PInnacle with the Startel Soft Switch
A powerful solution to meet all of your current & future needs

Key Features/Products
- ACD functionality
- Voicemail and Voice Logger
- Business continuity and disaster recovery
- Dashboard
- Web Portal
- Priority-queuing and Skills-based routing
- Flexible Scripting
- On-Call Scheduling
- Robust Reporting
- Secure Messaging

Key Benefits
- Increased revenue
- Greater contact options
- Improved efficiency
- Improved performance
- Guaranteed reliability
- Flexible integration options

Small and mid-size organizations of all types can now benefit from one solution that blends all media and manages queuing and routing, scripting and dispatching, and reporting. The solution combines Professional Teledata's PInnacle platform with the Startel Soft Switch. Together, this highly redundant and resilient solution provides users with the tools needed to successfully manage all facets of their organization.

Professional Teledata PInnacle

PInnacle offers the industry's most powerful telephone answering service scripting and order entry program. It features an extremely flexible and powerful programming tool that enables users to design a wide array of intuitive message forms, surveys and templates. Users also benefit from:

- **Increased Revenue**: Unique and robust features, such as On-Call and PInnacle Web Portal, provide users with additional services (and additional revenue stream) to offer customers.
- **Greater Contact Options**: Allows your clients to choose how they want to receive messages (voice, SMS, email, fax and paging) and to customize priorities and escalation procedures.
- **Improved Efficiency**: Spell Check and Auto-Dispatch software automates processes, resulting in improved accuracy and efficiency.
- **Improved Agent Performance**: Unique visual prompting guides agents through every step of every call. The program is so user-friendly and intuitive that agents rarely need the available help screens. For new operators, training cycles are reduced from weeks to days.

Startel Soft Switch

Since 1980, Startel has developed three generations of Switches, all with robust ACD algorithms specifically designed to meet stringent call distribution and reporting needs. Our latest development, the Startel Soft Switch, routes calls based on skill level, queue priority and user defined scenarios. The Startel Soft Switch also provides:

- **Guaranteed Reliability**: Resides on a Linux server and uses software to route calls, eliminating the hardware needed in legacy switches and creating a more reliable platform with fewer points of failure.
- **Flexible Integration Options:** Built on open architecture software protocols, users can integrate with a wide variety of third-party products. Gain more clients by offering services your competition cannot!

"PInnacle helped us nearly double in size. PInnacle's powerful, flexible scripting and order-taking program has helped my company thrive in highly competitive environment."

Richard Lever
President, Answerphone of America

Products/Features   Benefits

Products/Features	Benefits
ACD Functionality	Specifically designed to meet a contact center's stringent call distribution and reporting needs
Voicemail & Voice Logger	Searches calls by date, time, and DID/client ID/agent ID for dispute resolution, order accuracy, etc. Customers can access clips via email or from the Web Portal.
Business Continuity & Disaster Recovery	Redundant options available
Native VoIP	Utilizes the latest VoIP protocols
Dashboard	Monitors queues, service levels and status of each agent, group and center in real-time using pre-defined thresholds
Web Portal	Customers' clients can view messages, contact staff directly (without relying on agents) & make time-sensitive changes to On-Call schedules and time activated alerts from PCs, tablets and smartphones
Priority Queuing & Skills-based Routing	Mission critical calls and codes are immediately routed to the front of the queue, and to the highest skilled agent available, saving precious seconds
Flexible Scripting	Guides agents through each call, resulting in streamlined processes, greater accuracy and lower handle times
On-Call Scheduling	Provides agents with up-to-date information, including staff on call and contact information, to accurately dispatch messages
Robust Reporting	Pull real-time data to provide users with greater insight into the performance of their staff and contact center
Secure Messaging	HIPAA-compliant way for users to safely exchange sensitive information via text with peers and office

To find out how PInnacle with the Startel Soft Switch can benefit your organization, contact us at sales@proteledata.com or 800.344.9944.

About Startel, Professional Teledata and Alston Tascom
Startel, Professional Teledata and Alston Tascom are leading providers of unified communications, business process automation, and performance management solutions and services. With a combined 90+ years of experience, the companies have established a loyal customer base in healthcare, contact centers and a dozen additional industries. Startel, Professional Teledata, and Alston Tascom leverage their unique solutions and industry knowledge to empower organizations to improve agent productivity, reduce operating costs and increase revenues. For more information, call 949.863.8776 or visit www.startel.com.