

Startel Paging Service

Alternative communication mode for urgent messages

Key Features

- Send & receive unlimited number of paged messages
- Allows for set up of paging groups
- Robust statistical reporting and logging
- Supports multiple paging protocols

Key Benefits

- 24/7 access
- 100% reliability
- Complete transparency

Many answering service companies, hospitals, medical centers, after hour support and emergency calls for doctors, clinicians, and first responders rely on Startel's Paging Service for true around-the-clock availability. With our Paging Service, patients, customers and business associates can call a specific telephone number at their convenience and give their message to a live agent. Messages are then immediately processed, documented and dispatched to the recipients preferred device(s), including digital pager, alphanumeric pager, cell phone and email. These messages can be accessed 24/7 from anywhere.

Users of Startel's Paging Service benefit from:

- **Prompt, Accurate Dispatching:** Agents are able to input, verify and dispatch messages to the appropriate device(s) using recipient-defined scripting, message forms, and delivery protocols.
- **Limitless Access:** Send and receive an unlimited numbers of paged messages.
- **Call Back Rules:** Automatic cascading and timed action reminders can be configured to trigger if a page is not responded to within the client-specified time frame, or immediately upon a carrier or transport failure. Client defined protocols can automatically re-dispatch or prompt agents to initiate processes and/or methods to reach alternate contacts via page, email, SMS, or fax until an available staff member is reached, ensuring that both routine and emergency calls are dispatched successfully.
- **Page Groups with a Single Keystroke:** Paging groups can be set up to allow users and agents to contact multiple entities at once with the same message. This feature facilitates the rapid dispatch of urgent hospital code events to a specific group of doctors, trauma teams, security personnel, nurses and/or staff members.
- **Detailed Statistics and Logging:** The Startel System provides robust statistical reporting and logging, accurately time stamping message initiation, activity and delivery. This feature allows administrators to monitor, evaluate and report on any and all process related events.

Message Transmission Protocols

Startel's Paging Services allows users to send messages quickly and reliably using standard paging communication protocols TAP, SNPP and WCTP, as well as preprogrammed speed dial options for legacy digital paging devices.

- **Telelocator Alphanumeric Protocol (TAP)** is legacy industry-standard protocol for sending short messages via a landline modem to a paging service provider for onward transmission to pagers and mobile phones. TAP defines an industry standard for sending alphanumeric messages to pagers. It requires either a modem dial-up or a direct serial link to the paging terminal. Major telecommunication carriers have been gradually discontinuing support of TAP Paging.
- **Simple Network Paging Protocol (SNPP)** defines a method by which a pager can receive a message over the Internet. It is supported by most major paging providers, and serves as an alternative to the paging modems used by many telecom services. This protocol runs over TCP/IP networks & sends out a page using only a few commands.
- **Wireless Communication Transfer Protocol (WCTP)** defines a method by which one and two-way messages are sent over the Internet via wireless carriers. Messages can be sent from a computer to the paging or cellular carrier via the Internet or the wireless communication transfer protocol. WCTP provides a simple way to make a link between the Internet and a TAP-compliant paging terminal.

In today's business environment, there is little tolerance for delays and lag times, making wireless messaging a necessity. Simple Mail Transfer Protocols are subject to significant delays when routing email. They also do not allow for message confirmation. SNPP and WCTP protocols ensure faster, more reliable delivery and allow for confirmation of message receipt, ensuring that the carrier/telecom provider receives the messages.

To find out how Startel's Paging Service 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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