

Startel OnCall & IntelliSite 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

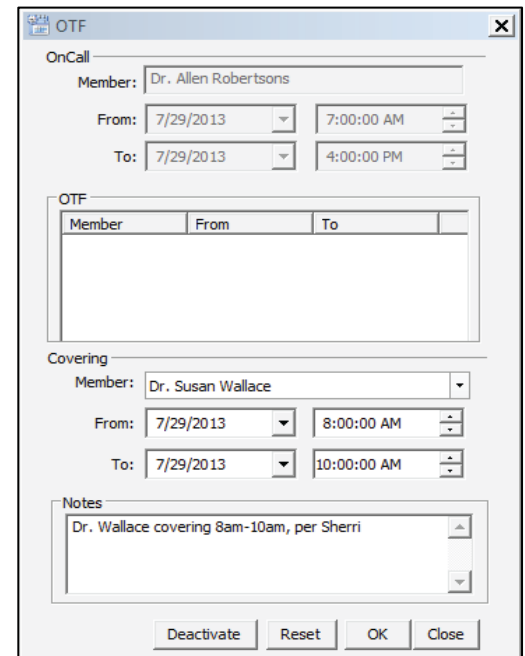
- Improves contact center-client communication
- Increases efficiency
- Eliminates errors
- Increases revenue
- Enhances security

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 displays the 'OnCall' application window. It features a 'Member' dropdown set to 'Dr. Allen Robertsons'. Below this, there are 'From' and 'To' time slots for the date '7/29/2013'. The 'From' time is '7:00:00 AM' and the 'To' time is '4:00:00 PM'. A section labeled 'OTF' (On-the-Fly) contains a table with columns 'Member', 'From', and 'To'. Below the table is a 'Covering' section with a 'Member' dropdown set to 'Dr. Susan Wallace', and 'From' and 'To' time slots for '7/29/2013' with times '8:00:00 AM' and '10:00:00 AM'. At the bottom, there is a 'Notes' section with a text area containing the note 'Dr. Wallace covering 8am-10am, per Sherri'. The window has standard buttons at the bottom: 'Deactivate', 'Reset', 'OK', and 'Close'.

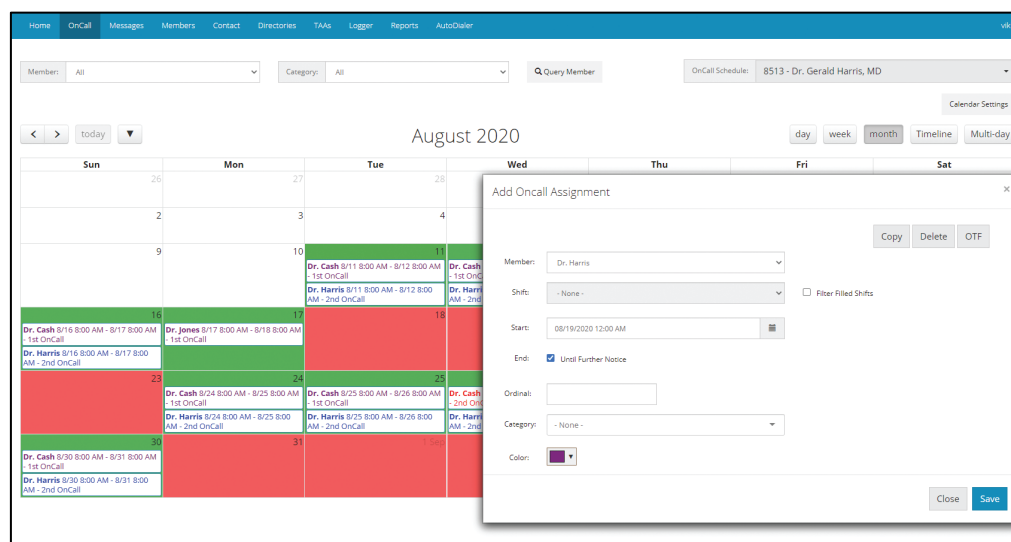
"I LOVE Startel's CMC OnCall solution! Its easy to use and can be employed with all the bells & whistles or just with the basic scheduler feature. Being able to let your customers see OnCall in action, and even make On-the-Fly schedule changes, is powerful and a major selling point."

Jane Dorosh
Director of Operations,
Answering Services

Startel IntelliSite 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 IntelliSite 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 IntelliSite 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 IntelliSite OnCall can benefit your organization, contact us at 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. The companies leverage their unique solutions, industry knowledge and experience to empower organizations to improve agent productivity, reduce operating costs and increase revenues.

© 2020 Startel Corporation. All Rights Reserved. Startel, Professional Teledata, Alston Tascom and the respective logos are trademarks or registered trademarks of Startel Corp. All other trademarks or registered trademarks are the properties of their respective owners.



16 Goodyear, B-125
Irvine, CA 92618
800.782.7835
www.Startel.com