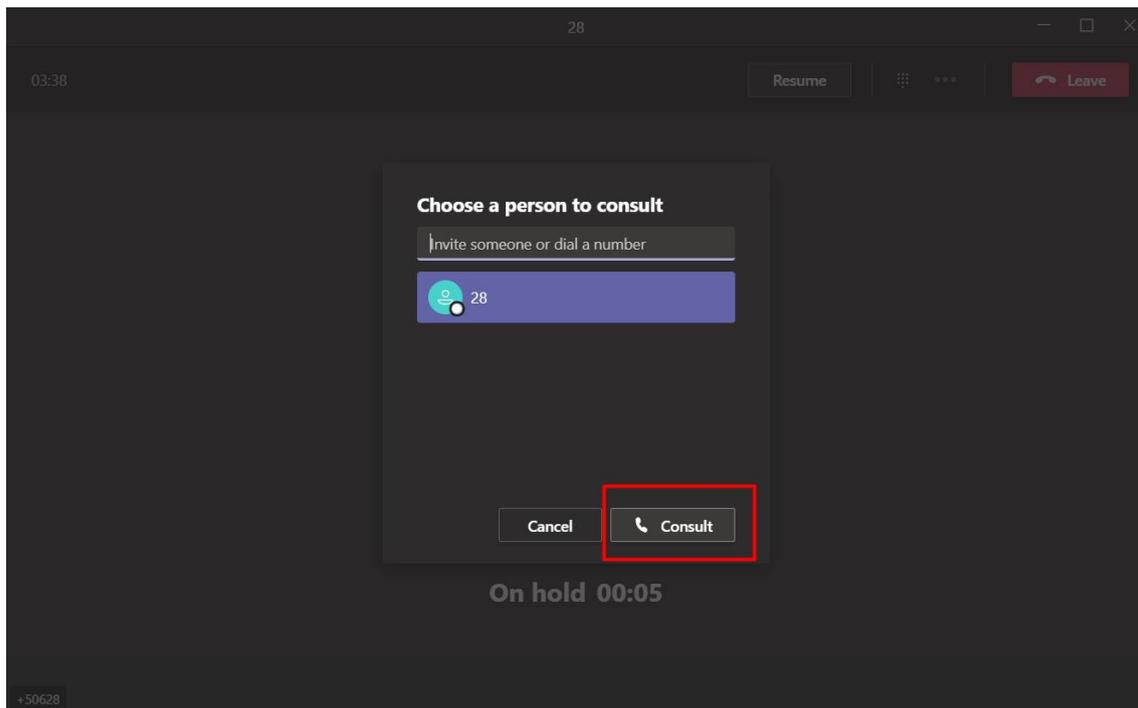


Illustration 11 - Enter the number to transfer

By pressing the "Consult" button a call will be made to the respective user or number; and you can ask the recipient if he/she accepts the call transfer.

Once the recipient agrees to transfer the call, press the "Transfer" button.

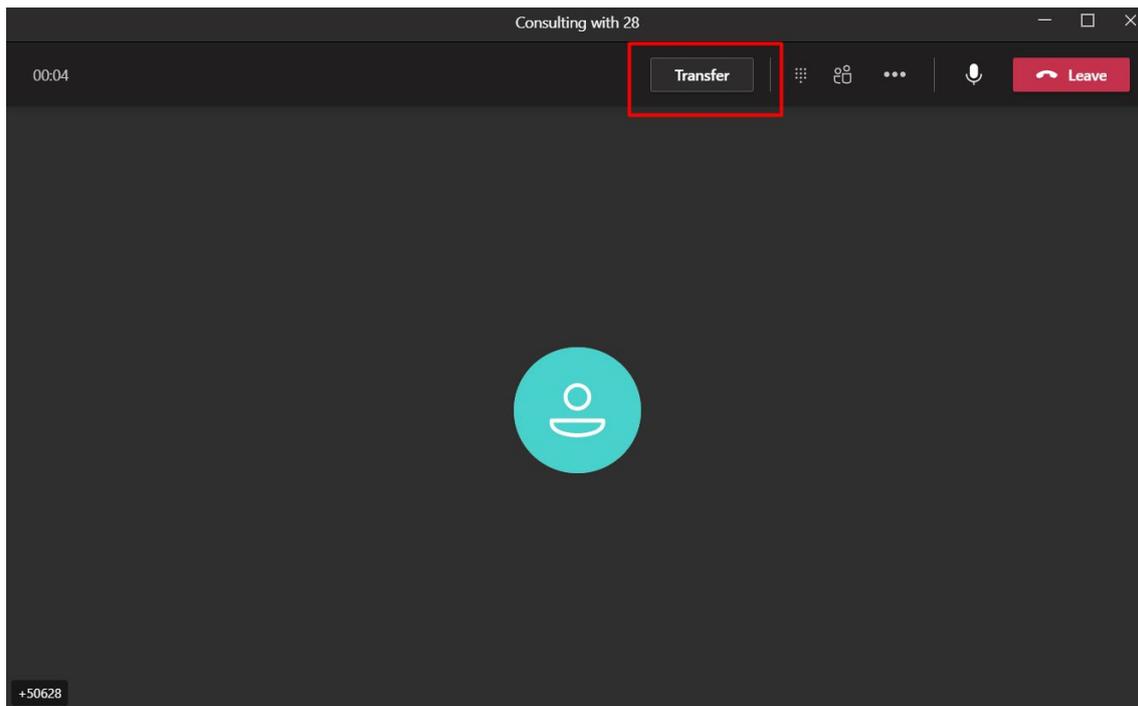


Illustration 12 - Button that will allow you to transfer a call

Add People to an Ongoing Call or Meeting

To add more people to an ongoing call, you must press the button with the 2-persons icon, the second icon from left to right.

Enter the name of a MICROSOFT TEAMS user, an extension number or a telephone number In the "Invite someone or dial a number" field.

