



KCOM

Myriad

**Advanced inbound call services,
up and running in minutes**



Inbound the way it should be done

Customer service is a vital area to get right for a business. If the experience doesn't deliver on expectations, it can lead to dissatisfaction and lost revenue. Inbound calling is at the heart of many of your current and potential customers' operations and is a direct link to their customers.

Give your customers an advanced inbound solution and allow them to drive a robust and seamless customer service experience. Myriad offers no capital outlay, simple pay-as-you-use cost structures and competitive call rate packages. Our intuitive, white-labelled portal provides powerful management features that can have a service up and running instantly.

Add Myriad to your portfolio and offer a more agile inbound platform to meet the dynamic needs of your customers.

**Call 0345 122 4777 Email partner@kcom.com
Visit business.kcom.com Twitter [@KCOMbusiness](https://twitter.com/KCOMbusiness)**







Not just a simple call routing engine

Allow your customers to have complete control of their inbound services. Simple local and non-geographic number routing is nothing new; it's the advanced features Myriad offers that separates it from the competition.

Usually only found in high end on-premise solutions, the Myriad inbound platform offers a wealth of call features including:

- routing
- queueing
- recording
- conferencing
- hunt group
- multi-level IVR

Full service monitoring and management features are also now available to businesses of any size and budget. Add a market-leading, feature-rich inbound solution to your portfolio and deliver on your customers' contact needs.



In-depth reporting and statistics

Insight is the key to enhancing your customers' inbound call experiences. An understanding of exactly what's happening with their services can be used to tailor Myriad specifically to their needs.

Use static dashboards to see real-time views of calls by select account or individual number, or dynamic dashboards where you and your customers can create multiple real-time views of key customer service metrics including:

- number of calls
- abandoned calls
- call duration
- number of callers held in call queues

For more comprehensive and detailed call requirements, Myriad has a built-in reporting engine – Pulse. This powerful tool lets you and your customers analyse call data more efficiently, with over 20 different report options, on an ad-hoc, daily, weekly, monthly or quarterly basis.



Up and running in minutes

Traditionally, setting up an inbound call platform was a lengthy and complex process. On-premise hardware installation, sourcing additional feature modules from multiple vendors, costly agent set up and training on unintuitive systems – all combined to make this type of solution a difficult sell to your customers.

Myriad is a fully network-based platform, meaning no on-premise customer hardware is needed, reducing the time to implement significantly. Our service has been designed and built using industry-leading systems and software. As a PaaS solution, Myriad is always on so you or your customers can manage their customer contact plans in real-time through our intuitive on-line portal.



Low provisioning and running costs

There are usually a lot of associated costs when setting up and provisioning on-premise inbound call solutions. These complexities can make the proposition unattractive to your customers, either from the initial cost of the service, or from the on-going costs they are likely to incur.

Myriad eliminates a lot of these unnecessary costs, making the solution much easier to sell in:

- no up-front CAPEX costs
- no annual support or maintenance charges
- our easy-to-use portal reduces training costs
- home-based call agents reduce office costs

We also offer a simple minute-based pricing structure to make inbound calling flexible and easy to budget for. Myriad is an easy sell in to your customers as it effectively removes the barriers to sale, growing your revenue.



Fully flexible white-labelled portal

It's one thing being able to offer your customers a host of inbound features, but a whole different prospect integrating them all into a single service that's intuitive and easy to use.

Myriad's powerful online portal has a nested hierarchy and can also be provided white-labelled or fully branded to your customers' requirements. Use Service Builder to pick from a range of standard call flow templates or Service Designer for more bespoke call management needs. Service Designer allows you to drag and drop functional nodes to visually create call plans that are unique to your customers' businesses.



Accessible from anywhere, any device

Inbound contact centres have historically been limited to fixed locations by the need for on-premise hardware. This can lead to inflexibility and inefficiencies when dealing with rapid changes in demand and call volumes.

