



News Release

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Startel Launches New Self-Service Customer Portal

Irvine, CA – May 1, 2018 – [Startel](#), Professional Teledata and Alston Tascom, leading providers of contact center solutions, announced today that they launched [The Customer Spot](#) (TCS), a new self-service customer portal. TCS was unveiled last week during the companies' first combined user group conference in Denver, Colorado.

From TCS, all technical documentation, including user guides, manuals, application notes, release notes, etc., product information and company updates can now be accessed from one location. Customers can also use TCS to open new support cases, track existing cases, and view the status of all cases associated with their account. Other key features include the ability to quickly search for a particular article or resource, to add notes to an existing support case, and to manage one's own account.

"We believe that sharing our resources and knowledge is the key to helping our customers achieve greater success with our software solutions," said Brian Stewart, chairman and CEO of Startel, Professional Teledata and Alston Tascom. "Given the nature of our industry and the fact that our customers are located around the world, it is essential that we provide users with one central platform that they can access 24/7 at their convenience. We are thrilled to deliver The Customer Spot, and we plan to further expand its self-service functionalities to ensure our customers have everything they need to be successful."

TCS is accessible now for Startel, Professional Teledata and Alston Tascom customers. Users can request access by completing the [online web form](#).

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.

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