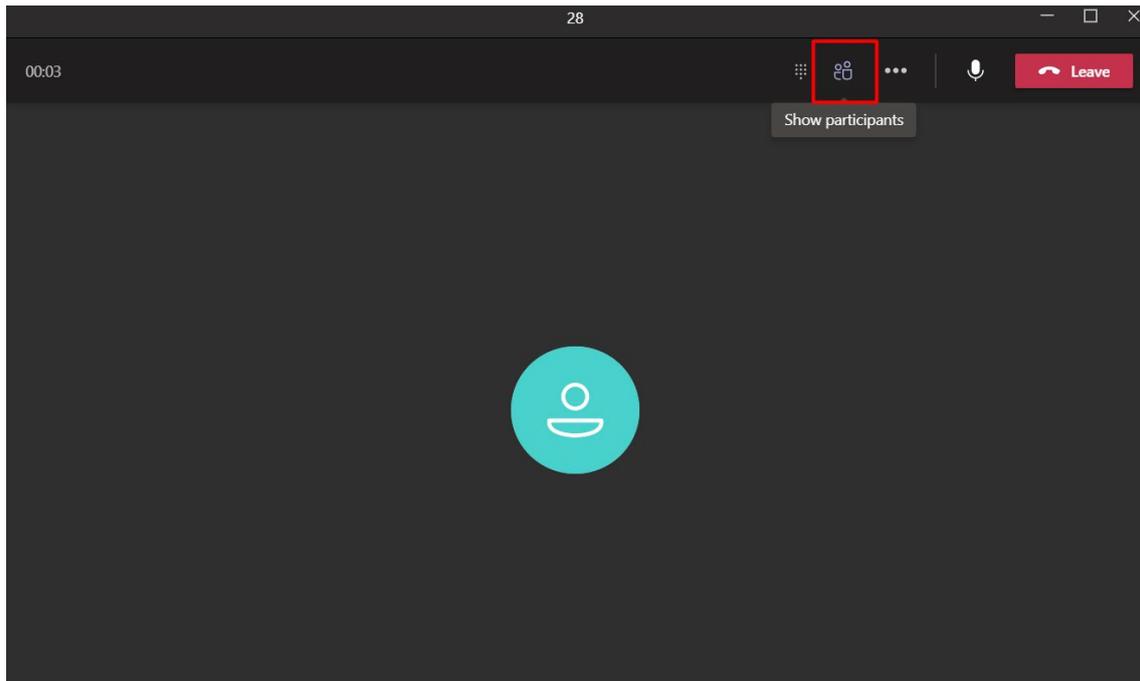


Illustration 13 - Button that will allow you to add participants

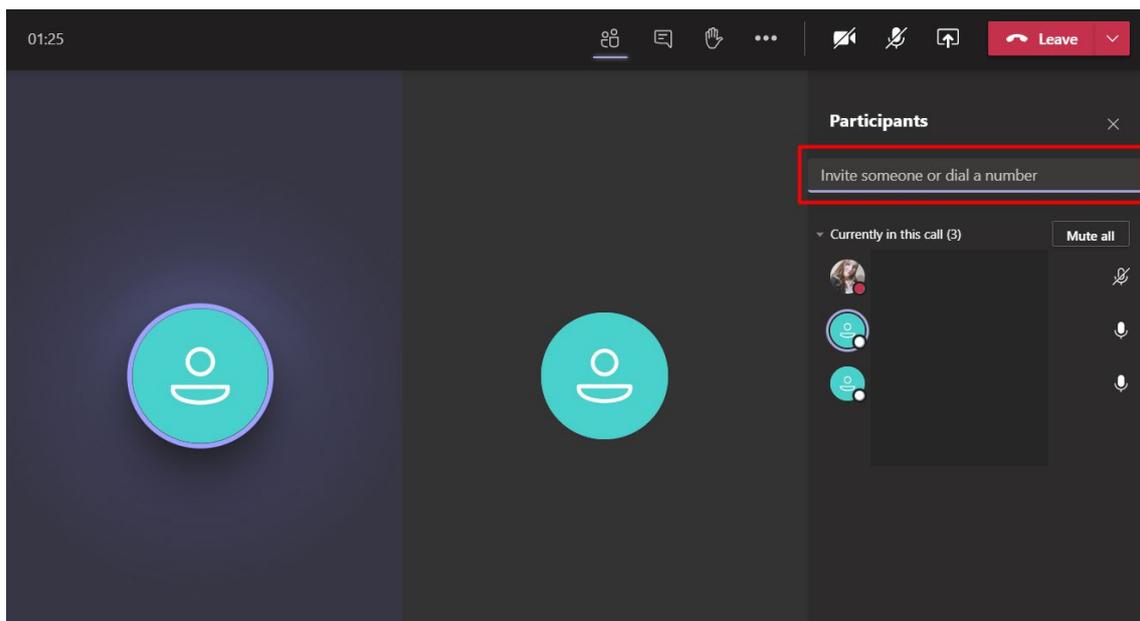


Illustration 14 - Add the participant's phone number

Once you have entered the telephone number or name of the MICROSOFT TEAMS user, you must press the "enter" key or click on the box that appears below.

When you press this box, the system will start calling the user or number entered; meanwhile the status "Calling" will be displayed at the right. When the call is answered, he/she is added to the call. When added, it will no longer show the "Calling" status

and a second circle with a person icon will be displayed in the central section of the application.

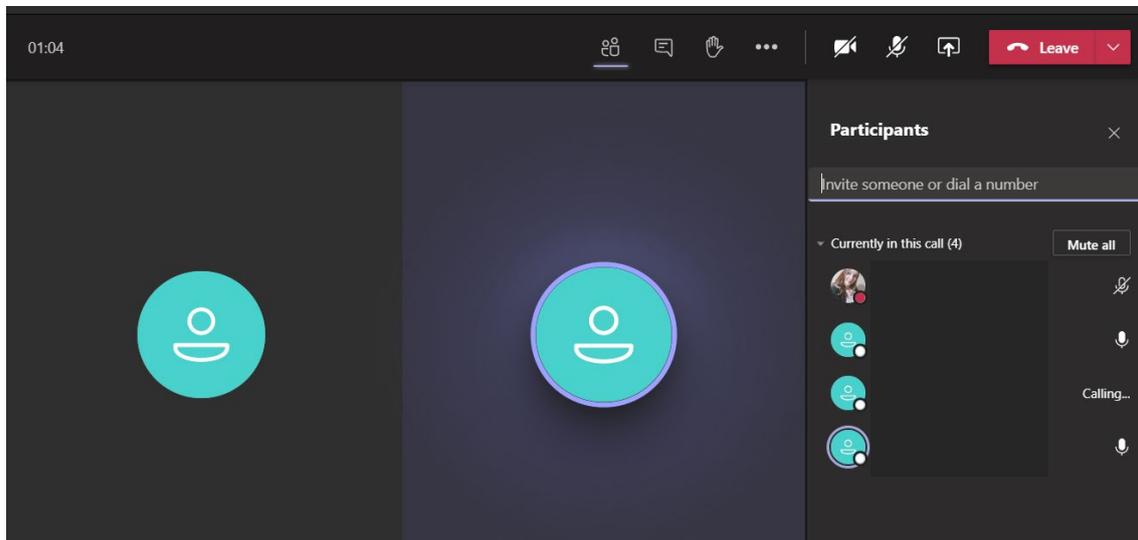


Ilustración 1 - Vista de todos los participantes

Remove People from an Ongoing Call or Meeting

To remove people from an ongoing call, you must press the button with the 2-persons icon, the second icon from left to right. A panel will open on the right side showing the call participants. You must "right-click" on the participant you want to remove from the call, or press the button with the 3-dots icon that each contact has. This will display a menu, and you must click on the "Remove participant" option. The system will end the call of the respective participant and remove it from the right panel.

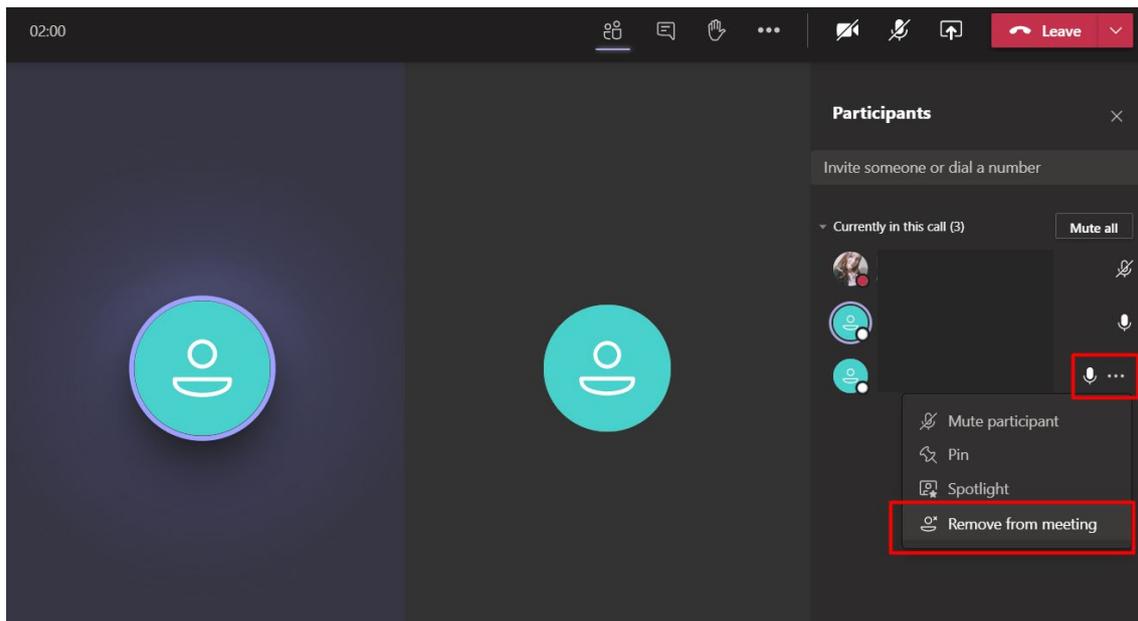


Illustration 16 - Remove a participant from the active call

Microsoft Teams meeting with over the phone audio

When you join a meeting in Microsoft Teams, you will see several configuration options for that meeting. If you want your audio to be heard over the phone, you must choose the “phone audio” option. Once this option is selected, press the “Join Now” button.

