

# Inbound Call Services

Provide the best customer experience, whatever the conditions, with our advanced inbound call solution

**If you're looking to manage high volumes of call traffic during peak periods, deploy a disaster recovery solution to supplement existing voice services or simply set up a temporary service without hefty investments in hardware, consider our inbound call solution.**

Powered by Myriad technology, our inbound call solution enables you to deliver a great caller experience whatever challenges you encounter. When faced with peak periods, sudden market changes or outages, you can adjust your inbound call service quickly, easily and cost-effectively.

Through our intuitive user portal, make call routing and inbound call management changes, as well as getting instant access to reports. All this, according to your timescales, to meet the needs of your customers.

## How Myriad works

A fully-based intelligent network system, Myriad sits above your SIP platform, processing inbound calls before they reach and impact your infrastructure.

## Service features

Simple local and non-geographic number routing is nothing new. It's the advanced features, all configurable to your requirements, which really separate our platform from the competition:

- Routing
- Queuing
- Recording
- Conferencing
- Hunt groups
- Multi-level IVR – a telephony menu system that enables routing of callers via key entries.
- Announcements
- Music on hold
- Customisable wallboards
- Detailed reporting including number of calls, abandoned calls, call duration and number of callers in call queues

## Key Benefits

✓	<b>Call control</b> Make changes to call routing, call management and monitoring features whenever you need to, on any device with an internet connection.
✓	<b>Simple set-up</b> No on-premise hardware installation needed. Set up inbound calling services in minutes, using call management features in your user portal.
✓	<b>Resilience</b> Manage every customer call, using our platform to handle high volumes of customer calls or as part of your disaster recovery strategy.
✓	<b>Flexibility</b> Meet the changing needs of customers. Scale services to respond to spikes in call traffic, then switch off when no longer needed.
✓	<b>Budget-friendly</b> Protect your bottom line with no capital outlay, pay-as-you-use cost structures and competitive call rate packages.
✓	<b>Customer insights</b> Monitor and improve the way you handle inbound calls, using a range of in-depth reports and statistics.

## Why Myriad?

**First choice for advanced inbound calling** – UK businesses have been relying on Myriad for their inbound calling operations for the best part of a decade.

**99% availability backed by robust SLAs** – as an intelligent network system, Myriad contains no single point of failure and is both logically and geographically resilient. It operates from two separate, highly secure national data centres, and includes a comprehensive range of physical and software redundancies.

For more information on Inbound Call Services or other products and services we offer please call our team today on **0115 748 8000** or email us at [hello@n4engage.co.uk](mailto:hello@n4engage.co.uk).