

StarTel IntelliSite

A web-based, mobile-friendly client management tool

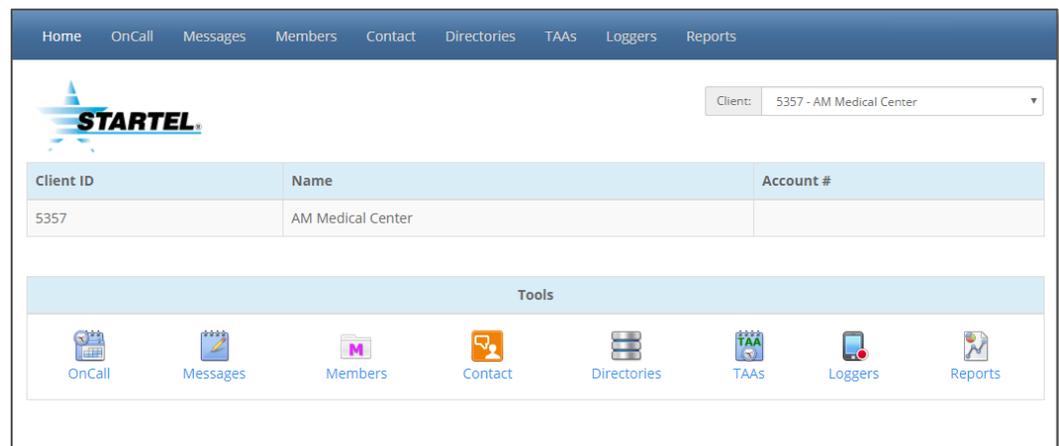
Key Features/Products

- Embedded Voice Logger Clip Retrieval
- OnCall Scheduling
- Message Access with Auto Refresh
- Manage Staff Contact Details
- Cascading Staff Contact
- Directory Management
- Member Shortcut Buttons
- Time Activated Alerts
- Call Detail and Summary Reporting
- Login Failure Reporting for Security Purposes

Key Benefits

- Increased revenue
- Improved efficiency
- Improved customer satisfaction
- More time to focus on other areas of your business

Ideal for fast-paced environments, IntelliSite enables your clients to successfully manage their business 24/7 from the Web. Users simply access their account online and based on their rights, they can view messages, contact staff directly, and make time-sensitive changes via a PC, smartphone and/or tablet. This mobile-friendly tool delivers the flexibility users need to make immediate, real-time changes to their account.



Up-To-The-Minute Schedule & Notification Changes

Access to Time Activated Alerts (TAAs), which are time sensitive special instructions, and OnCall Scheduling allows your users to make last minute changes that are reflected immediately within the contact center. Changes may include scheduling updates to OnCall coverage or important, time sensitive notifications that need to be communicated to your clients' customers or patients. StarTel IntelliSite is essential for organizations that have frequently changing schedules, such as hospitals & first responders.

More Time to Focus on Other Time Sensitive Matters

By enabling your clients to access IntelliSite to update their schedules, directory and member contact information, your agents are free to focus on delivering superior customer service to all of your clients.

A Detailed Log of All Account Activity

Contact center and telephone answering service (TAS) owners and managers can be assured that only users with appropriate permissions can access IntelliSite. Each user has a unique login with predetermined privileges and access rights. Changes are tracked to specific users, providing you with a detailed log of all account activity.

"With IntelliSite, we now have the ability to provide our clients with not only full-service answering services, but robust self-service tools as well for them to help manage their account. From medical offices to sales to service companies, IntelliSite is the perfect solution for sharing real-time information."

Drew Ritter
President and Owner,
Advantage Telemessaging,
Inc.

Products/Features Benefits

| | |
|---|---|
| OnCall Scheduling | Provides agents with up-to-date information, including staff on-call and contact information, for accurate and timely dispatching of messages. |
| Message Access with Auto Refresh | View and manage Messages Forms/IntelliForms for a select client. Auto Refresh provides updated forms every 30 seconds. |
| Member Management | Manage information associated with a client's staff by adding, deleting, editing or copying Member records. |
| Contact Feature | Contact Staff Members directly, and by their preferred contact methods, through the IntelliSite via an automated dispatch script. Included with this feature are shortcuts to the Member's Messages, OnCall Schedule, Member Information and Contact details. |
| Directory Management | Manage information associated with a client's Directory by adding, deleting or editing Directory records. |
| Time Activated Alerts | Manage information associated with a client's TAAs by adding, deleting, editing or copying a TAA. |
| Member Shortcut Buttons | Jump directly to the Contact screen for up to five specially defined 'Members.' These 'Members' are typically persons/departments that users may contact often, such as Customer Service, Billing Inquiry, Technical Support, Contact Admin, etc. |
| Embedded Voice Logger Clip Retrieval | Search Startel Voice Logger's agent recordings by date range, Agent ID, ANI, etc., for quality assurance and to confirm accuracy of information. |
| Web Portal Reports | Run reports, including Client Settings, In Call Summary and Call Detail, to gain basic or detailed information associated with one or all clients to which a user has appropriate access rights. |

To find out how the Startel IntelliSite can benefit your organization, contact us at sales@startel.com or 800.782.7835.

About Startel

Startel is a leading provider of unified communications, business process automation, and performance management solutions and services. Since its founding in 1980, Startel has established a loyal customer base from a variety of industries, including contact centers, education, government, healthcare, insurance, telephone answering service and utilities. Startel leverages its unique solutions and industry knowledge and experience to empower organizations to improve agent productivity, reduce operating costs and increase revenues.

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