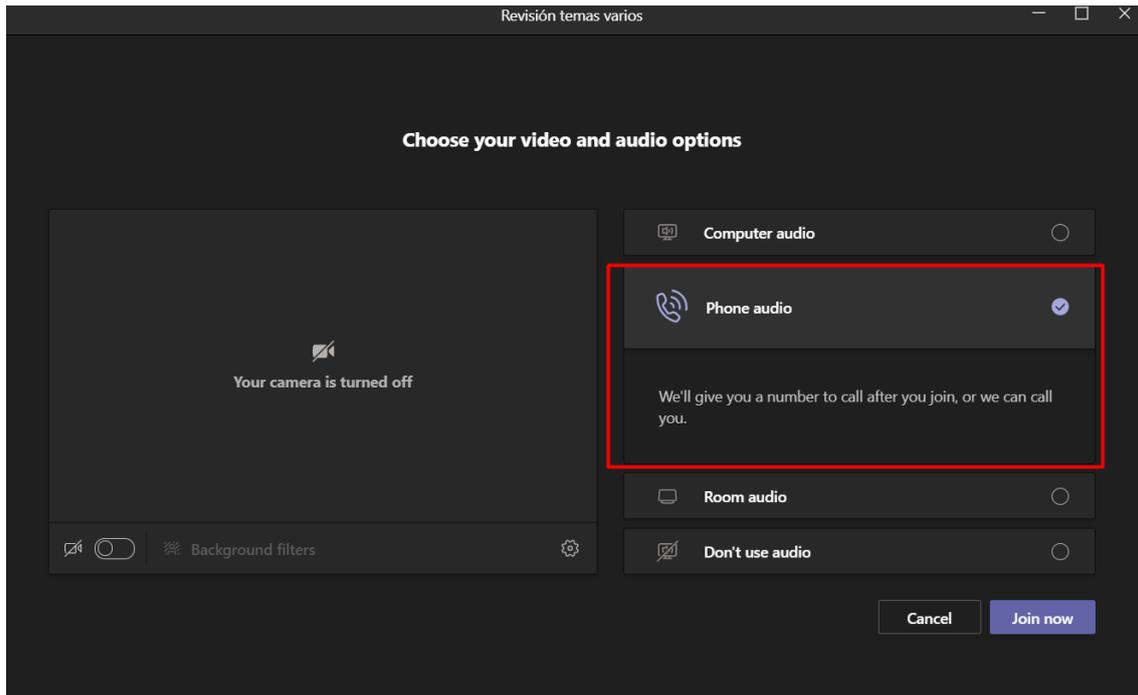


Illustration 17 - Phone audio option

A box will automatically appear, there you must enter the number you want Microsoft Teams to call. Then press the "call me" button or press your favorite number.

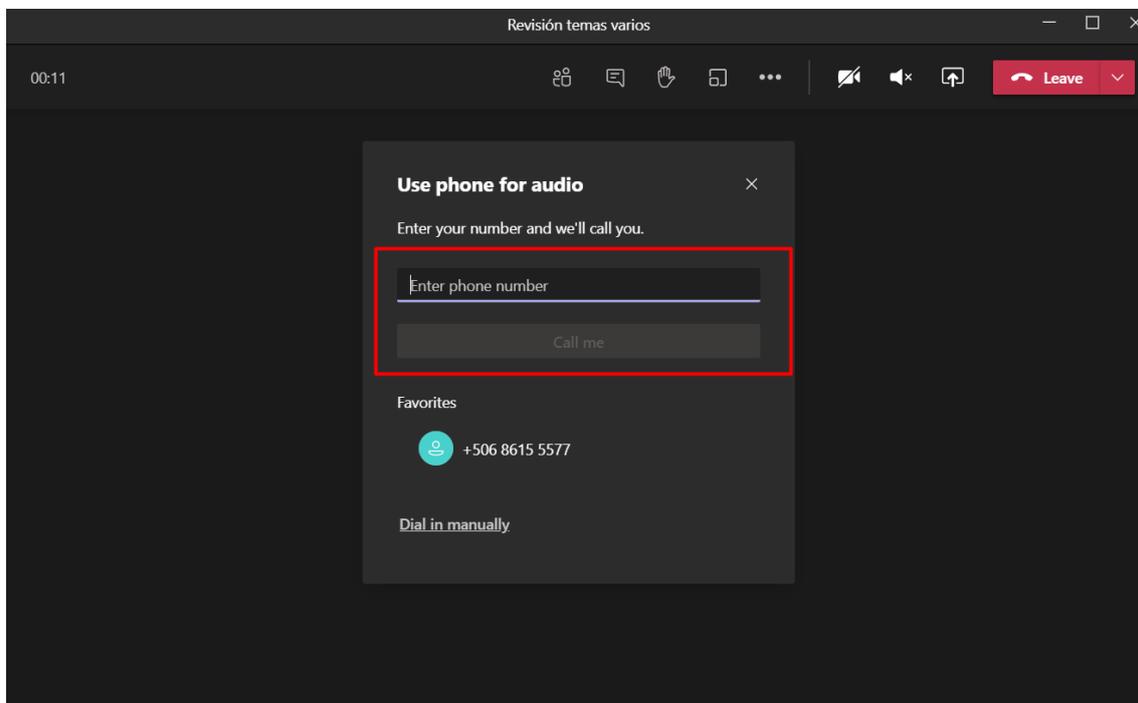


Illustration 18 - Enter the phone number you want Teams to call you

Simultaneous Ringing

If you want another user in the organization or an external number to ring when receiving a call, you must use the "Calls ring" functionality. Press the circular icon that contains your photo or the initials of your name, and then click on the "Settings" option in the upper right corner of the application.

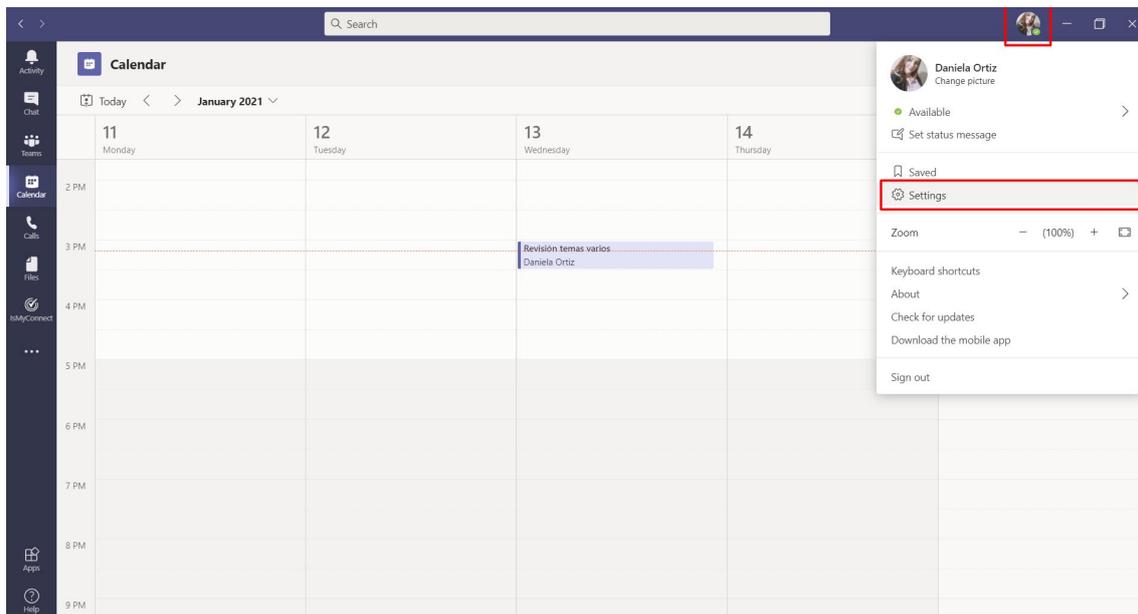


Illustration 19 - Settings within the Teams application

You must enter the option "Calls", on the left panel, and check the option "Calls ring." You must choose one of the following options in the "Also call" field;

1. New number or contact: in the "Add number or contact" field, type an external telephone number, an extension number, the name or email of a user in the organization, and press the "enter" key or click on the typed text.
2. No one else: default option, the call is not sent to any other person.