The power of Myriad being a fully hosted service is that your customers no longer need to be tied by hardware restraints and can access the service anytime, from anywhere, on any device with an internet connection through the online portal. Give your customers instant and complete control over their call routing plans and call agents, exactly when they need to.



Business continuity built in

Customer contact points are the main link between businesses and their customers, therefore it's vital that they are always operational. Downtime can lead to poor customer experience, lack of consumer confidence and potentially high financial losses.

As a network-based platform, Myriad contains no single point of failure and is both logically and geographically resilient. If your customer has a power outage at their main office, they can instantly redirect calls to another location to maintain business continuity. Myriad operates from two separate, highly secure national data centres, including a comprehensive range of physical and software redundancies in place.

With 99.99% availability backed by robust SLAs for our core inbound services, give your customers the confidence that their inbound call handling is in safe hands.



Our difference

End-to-end service, from a single provider

When resilience is one of the key benefits of a service, an inbound calling solution involving many different component parts and providers can cause a world of problems if things don't quite go to plan. If no-one has full end-to-end visibility or responsibility, each provider involved can shift blame to the next. This can be a very frustrating experience for you and could also damage your relationship with your customers as they see you as having ultimate responsibility for their service delivery.

We own and control every part of the Myriad platform and proactively monitor the service to ensure it's fully operational. Should you need to raise a service issue, all it takes is a single phone call and we'll take care of it as quickly and effectively as possible, meaning less impact to your customers. We know that happier customers are loyal customers, spending more with you and much less likely to churn.

Market-leading features and quality of service

We know that Myriad is not the only inbound call solution on the market – but it stands head and shoulders above the competition. Not only does it excel in base level call routing, the breadth and depth of features delivered over a network-integrated platform makes it perfect for your customers' needs. Myriad is also being continuously developed with your feedback. This ensures that you can offer and support your customers' contact requirements with business and market-relevant features and functionality.

Myriad has been the first choice inbound call solution for advanced features in the UK for the best part of a decade. We have seen huge growth in user volume and call traffic in that time; a fact that speaks for itself. Myriad is the complete solution for inbound customer contact and management. We have designed the service for you to sell as easily as possible – when Myriad offers you and your customers everything for inbound, there's no need to look anywhere else.





Included features

With Myriad, each of the following features can be combined to create bespoke inbound services that meet your customers' needs. From simple call routing to detailed call flows, advanced queueing systems, custom IVRs, call recording and voicemail, you can provide a service for any size of business.

We are constantly adding new functionality to our Myriad platform; please speak to your account manager for more details.

Feature	Details
Call whisper	Create custom whispers that let you know what the call is about before it's connected. Easily choose to accept or reject the call.
CLI routing	Route calls based on a caller's CLI or DTMF input (between 1 and 15 digits). Assign custom audio when collecting DTMF and fully configure match types (most matching digits or exact).
Conference	Create custom rooms requiring up to 8 digit RoomID-only, PIN-only or RoomID and PIN entry modes. Configure conference hosts, maximum number of callers, hold music, record name feature, including roll call request and passive conference so only the host can be heard. All conference calls can be recorded.
Custom audio	Upload custom audio files to the service, accessible by all features that use them. Supports MP3, WMA and WAV file formats.
Custom service variables	Custom service variables can be declared and used within the service XML. These can then be used to assign values to any node property value or branch NodeID. Manipulate the variables by the DTMF Capture, Send Post and Set Variable nodes. The value of a custom service variable can be evaluated using the IF node to change the call flow.
DCA (Dynamic Call Agent)	Create unlimited skill sets for skill-based routing and assign agents and priorities through a secure, responsive online portal (through mobile, tablet or PC). Register downtime (report writing, comfort breaks etc.) and add notes for comprehensive reporting.
Deliver call	Connect inbound calls to a destination number. Custom audio can be used as a ring tone and the connected calls can be recorded.
Distribution	Control call flow based on distribution (Round Robin, Random, Bounce and Percentage). Distribution evaluation can be "call" or "service" based.
DTMF capture	Assign DTMF to custom service variables.
Fax	Received faxes can be delivered in TIFF or PDF file formats by email (up to 10 email addresses) or API. Custom email settings can be set for each fax feature (subject, body, from etc.)
Inbound service number groups	Group inbound service numbers and allow simultaneous activation via an IVR, API or white label portal.
Max call length	Restrict the maximum length of a call to an inbound number.

