



Phone Interconnection Service For Microsoft Teams®

SERVICE DESCRIPTION

Service Scope:

IsMyConnect is a service offered by CallMyWay® that integrates Microsoft Teams collaborative platform - Office 365 E5, E3 and E1-, natively and transparently with traditional telephony services. Using **IsMyConnect**, Microsoft Teams® terminals can make and receive phone calls to and from any phone number in the world.

Note: Office 365 E1 and E3 requires Microsoft Phone System.

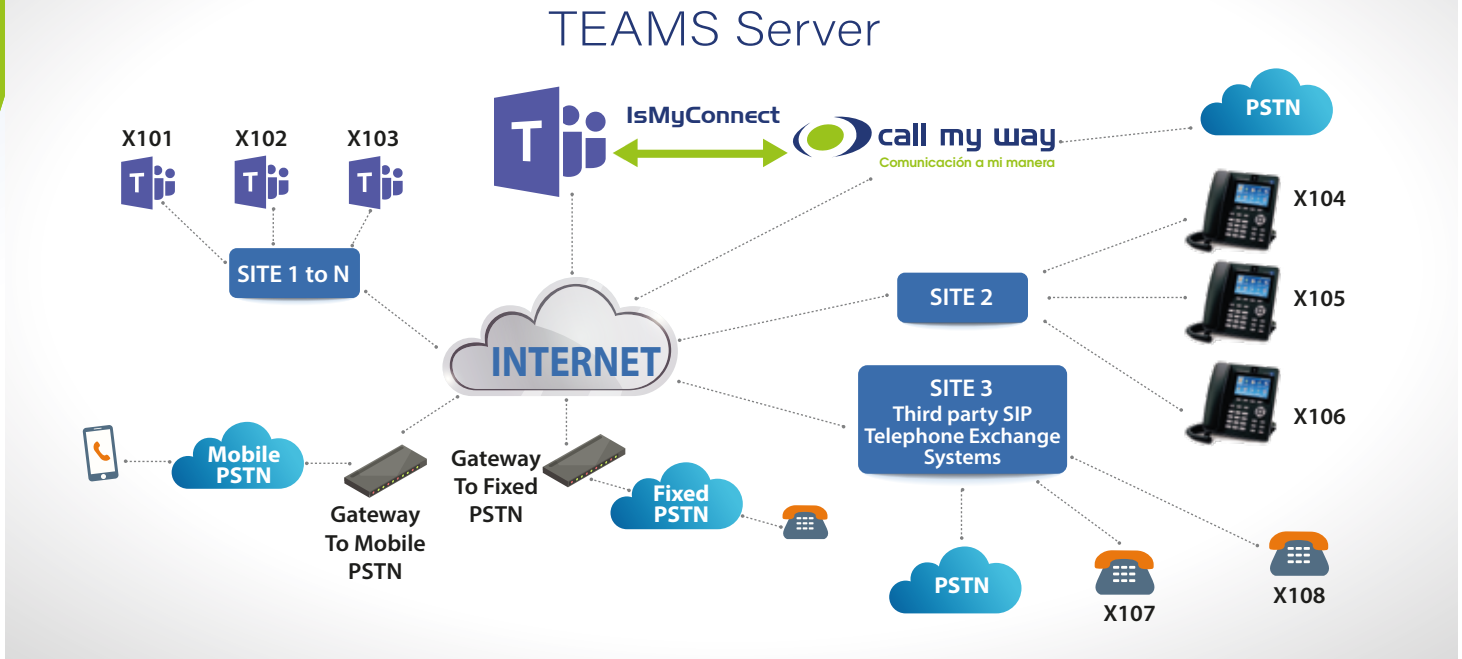
The PSTN interconnection can be achieved by any of the following methods:

- **Gateways:** It is possible to connect Microsoft Teams®, locally, to existing Phone Lines (Analog or Digital E1/T1) via a Gateway Hardware, so existing Phone Lines can be used for both making and receiving phone calls.
- **CallMyWay® Telephone service:** It is possible to contract CallMyWay® originating or terminating services for making and receiving phone calls.
- **Blended option:** Also customers can use their phone lines for receiving and making phone calls through provided Gateways, and also use CallMyWay® direct service for some of their international incoming or outgoing calls.

Besides the PSTN interconnection for making and receiving phone calls **IsMyConnect** offers a myriad of services including but not limited to:

- Cloud based PBX regardless of the type of team member's terminals, and can operate under a single corporate dial plan regardless of the type of terminal used either if it is a Microsoft Teams® Terminal or a preexisting Corporate PBX or else.
 - Auto Attendant,
 - Direct Inward Extension Dialing,
 - ACD,
 - Call Queues,
 - Call Recording,
 - BLF/Call Pick-Up and,
 - Extensive real-time reporting, among others.

IsMyConnect topology:

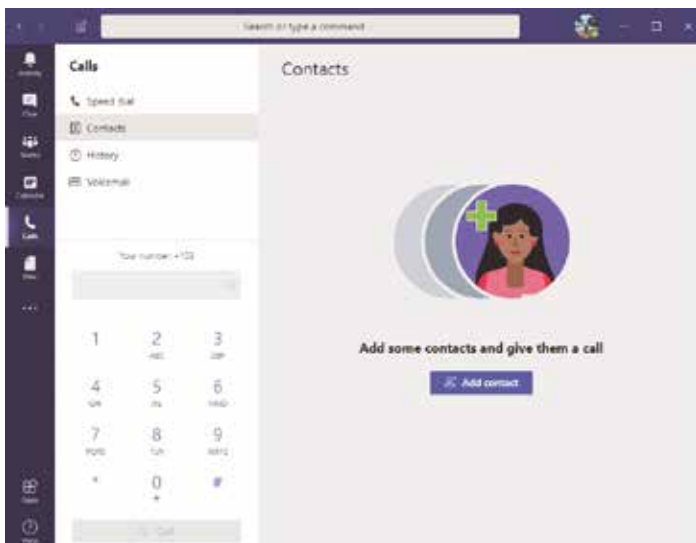


The Provider:

CallMyWay® is a Global Telephony service provider with more than 18 years of experience. It operates interconnection and global agreements with several international Tier 1 telephone operators.

The platform:

IsMyConnect includes a state of the art network solution which is: stable, scalable, resilient, robust, redundant and properly tested.



End User:

For the Microsoft Teams® user, the telephone functionality is configured, via the command line, directly in the application including the native Microsoft Teams® Dialer. The Microsoft Teams® Dialer allows users to establish calls both outside or inside the organization, without requiring any additional hardware or software.