



## **News Release**

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### **Startel Voice Services Extends to the Soft Switch**

*Additional features provide Soft Switch users with tools to enhance the customer experience*

**Irvine, CA – February 25, 2013** – [Startel Corporation](#), the leading provider of unified business communications for contact centers, today announced that its Voice Services solution is now available on the Startel Soft Switch. With this integration, Startel Soft Switch users can more effectively manage customer communications from one platform.

Startel Voice Services integrates robust, flexible voicemail, call recording and e-fax services directly into the Startel Soft Switch. This solution is 100% software driven – no hardware or telephony cards and no need for additional servers. In addition, Startel Voice Services is fully redundant, providing users with greater business continuity. With this first release of Startel Voice Services for the Soft Switch, users can benefit by:

- Ensuring calls are professionally answered with a customized, client specific greeting and then routed to an appropriate agent or mailbox/extension based on caller's IVR selection.
- Being assured of timely notification of messages received using Cascading Delivery via phone, email or pager.
- Extracting intelligence captured from Startel's Voice Logger and Real-Time Reports or third-party applications to resolve customer issues and identify internal training opportunities.

"We are excited to offer our Soft Switch users with an enhanced solution to meet their business needs and the needs of their clients," said Bill Lane, president and CEO of Startel. "This integration is the first step in providing our Soft Switch users with the features, capabilities and capacity needed to enrich the customer experience and achieve operational efficiency."

Additional features of Startel Voice Services for the Soft Switch will be included in future releases. To upgrade your Soft Switch, contact [Startel technical support](#).

### **About Startel Corporation**

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. For more information, contact Rachel Sauerbrey at 949.863.8776 or visit [www.startel.com](http://www.startel.com).