



KCOM

Myriad features guide

Advanced inbound services platform.



Available as a fully white labelled portal, with a hierarchical structure or as an Application Programming Interface (API) for you to build your own front end, Myriad provides you with all the features and functionality you would expect as standard with an inbound telephony solution along with more advanced options to allow you to maximise the possibilities.



Deliver calls to:

- > Single or multiple destinations
- > Alternative destinations on Busy or No Answer



Routing based on:

- > Time of day
- > Day of week
- > Date range
- > Special Day routing (such as Public Holidays for England, Scotland, Wales and Northern Ireland)
- > Deliver calls to Voicemail
- > Set up Missed Call Alerts

Feature guide

Feature	Description
Call recording	Available on most Myriad call routing options (including Conference and Queue), call recordings are delivered via email in MP3, WMA or WAV format, mute or record the call On Demand to ensure that sensitive information isn't stored on the call recording (not available on conference call recording).
Call Whisper	The receiving party is presented with custom audio when they answer the phone, they can then answer the call appropriately based on what they hear (e.g. for agents answering multiple calls for different organisations).
Conference	Create a conference service without the need for rooms and PINs, option to add a Conference Host, configure the maximum number of callers, create custom rooms (with room ID only, PIN only or both, configurable music on hold (6 choices), Conference call can be recorded, default conference audio announcements can be replaced with custom audio, record name feature, roll call feature.
Distribution	Call flow can be controlled based on Round Robin, Random, Bounce or Percentage distribution.
Email	Ability to send email messages to a maximum of 10 email addresses where permitted in the call flow (including Missed Call Alerts, Call Recording and Voicemail files, Faxes), customise setting for each email (Subject, Body, From etc.)
Fax to email	Received faxes can be delivered via email with customised settings (Subject, Body, From etc.), Fax can be delivered in TIFF or PDF file format.
IVR	Ability to create single key multi-level Interactive Voice Response menu systems, deliver options to destinations, choose from a variety of call distribution options, deliver calls to voicemail and configure time, day and date settings.
Mid Call Divert/ Mid Call Conference	Mid Call Divert (MCD) feature allows the party receiving the call (A-party) to forward the caller (B-party) onto a third party (C-party), set up 3 digit speed dial numbers for MCD; Mid Call Conference (MCC) works in a similar way to MCD, except it allows all three parties (A, B and C) to converse simultaneously.

Feature	Description
Multi Outdial / Simultaneous	Outdial to up to 7 destination numbers to connect to the first destination that answers.
Play Audio	Play an audio file as part of a call flow, this node is available in addition to standard audio options (such as voicemail, IVR and queue audios).
Queue	Network based call queuing, calls can be delivered to destinations based on Round Robin, Random, Bounce, Percentage or First Last Exit distribution; standard queue settings can be configured (Max Calls, Max Queue Size, Queue Timeout, No Answer Timeout), Queue dropout can be enabled, choice of 6 music on hold options, custom audio announcements can be assigned.
Voicemail - extended features	Replace default greeting with customised audio, choose to receive the voicemail message in MP3, WMA or WAV format, via email (with customised settings for Subject, Body, From etc.) or collected via telephone services (or both).

Pushing the potential even further, the following features and functionality are available with our Service Designer interface in the Myriad Portal and via the Myriad API:

Feature	Description
CLI Routing	Route call based on a caller's CLI (telephone number) or telephone keypad input, use default or customised audio to collect digits using telephone keypad, configure the match type based on either most matching digits or exact.
Custom CDR	Allows real-time call data records (CDR) to be generated at any point in a call flow, including specific custom CDR data. CDR data is available to API customers only.
DCA	Myriad Dynamic Call Agent (DCA) is a simple solution to manage inbound calls quickly and effectively by creating agents and skillsets. The agents simply sign in/out to manage calls, which are distributed to the skillsets to allow enhanced distribution and call management with minimal effort.
DTMF capture	Collect digits entered using the telephone keypad to control what happens next in the call flow (when combined with other features such as Send Post).
IF	Control your call flow based on testing the value of a custom service variable using logical operators e.g. Greater than, Less than, Equal to.
Outbound call	Allows the calling party to key in a destination to be connected to, optional PIN Protection Control of permitted destinations (Landline, Mobile, International), calls can be recorded, default audio announcements can be replaced with customised audio.
Post call	Allows activity to continue on the call for either the calling party or receiving party after the other has hung up (e.g. to perform a feedback survey).
Record audio	Allows callers to record a new audio file or update an existing audio file which can be used within a call flow; this is an excellent alternative to users recording audio using another programme and then logging in to the platform to upload that audio.
Send post	Ability to send and receive HTTP posts within the call flow. The query string can be constructed using Literal Values, Service Variables and Custom Service Variables.
Set variable	Used to update the value of a custom service variable, this is one of the more advanced features of the platform which allows the creation of truly unique services.
Time of day	This node combines the functionality of using several separate time and day nodes to allow as many time and day parameters as you require to be checked in one simple step.
Voice Capture	Capture separate pieces of audio recordings during a call and receive them as a single audio file for playback via email, FTP or API download.



Even more

This extensive functionality is underpinned by a wealth of statistical information that can be used to report on call activity. In addition to the features above, users of the Myriad Portal can benefit from;

- > **Easy management** of entities with:
 - > **Service Manager** – manage service plans and activate/deactivate against required service numbers
 - > **Number Manager** – manage a pool of numbers and the service plans attached to them
 - > **Audio Manager** – upload audio files to the platform once and then attach wherever custom audio is permitted in a call flow; file formats MP3, WAV, WMA can be used
- > **Historical reporting** through the 'Pulse' reporting engine – run ad hoc reports and schedule for regular delivery via email
- > **Real-time reporting** via the dynamic dashboard – create multiple dashboards containing a wealth of call data which can be monitored in real-time



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