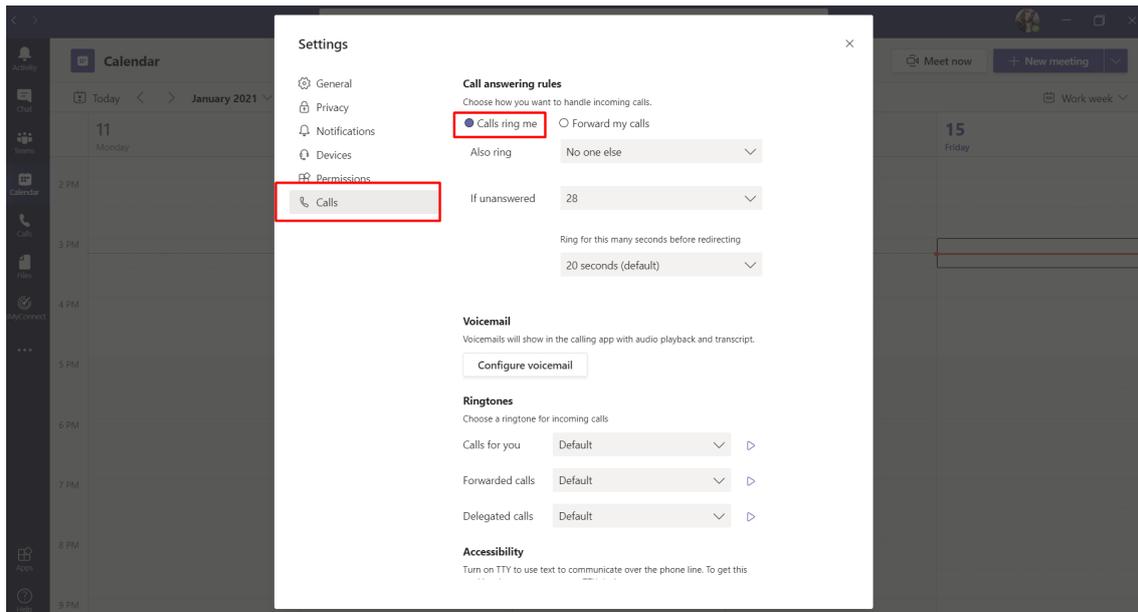


Illustration 20 - Different methods to divert calls

3. Call group:

Type the name or email of a user of the organization in the "Add people" space, and press the "enter" key or click on the typed text. Repeat the process for each user you want to add.

In the space "Call order", define which method you will use.

- a. All at the same time: When a call comes in, it rings to all users at the same time.
- b. In the above order: When entering a call, it will be sent to one user at a time. If the user to whom the call is sent does not answer it, it is sent to the next user and so on, according to the order in which the users are displayed in the group.

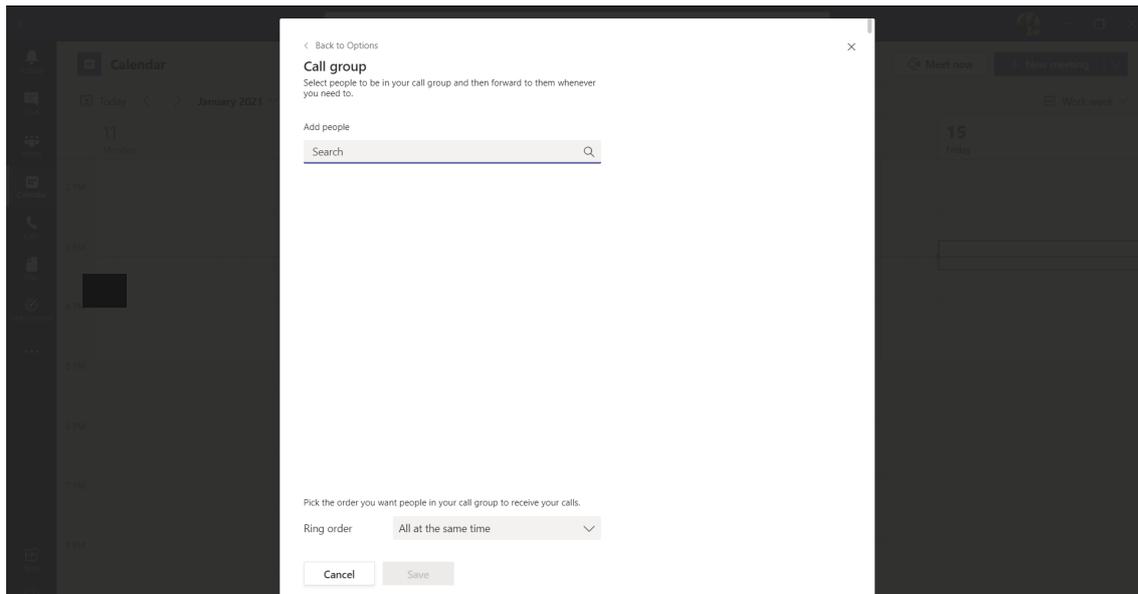


Illustration 21 - Contacts for a call group

Forward Calls When Not Answered

You can forward calls when not answered after a certain amount of seconds. Press the circular icon that contains your photo or the initials of your name, and then click on the "Settings" option in the upper right corner of the application.

You must enter the option "Calls" on the left panel and check the option "Calls ring."

You will need to define a value for the following spaces:

1. If you don't have an answer:

You need to choose one of the following options:

- a. New number or contact: see previous procedure in point 1.
- b. Do nothing: default option, no action is taken.
- c. Calling group: see previous procedure in point 3.

2. Ring for "X" seconds before redirecting:

You must define the number of seconds that the call must ring, before it is transferred to the destination defined in the previous space (if there is no answer).

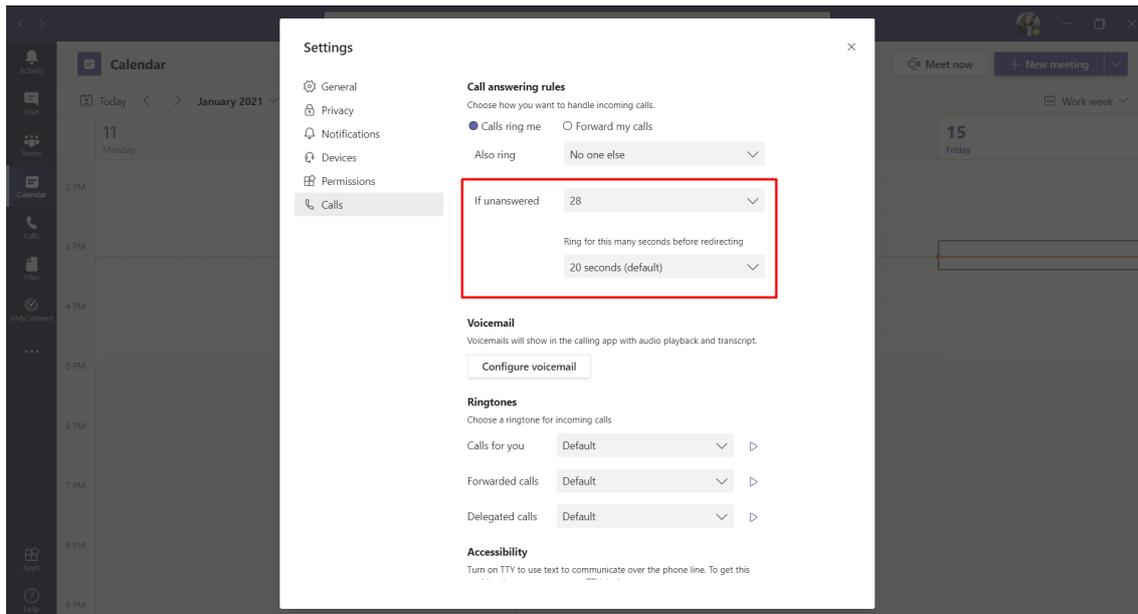


Illustration 22 - Seconds the call must ring

Unconditional Calls Forwarding

To forward calls unconditionally, press the circular icon that contains your photo or the initials of your name, and then click on the "Configuration" option in the upper right corner of the application.

You must enter the option "Calls" on the left panel and check the option "Forward my calls."

In the "Forward to" space, you must choose one of the following options:

1. Voicemail.
2. New number or contact: See procedure in point 1 of the section " simultaneous ringing".
3. Calling group: See the procedure in point 3 of the section " simultaneous ringing".