Feature	Details
Menu	Create multilevel IVR systems and enable script logging to capture key presses by the caller.
Mid-call divert	Dial out to a third party during a call and restrict by destination type (landline, mobile etc.)
Missed call alerts	An email can be sent to up to 10 email addresses with custom settings (subject, body, from etc.)
Multi-outdial	Dial out to up to 7 destination numbers simultaneously and connect to the first destination that answers. Connected calls can be recorded.
Multiple service assignment	Assign multiple services to inbound service numbers which can be instantly switched via an IVR telephone service or API.
Outbound call	Outbound dialler with optional PIN protection. Set permissions for call types (landline, mobile, international etc.). Calls can be recorded with the additional 'record call' feature. Default announcements can be tailored with 'custom audio'.
Override CLI	Caller's presentation CLI can be replaced with the inbound service number.
Post call	Allows activity to continue on the call after either party has ended the call e.g. perform a feedback survey.
Queue	Provides functionality for network based call queuing. Connected calls can be delivered to destinations based on a distribution configuration (Round Robin, Random, Bounce, Percentage and First Last Exit) and all calls can be recorded. Configure standard queue settings (Max Calls, Max Queue Size, Queue Timeout, RNR Time Out), on hold music (Classical, Easy Listening, Light Rock, Eighties, Pop) and custom audio announcements. Call Distribution Evaluation can be "call" or "service" based and queue dropout can be enabled when needed.
Record call	Stop/start and mute/unmute recording during a call using the phone keypad. Set the percentage of calls to be recorded. Audio files can be delivered in MP3, WMA or WAV file format by email (up to 10 email addresses), FTP or both. Custom email settings can be set for each record call function (subject, body, from etc.)
Restrict CLI	Caller's presentation CLI can be hidden (number withheld).
Send email	Send email messages within the call flow (up to 10 email addresses) and customise each email node's settings (from, subject, body etc.)
Send post	Send HTTP posts within the call flow and construct query strings using literal values, service variables and custom service variables. Data returned from a send post action can be assigned to custom service variables.
Speed dial	Assign digits between 1 and 999999. Can be used with 'mid-call divert'.
Time-based routing	Route calls individually or by a combination of time of day, date, date range, day of week, month, month range and special days (bank holidays etc.)
Voicemail	Voicemail messages can be delivered in MP3, WMA or WAV format by email (up to 10 email addresses), IVR service or both. Custom email settings can be set for each voicemail used (subject, body, from etc.). Configure maximum duration, additional call flow after message and custom greetings.
Voicemail retrieval telephone service	Collect and manage voicemail messages via an IVR telephone service, API or white label portal.

