

Startel CTI with Cisco CallManager

Adding sophisticated call handling, scripting and dispatching functionality while leveraging Cisco CallManager ACD & call control



Key Features

- Custom Answer Phrases based on Caller ID
- Extended Answer Phrase
- Members (Relational DB)
- Multiple Day/Time-based Message Forms
- Message/Form Dispatch Scripting with Cascading Delivery Options
- On Call Scheduling
- Secure Messaging Plus
- IntelliSite Web Portal
- Directory Lookup Services
- HL7 Real-time Interface
- Active Directory Integration

Key Benefits

- Protect sensitive data
- Transform workflow
- Increase productivity
- Maintain compliance

Startel's Contact Management Center (CMC) Agent Console software provides a turnkey solution to healthcare and university call handling needs. Designed and optimized to exploit the power of the latest Microsoft Server software and Microsoft SQL database processes and functions, the Startel CMC delivers a robust yet easy-to-use interface that guides agents through multiple and diverse call handling scenarios, enabling them to deliver world-class service to their callers.

Powerful Scripting Features

Agents can confidently navigate through the most sophisticated calls with Startel's time-of-day customizable answer phrases and time-of-day/day-of-week message and/or form scripts that feature real-time tip text and menu-driven prompting options. Our CMC software also offers your professional staff with the tools they require, such as preformatted custom templates and the ability to spell-check messages, to quickly gather pertinent caller information and deliver accurate responses.

Flexible Dispatching & Scenarios

Messages can be automatically dispatched via phone, email, fax, alpha paging, SMS (text) and Secure Messaging. Unique member profiles can follow time-of-day/day-of-week scenarios based on client preferences. Aging messages can be escalated using multiple protocols, and all message edits, responses and dispatch events are time-stamped to provide managers with a full audit trail.



Maintain Security & Compliance

Healthcare organizations & contact centers serving the medical community can depend on Startel's solutions to transmit sensitive information securely. Our solutions, services and environment are reviewed annually via third-party data and security assessor for HIPAA, HITECH and HL7 compliance.



"Under the HIPAA Omnibus Rule, business associates are now directly liable for HIPAA compliance, and must comply with HIPAA's security rules and certain provisions of the privacy rule. Startel has taken a compliance leadership position by demonstrating a sound security program with controls designed to achieve full compliance with HIPAA and HITECH."

Andrew Hicks
Healthcare Practice Director,
Coalfire Systems

Startel Products/Features Benefits

Custom Answers Phrases Based on Caller ID	Unique Profiles and Answer Phrases for all incoming calls based on number dialed, forwarded number, Caller ID, pre-programmed call flow scenario options or a combination of the above.
Extended Answer Phrase	Built-in intelligence enables automatic population of a time of day greeting based on the client time zone. Can automatically include the agent's name to ensure a perfect greeting each and every time.
Members	Easily manage entities that have separate contact information and general or specific instructions. Relational database allows for universal changes.
Multiple Day/Time-based Message Forms	Flexible automatic form scripting presented to Agents based on time and day settings.
Message/Form Dispatch Scripting with Cascading Delivery Options	Dispatching of message forms based on multiple resources & protocols using a cascading algorithm.
On Call Scheduling	Application and tools to allow the scheduling, management and sharing of On Call resources.
Secure Messaging Plus	Messaging App and Web interface that allows subscribers to exchange sensitive information. Messages are encrypted in transit and at rest; direct integration to the Agents' user interface.
IntelliSite Web Portal	Client facing Secure Web Portal that allows access to Member Information, Directories, Messages, OnCall Schedules, Time Activated Alerts and more.
Directory Lookup Services	Permission-based data access, forward searching logic, multiple filtering options & Single Key Transfer.
HL7 Real-time Interface	A secure transport protocol to exchange data to/from healthcare management systems. Ensures real-time staff and patient contact updates.
Active Directory Integration	Ensures adherence to Domain User Authentication and access control policies.

To find out how the Startel CTI with Cisco CallManager 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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