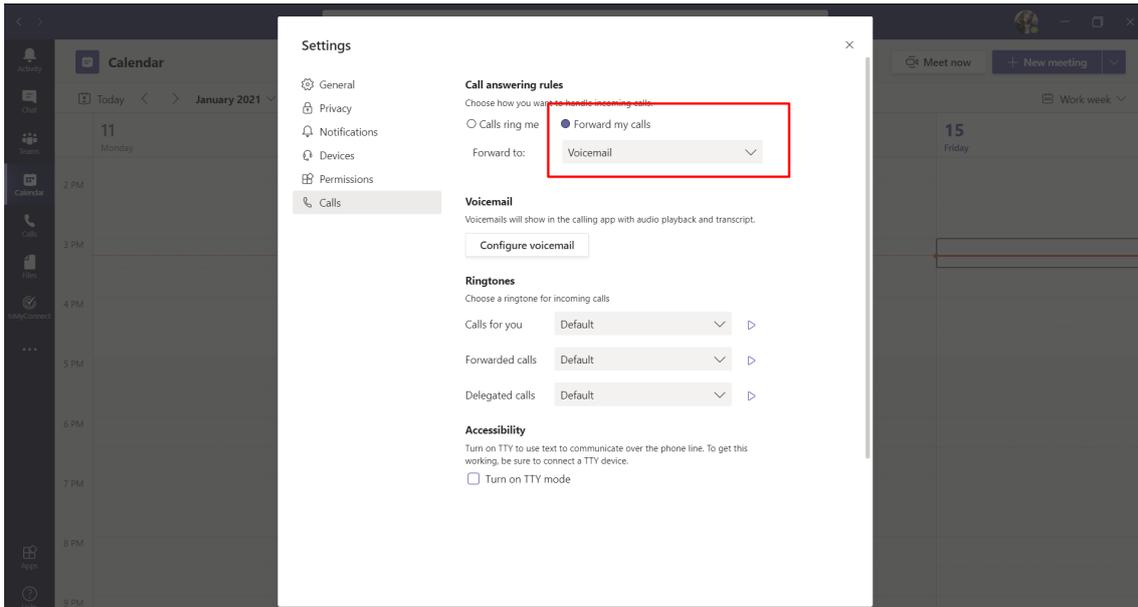


Illustration 23 - Diverting calls

Set up Voicemail

To set up a voicemail, press the circular icon that contains your photo or the initials of your name, and then click on the "Configuration" option in the upper right corner of the application.

You must enter the "Calls" option and press the "voicemail" button, where you can customize your mailbox.

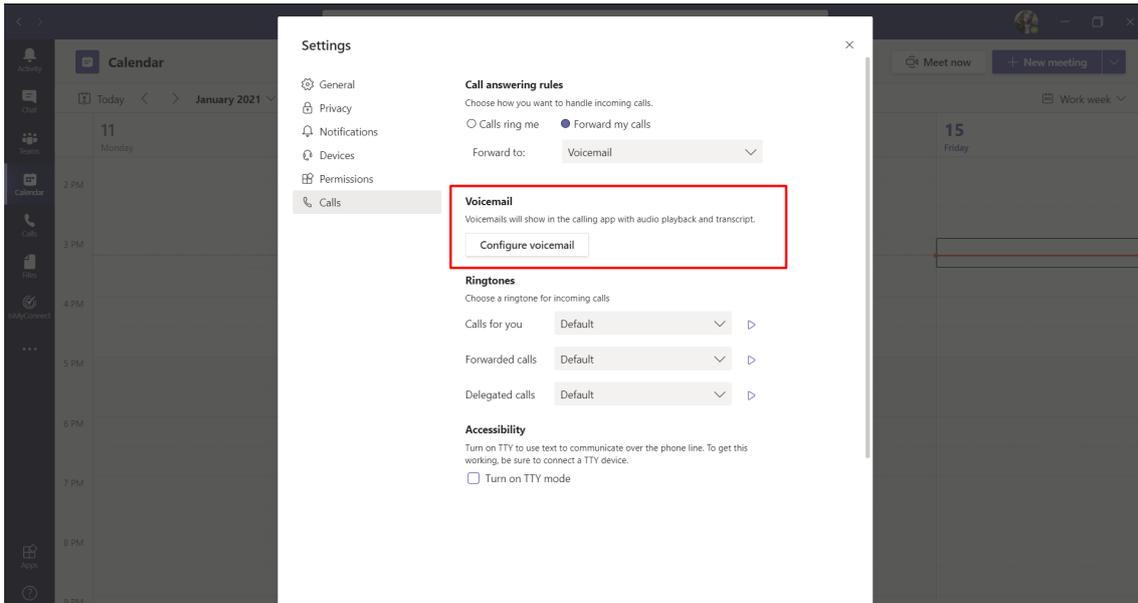


Illustration 24 - Set up voicemail

App in Microsoft Teams

You can install the IsMyConnect application from the Microsoft Teams application Market Store.

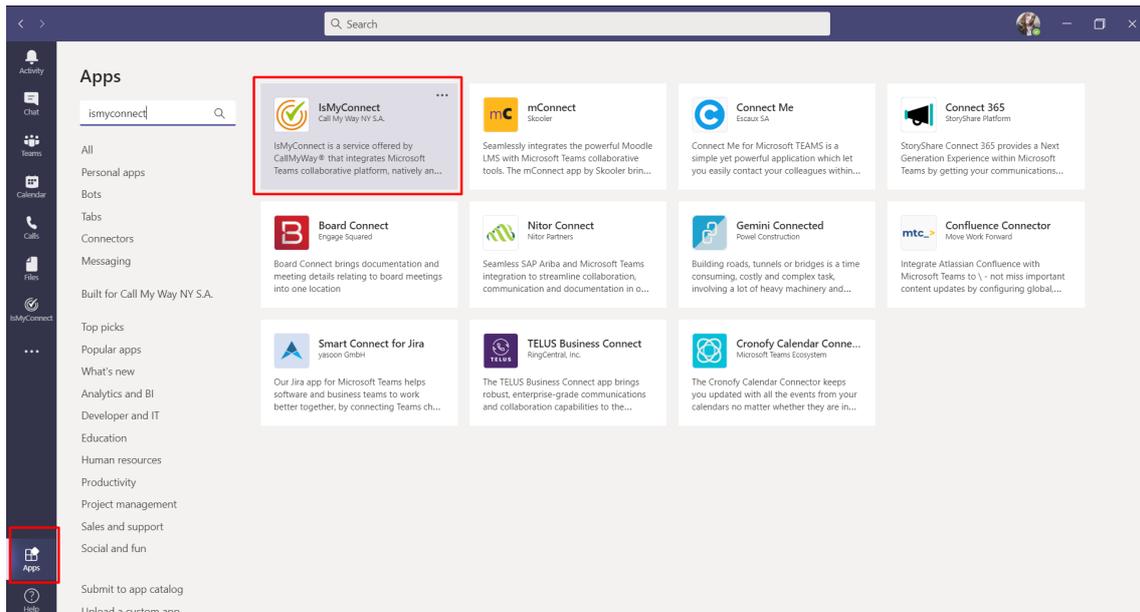


Illustration 25 - IsMyConnect application within Teams

Once installed, the application will appear in the left sidebar. Once inside you can enter your username and password or access through the “Microsoft Teams” button with your Microsoft Teams user.

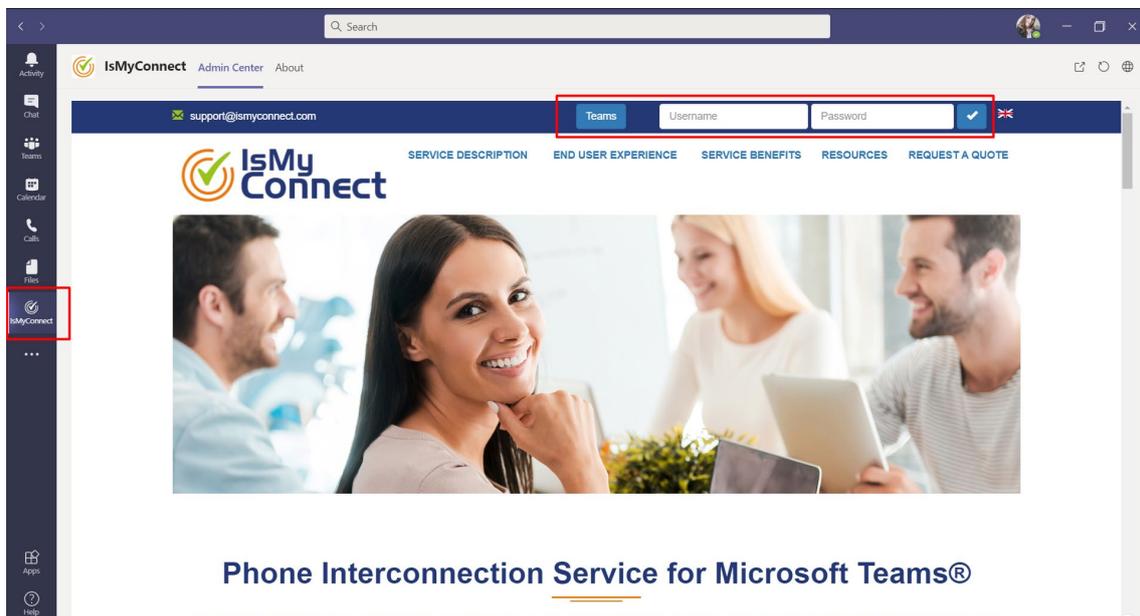


Illustration 26 - Access to the IsMyConnect platform from Teams

Call History

It allows to obtain the call logs based on different parameters or filters.

Specific Date Range: Here define a specific date range.