Myriad Pulse report types

Name	Description	Availability	Selection	Breakdown	Web view	Download	Schedule	Frequency
Accounts	Report listing all sub accounts for the selected account.	Standard	Account	None		✓		
Allocated numbers	Report containing all numbers for the selected account.	Standard	Account	None		✓	✓	
Account service number summary	Downloads a .CSV file showing call summary information for a given date range for all service numbers in a selected account.	Standard	Account	None		✓	✓	Daily Weekly
Call data records download	Download a .CSV file containing call data summary records.	Standard	Service number Account	Custom date range		✓	✓	Daily Weekly Monthly Quarterly
Call records	Report listing all call records for selected number(s) or account.	Standard	Service number Account	Custom date range	✓	✓	✓	Daily
Call summary	Report showing total calls and duration for the selected number(s) or account.	Standard	Service number Account	Hourly Daily Monthly	✓	✓	✓	Daily Weekly Monthly Quarterly
Call summary by outcome	Report showing total calls split by call outcome (answered, unanswered, engaged, other) along with total duration for selected number(s) or account.	Standard	Service number Account	Hourly Daily Monthly	✓	✓	✓	Daily Weekly Monthly Quarterly
Call summary by period	Report showing total calls split by call period (day, evening, weekend) along with total duration for selected number(s) or account.	Standard	Service number Account	Hourly Daily Monthly	✓	✓	✓	Daily Weekly Monthly Quarterly
Call summary minutes	Report showing total minutes for selected number(s) or account.	Standard	Service number Account	Hourly Daily Monthly	✓	✓	✓	Daily Weekly Monthly Quarterly
Call summary minutes by account	Report showing a summary of minutes for each sub account for selected account and month.	Standard	Account	Month	✓	✓	✓	Monthly
DCA agent	Displays the agent performance for a selected time period.	Available	Account and DCA agent	Custom date range	✓	✓	✓	Daily Weekly
DCA service number	Displays call summary data for a list of given service numbers and selected time period.	Available	Service number	Custom date range	✓	✓	✓	Daily Weekly
DCA skillset	Displays call summary data for a list of given skillsets and selected time period.	Available	Account and DCA skillset	Custom date range	✓	✓	✓	Daily Weekly
DCA agent licence capacity	Displays how many agent licences are being used on a daily basis	Available	Account	Custom date range	✓	✓	✓	Daily Weekly

Name	Description	Availability	Selection	Breakdown	Web view	Download	Schedule	Frequency
DCA agent activity log	Displays agent activity for a selected time period.	Available	Account and DCA agent	Custom date range	✓	✓	✓	Daily Weekly
DCA agent status summary	Displays agent status summary for a selected time period.	Available	Account and DCA agent	Custom date range	✓	✓	✓	Daily Weekly
DTMF data	Enables reporting on DTMF selections when using the DTMF capture node.	On request	Service number Account	None	✓	✓	✓	Daily Weekly Monthly Quarterly
Ineffective calls	Downloads a .CSV file showing all 09 numbers along with number of effective (answered) and ineffective (unanswered/ engaged/ other) calls for a given day for the selected account.	On request	Account	Day		✓	✓	Daily Weekly
IVR script logs	Report showing selected options within an IVR menu. If the IVR menu has more than one level you can drill into the sub menus.	On request	Service number	Custom date range	✓	✓	✓	Daily Weekly Quarterly Monthly
Longest call	Report showing longest call for a given period for the selected account.	Standard	Account	Custom date range	✓	✓	✓	Daily Weekly Quarterly Monthly
Multiplan audit	Report showing audio trail of plan activations for a given service number and date range.	Standard	Single service number	Custom date range	✓	✓	✓	Daily Weekly Quarterly Monthly
Product page usage by minutes	Report showing total minutes by product page for the previous 12 months for the selected account.	Standard	Account	None	✓	✓	✓	Monthly
Product page usage by percentage	Report showing total minutes as percentage by product page for the previous 12 months for the selected account.	Standard	Account	None	✓	✓	✓	Monthly
Queue call records	Report showing individual call records with additional queue statistics for the selected number(s) or account.	Standard	Service number Account	Custom date range	✓	✓	✓	Daily Weekly Monthly
Queue call summary	Report showing total calls and duration with additional queue statistics for the selected number(s) or account.	Standard	Service number Account	Hourly Daily Monthly 15 mins 30 mins	✓	✓	✓	Daily Weekly Monthly Quarterly
Service number audit file	Downloads a .CSV file showing service number product allocation for a given day for the selected account.	On Request	Account	Day		✓	✓	Daily Weekly

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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