

## Professional Teledata's Premise and Cloud Solutions

Powerful solutions to meet all of your current & future needs.

### Key Features/Products

- Flexible Scripting
- Dispatch Procedures
- OnCall Scheduling
- Secure Messaging
- Dashboard
- ACD Functionality
- Priority-queuing
- Skills-based Routing
- Voicemail and Voice Logger
- Business Continuity and Disaster Recovery
- Web Portal
- Robust Reporting

### Premise-Based Solution

Professional Teledata offers premise-based deployment for companies that wish to install, manage and maintain their investment behind their corporate firewall.

**Pinnacle with the Startel SoftSwitch:** Integrate dynamic scripting and order taking with a robust traditional telephone answering service (TAS) messaging and dispatch software through the Pinnacle platform. Its call scripting and dispatch functions are user friendly and help improve agent performance. With Pinnacle's advanced message delivery and order entry capabilities, your business is equipped to provide an outstanding customer experience on every call.

Combined with the Startel SoftSwitch, this solution manages all facets of your business including queuing and routing, scripting, dispatching and reporting. Together, this highly redundant and resilient solution delivers improved efficiency, guaranteed reliability and flexible integration options.

### Benefits of our Premise-Based Solution

- **Expect simple and easy deployment** with installation, software cut-over and on-site training after purchase. Our field service engineers work closely with your IT administrators to ensure deployment is seamless and that your organization continues to operate at peak performance.
- **Retain control over your hardware and software** as you decide the best methods to safeguard your network, data center layers and solution investment. Your business also retains control over the software because it is implemented on your hardware, and under your security measures. We diligently work to ensure our solutions meet your unique needs and compliance requirements.
- **Leverage technology investments to achieve optimal results.** Data integration can be tricky enough to begin with, but with our premise-based solutions you can continue to integrate seamlessly with your existing software investments, including customer relationship management, speech analytics, workforce optimization and more.

## Cloud Solution

Manage your entire contact center without the need for hardware maintenance and software configuration with Professional Teledata's cloud solution and expertise.

**Pinnacle Freedom with the Startel SoftSwitch:** With Pinnacle Freedom, you benefit from a robust telephone answering service (TAS) platform with no equipment hassles or headaches. It's a fully-featured Pinnacle system that we host and maintain for you. Operators, managers and administrators can take calls and access the system 24/7 from one office, multiple offices or from home. They can also rest easy knowing that the solution was built with security and reliability in mind and that it is HIPAA-validated.

Together with the Startel SoftSwitch, this cloud solution offers the same industry-leading features of our premise-based Pinnacle with the Startel Soft Switch, without the need to house and maintain the system's hardware and servers. Small to mid-size organizations can now benefit from one resilient solution that provides the tools needed to successfully manage all aspects of their business.

## Benefits of our Cloud Solution

- Realize a quicker **return on investment** with a fast deployment that avoids hardware installation and software configuration. Instead, you can focus your time and resources on growing other areas of your business!
- Rest easy knowing that your **critical data is safe and secure** and applications are stored on secure, remote cloud servers protected by state-of-the-art Tier III data centers.
- Experience the flexibility to **easily scale up or down** as needed to meet seasonal demands or IT requirements. This advantage will enable you to support your business growth without expensive changes to your existing systems.

To find out how the Professional Teledata's Premise and Cloud Solutions can benefit your organization, contact us at [Sales@Startel.com](mailto:Sales@Startel.com) or 800.782.7835.

## About Startel, Professional Teledata and Alston Tascom

Startel, Professional Teledata and Alston Tascom are leading providers of unified communications, business process automation, and performance management solutions and services. With a combined 90+ years of experience, the companies have established a loyal customer base in healthcare, contact centers and a dozen additional industries. Startel, Professional Teledata, and Alston Tascom leverage their unique solutions and industry knowledge to empower organizations to improve agent productivity, reduce operating costs and increase revenues. For more information, call 949.863.8776 or visit [www.Startel.com](http://www.Startel.com).