Pin: The pin refers to a specific username.

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Group: Refers to specific group of people

Status: The status of the call you require to search for

Type: It is the type of call, usually "All" option is selected

Destination: Enter a code, either (506) for Costa Rica, (55) for Brazil, or the specific code that you want to search in the calls history.

Terminated by: It is the user that ended the call, sender or receiver.

Quantity per page: Number of calls that is required to be viewed per page in case you selected the option to view the results on screen. Additionally, an option is offered to download a "CSV" file that you can manipulate later on.

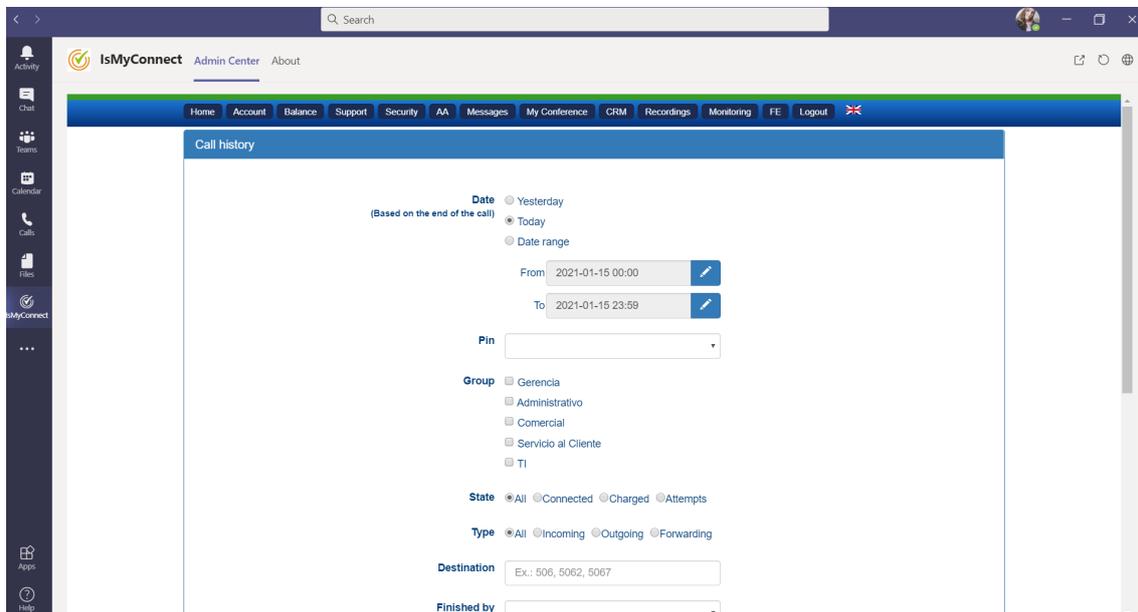
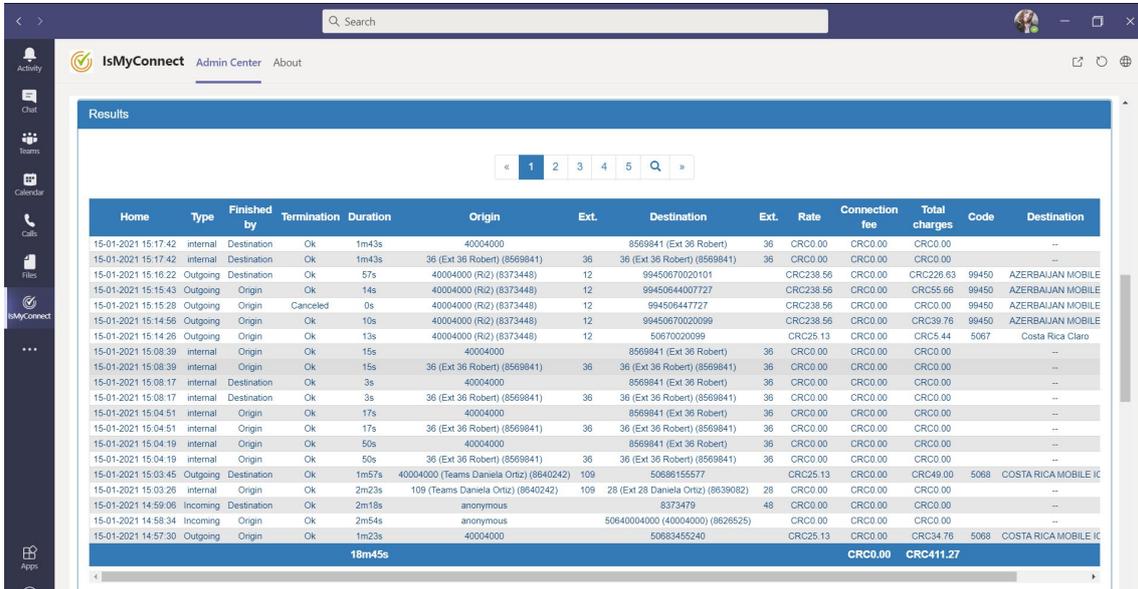


Illustration 27 - Call History Parameters

These are the records of the calls for the defined filter, additionally it shows the summary by endpoint. For each user, it indicates the number of incoming and outgoing calls and the total amount.



Home	Type	Finished by	Termination	Duration	Origin	Ext.	Destination	Ext.	Rate	Connection fee	Total charges	Code	Destination
15-01-2021 15:17:42	internal	Destination	Ok	1m43s	40004000		8569841 (Ext 36 Robert)	36	CRC0.00	CRC0.00	CRC0.00	--	--
15-01-2021 15:17:42	internal	Destination	Ok	1m43s	36 (Ext 36 Robert) (8569841)	36	36 (Ext 36 Robert) (8569841)	36	CRC0.00	CRC0.00	CRC0.00	--	--
15-01-2021 15:18:22	Outgoing	Destination	Ok	57s	40004000 (RIZ) (8373448)	12	99450670020101		CRC238.56	CRC0.00	CRC226.63	99450	AZERBAIJAN MOBILE
15-01-2021 15:15:43	Outgoing	Origin	Ok	14s	40004000 (RIZ) (8373448)	12	99450644007727		CRC238.56	CRC0.00	CRC55.66	99450	AZERBAIJAN MOBILE
15-01-2021 15:15:28	Outgoing	Origin	Canceled	0s	40004000 (RIZ) (8373448)	12	994506447727		CRC238.56	CRC0.00	CRC0.00	99450	AZERBAIJAN MOBILE
15-01-2021 15:14:56	Outgoing	Origin	Ok	10s	40004000 (RIZ) (8373448)	12	99450670020099		CRC238.56	CRC0.00	CRC39.76	99450	AZERBAIJAN MOBILE
15-01-2021 15:14:26	Outgoing	Origin	Ok	13s	40004000 (RIZ) (8373448)	12	50670020099		CRC25.13	CRC0.00	CRC5.44	5067	Costa Rica Claro
15-01-2021 15:08:39	internal	Origin	Ok	15s	40004000		8569841 (Ext 36 Robert)	36	CRC0.00	CRC0.00	CRC0.00	--	--
15-01-2021 15:08:39	internal	Origin	Ok	15s	36 (Ext 36 Robert) (8569841)	36	36 (Ext 36 Robert) (8569841)	36	CRC0.00	CRC0.00	CRC0.00	--	--
15-01-2021 15:08:39	internal	Origin	Ok	3s	40004000		8569841 (Ext 36 Robert)	36	CRC0.00	CRC0.00	CRC0.00	--	--
15-01-2021 15:08:17	internal	Destination	Ok	3s	36 (Ext 36 Robert) (8569841)	36	36 (Ext 36 Robert) (8569841)	36	CRC0.00	CRC0.00	CRC0.00	--	--
15-01-2021 15:04:51	internal	Origin	Ok	17s	40004000		8569841 (Ext 36 Robert)	36	CRC0.00	CRC0.00	CRC0.00	--	--
15-01-2021 15:04:51	internal	Origin	Ok	17s	36 (Ext 36 Robert) (8569841)	36	36 (Ext 36 Robert) (8569841)	36	CRC0.00	CRC0.00	CRC0.00	--	--
15-01-2021 15:04:19	internal	Origin	Ok	50s	40004000		8569841 (Ext 36 Robert)	36	CRC0.00	CRC0.00	CRC0.00	--	--
15-01-2021 15:04:19	internal	Origin	Ok	50s	36 (Ext 36 Robert) (8569841)	36	36 (Ext 36 Robert) (8569841)	36	CRC0.00	CRC0.00	CRC0.00	--	--
15-01-2021 15:03:45	Outgoing	Destination	Ok	1m57s	40004000 (Teams Daniela Ortiz) (8640242)	109	50683155577		CRC25.13	CRC0.00	CRC49.00	5068	COSTA RICA MOBILE IC
15-01-2021 15:03:28	internal	Origin	Ok	2m23s	109 (Teams Daniela Ortiz) (8640242)	109	28 (Ext 28 Daniela Ortiz) (8639082)	28	CRC0.00	CRC0.00	CRC0.00	--	--
15-01-2021 14:59:06	Incoming	Destination	Ok	2m18s	anonymous		8373479	48	CRC0.00	CRC0.00	CRC0.00	--	--
15-01-2021 14:53:34	Incoming	Origin	Ok	2m54s	anonymous		50640004000 (40004000) (8626525)		CRC0.00	CRC0.00	CRC0.00	--	--
15-01-2021 14:57:30	Outgoing	Origin	Ok	1m23s	40004000		50683455240		CRC25.13	CRC0.00	CRC34.76	5068	COSTA RICA MOBILE IC
										18m45s	CRC0.00	CRC411.27	

Illustration 28 - Call history records

Incoming call report

You will choose the filters of your preference in the same way, a start date and an end date.

