

MYRIAD INTELLIGENT INBOUND CALL ROUTING BY NASSTAR

GCLOUD 15 SERVICE DESCRIPTION

Version 1 - 23/01/2026

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Version Control

Current Version

Parameter	Value
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Version History

Version	Date	Author	Description of Changes
1	23/01/2026	Nasstar Portfolio	New Document
0.2	Click or tap to enter a date.		
0.3	Click or tap to enter a date.		
0.4	Click or tap to enter a date.		



1 Myriad Product Overview

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 operations.

Give your customers an advanced inbound solution that allows them to drive a robust and seamless customer service experience. Nasstar's Intelligent Inbound platform offers no capital outlay, simple pay-as-you use cost structures and competitive call rate packages. Its intuitive, white-labelled portal provides powerful management features that can have a service up and running instantly. Add Nasstar's Intelligent Inbound platform to your portfolio and offer a more agile inbound platform to meet the dynamic needs of your customers.

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 Nasstar's Intelligent Inbound platform offers that separates it from the competition.

The platform is hierarchical and can be branded at all levels. The platform can be accessed via an intuitive Nasstar portal or via the customer's Portal using the Nasstar published API's. All functionality that is available in the Nasstar portal can also be replicated by the customer's portal using the published API's.

The platform is designed and implemented using carrier class principles. All hardware and software components are geographically resilient, and a single point of failure will not degrade the service or its traffic carrying capacity.

Call Delivery



Single or multiple destinations



Alternative destinations on Busy or No Answer



Voicemail



Missed Call Alerts

Routing can be based on



Time of Day



Day of Week



Date Range



Special day (e.g. Public Holidays for England, Scotland, Wales and Northern Ireland)



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2 Features

Feature	Description
Call recording	Available on most Nasstar's Intelligent Inbound platform call routing options (including Conference and Queue). Call recordings are delivered via email in MP3, WMA or WAV format, and you can 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 so they can 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, with the option to add a Conference Host, configure the maximum number of callers, create custom rooms (with room ID only, PIN only or both) and configure music on hold (6 choices). Conference call can be recorded, and 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 it is permitted in the call flow (including Missed Call Alerts, Call Recording and Voicemail files or Faxes), with customisable settings for each email (Subject, Body, From etc)
Fax to email	Received faxes can be delivered via email with customised settings (Subject, Body, From etc) 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), and 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.
Multi Out-dial/Simultaneous	Out-dial 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 and No Answer Timeout), Queue dropout can be enabled, choice of 6 music on hold options and 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)
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, and 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.
Customer CLI	Change the presentation CLI that the called party sees on their handset
Data Table	When several call plans share common data the data table feature set provides an efficient way to store and use it, enabling simpler call plans and easier changes to common data
DCA	Myriad Dynamic Call Agent (DCA) is a simple solution to manage inbound calls quickly and effectively by creating agents and skill sets. The agents simply sign in/out to manage calls which are distributed to the skill sets 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)



Dynamic Audio	Enables numbers and currencies to be played as audio messages. Also enables alpha-numeric characters to be played individually e.g., to read out a customer's account code
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, with optional PIN Protection Control of permitted destinations (Landline, Mobile, International). Calls can be recorded, and 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 into the platform to upload the audio.
Scheduled call	Enables calls to be generated from the platform to two parties and be connected.
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 separates pieces of audio recordings during a call and receives them as a single audio file for playback via email, FTP or API download.

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 Nasstar's Myriad platform can benefit from:

Easy management of entities with:



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.



Number Manager

Manage a pool of numbers and the service plans attached to them.



Service Manager

Manage service plans and activate/deactivate against required service numbers

- 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



