

Myriad as a Service

Advanced inbound call services, up and running in minutes.

An advanced inbound platform with no capital outlay and simple pay-as-you-use pricing.

The MaaS opportunity

Inbound the way it should be done

Customer service is a vital area to get right. Inbound calling sits at the heart of your customers' operations and is a direct link to their customers. MaaS gives them an advanced inbound solution to drive a robust, seamless customer service experience.

With no capital outlay, simple pay-as-you-use pricing and competitive call rates, MaaS is easy to sell. Our intuitive, white-labelled portal has services up and running instantly.

At a glance



No capital outlay
simple pay-as-you-use pricing



White-labelled portal
your brand, for your customers



Up and running instantly
no on-premise hardware needed

Not just a call routing engine.

Advanced call features usually found only in high-end on-premise solutions.



Simple call delivery



Call distribution options



Call recording



Conferencing



Queuing



Agent and skill-set routing



Time and data-based delivery



Multi-level IVR



Missed-call alerts and call whisper

Fast to deploy, low to run

Up and running in minutes

MaaS is a fully network-based platform, so there's no on-premise hardware and implementation is fast. Built on industry-leading systems as an always-on service, you and your customers manage contact plans in real time, with a simple minute-based pricing structure that's easy to budget for.



No upfront CAPEX costs



No annual support or maintenance charges



Easy-to-use portal reduces training costs



Home-based agents reduce office costs

Insight and reporting

Real-time dashboards and in-depth reporting

Real-time dashboards

- ✦ Total calls and minutes
- ✦ Today's calls by outcome
- ✦ Active call status
- ✦ Callers held in queues and call-handling metrics
- ✦ Agent and skill-set performance
- ✦ Performance of your top accounts



Pulse reporting engine

Over 20 report types, run ad hoc or scheduled daily, weekly, monthly or quarterly. View on screen, download as CSV or Excel, or email to up to 10 recipients.

Total control

A flexible portal, on any device



White-labelled or branded

A powerful online portal with a nested hierarchy, provided white-labelled or fully branded to your customers' requirements.



Builder and Designer

Pick from standard call-flow templates, or drag and drop functional nodes to build bespoke call plans visually.



Anywhere, any device

A fully hosted service your customers can access anytime, from anywhere, on any device with an internet connection.

Resilience you can trust

Built to be relied on

99.9%

Core inbound SLA availability

No single point of failure, with logical and geographical resilience across two secure national data centres.

- ✦ Instantly redirect calls to another location during an outage, to maintain business continuity.
- ✦ We own and control every part of the MaaS platform and proactively monitor the service.
- ✦ One phone call resolves any service issue, meaning less impact on your customers.
- ✦ A market-leading platform, continuously developed with partner feedback.

Why choose Nasstar Channel?

We remove the complexity and keep it simple, with unrivalled support and experience you can't get anywhere else.

- ✦ Established provider with years of experience
- ✦ Fully flexible options
- ✦ Highly trained UK-based service and support team
- ✦ Simple on-boarding process
- ✦ Access to the best expertise and resources
- ✦ Dedicated partner portal
- ✦ Tried and tested, innovative products that deliver when you need them to
- ✦ Full commitment and dedication to the channel and its needs



**Passionate
people**



**Innovative
technology**



**Exceptional
experience**



Channel-centric



**Straightforward
solutions**

In partnership with you



What our partners say

We chose Nasstar Channel for various reasons. Pricing was the first consideration but support was of equal importance. They are proactive, approachable and understanding of the needs of our business. They have a friendly, positive, professional team and they are clearly passionate about our business. They always look to help drive improvements forward and are a great partner.



WiFi SPARK

Find out more about our connectivity portfolio and the rest of the Nasstar Channel range.

Get in touch →

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