Include internal calls: Includes calls between agents.

Endpoint: incoming calls from a specific user

Queue: shows all queues that are created

Minimum duration of the call that is required to search

Result: you can choose if you want to view the calls that have been rejected, busy, canceled, among others.

You can see the results on screen, downloading a CSV file or you can send it to an email for later review.

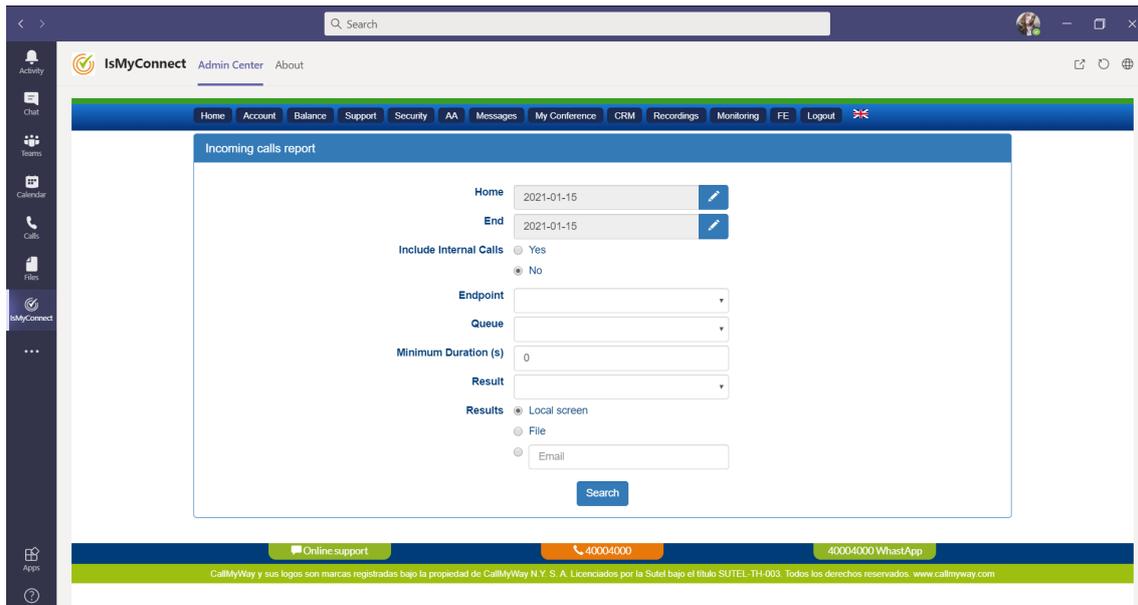


Illustration 29 - Incoming call report parameters

This type of report is divided into 4 sections:

- General summary of the answering behavior for each number.
- Summary by endpoint: This summarizes the response by number and by extension and shows a percentage of the response level.

General result

Number	Endpoint	Name	Duration	Other	Canceled	Busy	Rejected	No answer	Ok	Total	NC (Network Computer)
40004000			10237		5			26	31	84%	
50640004000			4634		5			13	18	72%	
			14671	0	10	0	0	39	49	80%	

NC: Answering level

EndPoint result

Number	Endpoint	Name	Duration	Other	Canceled	Busy	Rejected	No answer	Ok	Total	NC (Network Computer)	Transferred
40004000	8626525	Nueva Central	10237						31	31	100%	
40004000			12218						39	39	100%	
40004000	8626540	Gaby Mora	5430			1		1	14	16	88%	6 (37.5%)
40004000	8373479	Ext 48 Gustavo Araya	2555		1				6	7	86%	2 (28.57%)
40004000	8375830	AA_Cola Soporte_2	1121						7	7	100%	
40004000	8373483	Ext 29 Monica	4871						12	12	100%	
40004000	8631236	Ext 23 Ingrid Munillo	860						1	1	100%	
40004000	8373450	Ext 41 Felipe	2772						6	6	100%	
40004000	8373456	Ext 20 Ignacio Prada	1258						2	2	100%	
50640004000	8626525	Nueva Central	4633						18	18	100%	
50640004000			4921						20	20	100%	
50640004000	8375830	AA_Cola Soporte_2	287						2	2	100%	
50640004000	8373483	Ext 29 Monica	976						6	6	100%	
50640004000	8626540	Gaby Mora	978					1	4	5	80%	2 (40%)
50640004000	8373450	Ext 41 Felipe	858						2	2	100%	
50640004000	8373479	Ext 48 Gustavo Araya	1438						4	4	100%	

Illustration 30 - General summary and summary by endpoint

Calls: General call details

Calls

Origin	Destination	Date	Duration	Endpoint	Name	State	Queue	Finished by	Destination	Date	Duration	Endpoint	Name	State
72765396	40004000	2021-01-15 07:39:14	3	8626525	Nueva Central	OK		Origin						
40008950	50640004000	2021-01-15 07:53:12	31	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	7788375830	2021-01-15 07:53:24				OK
83011225	40004000	2021-01-15 08:19:25	452	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	48	2021-01-15 08:22:33		8373479	Ext 48 Gustavo Araya	OK
40011950	50640004000	2021-01-15 08:36:52	13	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin						
22320048	40004000	2021-01-15 08:48:08	2	8626525	Nueva Central	OK		Origin						
anonymous	50640004000	2021-01-15 08:55:06	106	8626525	Nueva Central	OK	Soporte	Origin	8373483	2021-01-15 08:55:18		8373483	Ext 29 Monica	OK
71877828	40004000	2021-01-15 09:15:11	25	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	8626540	2021-01-15 09:15:27		8626540	Gaby Mora	OK
40019268	50640004000	2021-01-15 09:17:56	471	8626525	Nueva Central	OK	Soporte	Origin	8373483	2021-01-15 09:18:07		8373483	Ext 29 Monica	OK
71877828	40004000	2021-01-15 09:55:28	10	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin						
71877828	40004000	2021-01-15 09:56:01	289	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	8626540	2021-01-15 09:56:16		8626540	Gaby Mora	OK
86583805	40004000	2021-01-15 09:58:43	473	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Destination	8373483	2021-01-15 09:59:37		8373483	Ext 29 Monica	OK
85015761	40004000	2021-01-15 10:06:04	38	8626525	Nueva Central	OK		Origin						
85015761	40004000	2021-01-15 10:06:49	669	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	8373483	2021-01-15 10:08:25		8373483	Ext 29 Monica	OK
83105394	40004000	2021-01-15 10:08:10	98	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	8626540	2021-01-15 10:08:41		8626540	Gaby Mora	OK
62969028	40004000	2021-01-15 10:13:20	74	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	7788375830	2021-01-15 10:14:03				OK
anonymous	50640004000	2021-01-15 10:13:39	330	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	8373483	2021-01-15 10:18:02		8373483	Ext 29 Monica	OK
62969028	40004000	2021-01-15 10:14:41	902	8626525	Nueva Central	OK		Origin	5066052205	2021-01-15 10:15:12				OK
80268548	40004000	2021-01-15 10:20:31	1415	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	8373466	2021-01-15 10:33:30		8373466	Ext 20 Ignacio Prada	OK
83455240	40004000	2021-01-15 10:21:37	117	8626525	Nueva Central	OK		Origin	8373483	2021-01-15 10:22:02		8373483	Ext 29 Monica	OK
85015761	40004000	2021-01-15 10:28:00	103	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	8373483	2021-01-15 10:28:36		8373483	Ext 29 Monica	OK
85911049	40004000	2021-01-15 10:29:57	529	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	8373483	2021-01-15 10:32:17		8373483	Ext 29 Monica	OK
70861961	40004000	2021-01-15 10:43:13	286	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	8626540	2021-01-15 10:43:29		8626540	Gaby Mora	OK
21002807	40004000	2021-01-15 10:48:35	245	8626525	Nueva Central	OK	Soporte	Origin	8373483	2021-01-15 10:49:27		8373483	Ext 29 Monica	OK
87143723	40004000	2021-01-15 10:53:29	4	8626525	Nueva Central	OK		Origin						
57316404522	40004000	2021-01-15 11:12:51	1090	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	8373483	2021-01-15 11:13:37		8373483	Ext 29 Monica	OK
551131817450	50640004000	2021-01-15 11:17:11	474	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	8373450	2021-01-15 11:17:54		8373450	Ext 41 Felipe	OK
57316404522	40004000	2021-01-15 11:31:09	99	8626525	Nueva Central	OK		Origin	8373483	2021-01-15 11:31:20		8373483	Ext 29 Monica	OK
anonymous	50640004000	2021-01-15 11:58:19	292	8626525	Nueva Central	OK	(2) Cola de Servicio al cliente	Origin	8626540	2021-01-15 11:58:33		8626540	Gaby Mora	OK

