

StarTel OnCall & Web OnCall

Scheduling Made Easy and Effective!

Key Features

- On-the-fly changes
- Full audit trails
- Import to message slip
- Web accessible
- Manage from tablets & smartphones

Key Benefits

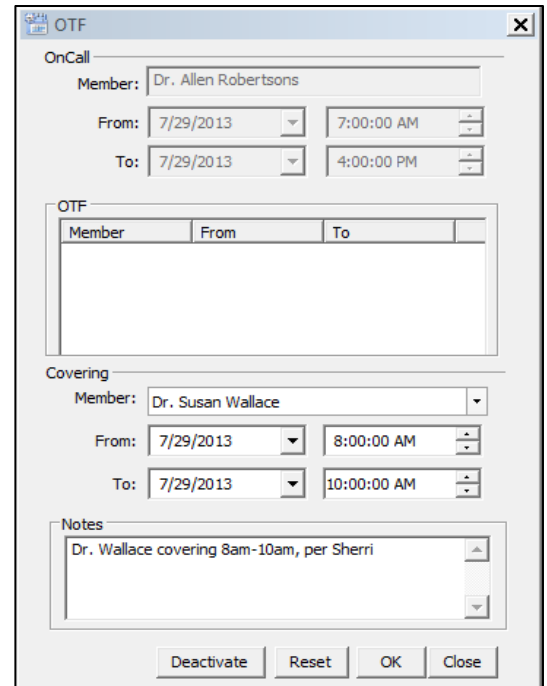
- Improves contact center-client communication
- Increases efficiency
- Eliminates errors
- Increases revenue
- Enhances security

StarTel OnCall provides flexible and robust scheduling to both contact centers/telephone answering services (TAS) and their clients. Accessible via the StarTel CMC and/or the Web, OnCall is password protected and includes full audit trails, the ability to print schedules, make on-the-fly scheduling changes, and much more. With the StarTel OnCall application, you can make scheduling between you and your client easy!

StarTel OnCall

Gain a competitive advantage, as well as an additional revenue stream by offering this service to your busy clients, especially those in the healthcare industry. Contact centers and telephone answering services rely on the StarTel OnCall application, which is accessed through the StarTel CMC, to:

- **Build and Maintain Client Schedules.** The front-end application of OnCall enables users to make daily, weekly, or monthly schedule changes.
- **Make On-the-Fly Schedule Changes.** Agents don't need to log into administrative screens to make OTF changes. Instead, as the image to the right shows, agents with appropriate access rights can quickly revise OnCall schedules directly from their agent interface.
- **Automatically Display Up-to-Date Information.** As calls are presented to agents, time & date-sensitive information is displayed, such as doctor/staff member on call & contact information.
- **Import Information Directly into Message Slips.** By copying an individual's information directly into the message slip, you will eliminate spelling or transaction errors and save valuable time.
- **Track All Schedule Changes.** A complete audit trail shows what schedule changes were made and by whom. Users can review this information in a report and keep for their own records, or if needed provide to client.



The screenshot shows a window titled "OnCall" with the following fields:

- Member:** Dr. Allen Robertsons
- From:** 7/29/2013, 7:00:00 AM
- To:** 7/29/2013, 4:00:00 PM

Below this is a table for "OTF" (On-the-Fly) changes:

Member	From	To

Below the table is a "Covering" section:

- Member:** Dr. Susan Wallace
- From:** 7/29/2013, 8:00:00 AM
- To:** 7/29/2013, 10:00:00 AM

At the bottom is a "Notes" field containing: "Dr. Wallace covering 8am-10am, per Sherri"

Buttons at the bottom: Deactivate, Reset, OK, Close

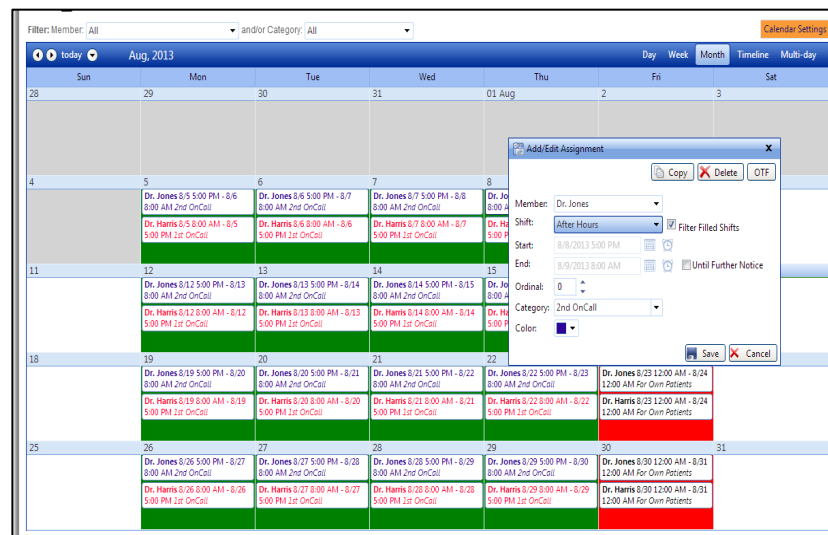
"I LOVE Startel's CMC OnCall solution! Its easy to use and can be employed with all the bells & whistles or just with the basic scheduler feature. Being able to let your customers see OnCall in action, and even make On-the-Fly schedule changes, is powerful and a major selling point."

Jane Dorosh
Director of Operations,
Answering Services

Startel Web OnCall Portal

Available to contact center and TAS' clients, our OnCall application delivers a powerful, fully functional solution via the Web. The flexibility and intuitiveness of Web OnCall reduces the need for training and increases the efficiencies of both the contact center and their clients by allowing real-time access for schedule changes. Our customers' clients, especially physician offices and healthcare providers, rely on Web OnCall to:

- **Access Schedules & Make On-the-Fly Changes from Smartphone.** Gives clients the flexibility to access, revise and update their OnCall schedule from their PC, smartphone or tablet anywhere, anytime. This solution requires no additional applications to download or purchase.



- **Manage Own Schedules.** As above image shows, it provides clients with the ability to view, revise & print daily/weekly/monthly schedules.
- **Ensure Security.** Requires clients to have a username & password to access their schedules, ensuring an additional layer of security.
- **Track All Schedule Changes.** A complete audit trail shows what schedule changes were made and by whom. Clients can review this information in a report and archive if needed.

To find out how Startel OnCall and Web OnCall 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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