



Do you need a **Cloud Switch** that offers you a feature-rich mobile and collaborative environment?

CallMyWay® offers you IsMyPeers®, an excellent collaboration environment for any company.

With IsMyPeers® you can enjoy collaboration services as: video and audio conferences, calls, chat, desktop sharing, among other options. It includes a full featured Cloud PBX and Online Traffic Reports.



Mobility

IsMyPeers® allows you to link your computer, smartphone and/or tablet to your collaborative workgroups regardless of your geographic location.



Agility and Business Savings

IsMyPeers® includes all Cloud Switch functionalities. You no longer need to invest in a physical PBX. The service is up and running in less than 24 hours.







Collaboration

IsMyPeers® includes several collaboration tools.



Cloud Switch

With IsMyPeers® you customize the Cloud Switch according to your company's requirements.

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Auto Attendant or IVR

IsMyPeers® allows you to create Auto Attendants for your Switchboard.

Business intelligence and Call Reports

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



Phone Number CallMyWay

IsMyPeers® offers plans that include a CallMyWay® phone number, giving you access to our excellent global coverage phone rates.

See: www.callmyway.com.



Call Recording

IsMyPeers® offers plans that include the Call Recording service through an intuitive web interface.

USER INTERFACE

IsMyPeers® includes an intuitive interface. Since it is an App and Web Service, it runs over your smart phone or PC.

Web Version

You can access IsMyPeers® through www.ismypeers.com. CallMyWay® will provides you with a username and password. IsMyPeers® only runs on the following browsers:



You can download the App in the Market Place. For which we provide the following information:



ISMYPEERS® FEATURES

Telephone calls

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Conference calls

Video calls



Individual and group chat



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PUBLIC TELEPHONE NETWORK INTERCONNECTION

The following diagram shows service topology with its interconnection options to the public telephone network.



The topology shown above shows the 4 public telephone interconnection types. These are described below upon their colors on the topology.



SIP Trunk over VPN

To implement SIP Trunk over VPN, the following technical details are provided. CallMyWay® configures an IPSec VPN between the IsMyPeers® Switch and the customer's edge router. The customer must purchase a Mikrotik-branded device on which an IP address provided by the customer will be configured, within a range allowed by the VPN. In turn, the Mikrotik equipment will be interconnected on one of its interfaces to the SIP Trunk CPE provided by the customer's current telephony operator.

This is illustrated in the following diagram



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.

Full Featured Platform

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®

IsMyPeers® offers plans that include the Call Recording service through an intuitive web interface that allows you to: search for a recorded call, listen to it, add comments and rate it.



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.



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.

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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.

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TRAFFIC REPORTS

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

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IsMyPeers® adapts to your needs. We offer plans according to the profile and services required by each end user.



Fixed activation fee



Incoming calls

A fixed charge equivalent to a monthly fee applies according to the Peers plan you select. They are unlimited and are free of charge to the user.



They are charged according to the rates published on www.callmyway.com.

MONTHLY CHARGE PEERS PLANS

IsMyPeers® offers monthly plans according to your needs. All plans include the full-featured Cloud Switch® and call recording services as required.

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1 recording giga

Approximately 1000 minutes of recording time or 16 hours

 \cdot It includes up to 6 months of recording service or the GB offered per plan whichever comes first.

• If the customer stores recordings on his own servers, a regular plan is associated to all users.

 \cdot Does not include phone numbers or simultaneous calls.

CUSTOMER SERVICE CENTER

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