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

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.
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.
An unlimited number of SIP Proxys / SBCs can be connected to each Core. They connect to a primary and a backup kernel.
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.
In the event of failure in an Internet sector, the SIP Proxy / SBC is no longer visible to the affected users (s).
In the event that all SIP Proxy / SBCs are affected, new services can be operational in a flash.
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:**
  1. Manage incoming calls
  2. The user is guided through predefined recordings on multiple levels and choices.
  3. 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

Microsoft Teams Daily Active Users

Millions

Source: Microsoft announcements
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.

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

About Microsoft Teams

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
**End User Experience**

**IsMyConnect functionality**

- **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.

---

**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
Miami +1-305-644-5335
México +5255 4170 8422
Costa Rica +506 4000-4000

www.ismyconnect.com