Illustration 31 - Report of all calls

Sequences: Shows the complete detail of each call.

Call sequence

Average Ringing Time:: 7.27s

Origin	Destination	Home	Duration	Ring time	Endpoint	Name	State	Queue	Queue error	Finished by
72765396	40004000	2021-01-15 07:39:14	0	0	8626525	Nueva Central	OK			Origin
72765396	7118626525	2021-01-15 07:39:14	3	0			CANCELLED			Origin
40008950	50640004000	2021-01-15 07:53:12	0	1	8626525	Nueva Central	OK			Origin
40008950	7118626525	2021-01-15 07:53:12	11	1			OK	(2) Cola de Servicio al cliente	NO AGENT	Origin
40008950	8375830	2021-01-15 07:53:24	0	0	8375830	AA_Cola Soporte_2	OK			Origin
40008950	7788375830	2021-01-15 07:53:24	20	0			OK	Soporte_R_Venta	NO AGENT	Origin
							OK			
83011225	40004000	2021-01-15 08:19:25	0	0	8626525	Nueva Central	OK			Origin
83011225	7118626525	2021-01-15 08:19:25	24	0			OK	(2) Cola de Servicio al cliente		Origin
83011225	8626540	2021-01-15 08:19:41	169	9	8626540	Gaby Mora	OK			Origin
46	48	2021-01-15 08:22:33	259	6	8373479	Ext 48 Gustavo Araya	OK			Origin
							OK			
40011950	50640004000	2021-01-15 08:36:52	0	1	8626525	Nueva Central	OK			Origin
40011950	7118626525	2021-01-15 08:36:53	13	0			OK	(2) Cola de Servicio al cliente		Origin
							CANCELLED			
22320048	40004000	2021-01-15 08:48:08	0	1	8626525	Nueva Central	OK			Origin
22320048	7118626525	2021-01-15 08:48:08	2	1			OK			Origin
							CANCELLED			
anonymous	50640004000	2021-01-15 08:55:06	0	1	8626525	Nueva Central	OK			Origin
anonymous	7118626525	2021-01-15 08:55:06	16	1			OK	Soporte		Origin
anonymous	8373483	2021-01-15 08:55:18	90	5	8373483	Ext 29 Monica	OK	Soporte		Origin
							OK			

Illustration 32 - Complete detail of each call

Queue incoming call report

It allows you to view for each of the calls that entered the queue, whether it was answered or not, and the call time with the agent.

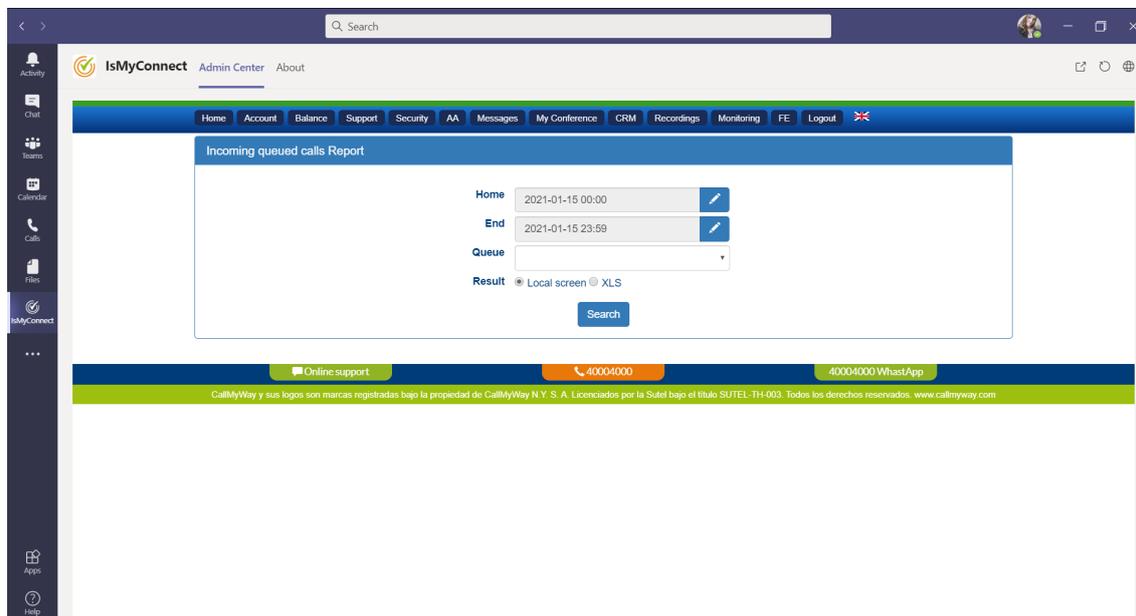


Illustration 33 - Report of incoming calls in queue

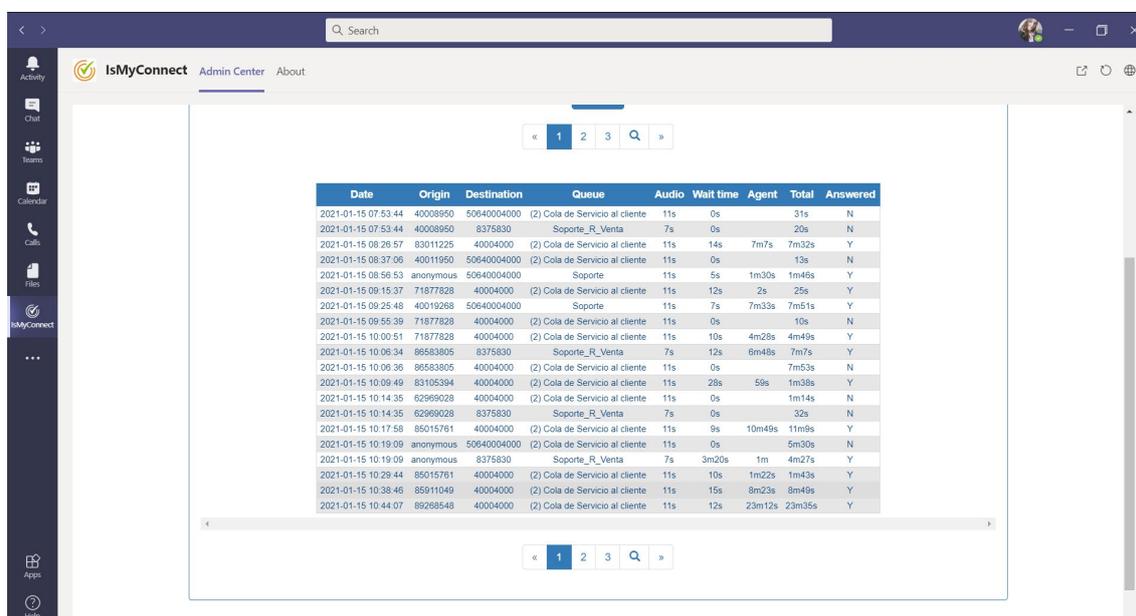


Illustration 34 - Detail of the report of incoming calls in queue

Final remarks

This document provides a guide to the end user about IsMyConnect functionalities, it will have periodic reviews available to customers that will be published on our website: www.ismyconnect.com