



## News Release

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## Startel Corporation Announces Release of Startel Contact Management Center v14

Irvine, CA – August 8, 2017 – [Startel Corporation](#), a leading provider of [unified business communications](#) for healthcare & hospitals, contact centers and telephone answering services (TAS), announced today the availability of [Startel Contact Management Center](#) (CMC) v14, the latest version of the integrated CMC suite.

“With this latest release, Startel continues the advancement of the Startel Contact Management Center and its commitment to helping enhance the overall customer experience,” said Brian Stewart, chairman and CEO of Startel.

CMC v14 release includes several new features and enhancements designed to help contact centers streamline efficiency, achieve HIPAA compliance and improve agent productivity. These features include:

- **Client Scrub:** Archived data, including protected health information, can now be deleted for a current or past client. This new feature helps to ensure that contact centers maintain compliance with the latest HIPAA regulations.
- **Multi-Site Responses:** Email, SMS, Secure Messaging, and Secure Messaging Plus Responses that are not automatically associated to a client will now be associated with a specific site rather than the system as a whole.
- **Search Function:** Specified text strings, such as a client’s user name and/or company name, can now be searched on in IntelliSite Access Control Plug-in. This new search tool helps to increase staff efficiency and productivity.
- **Skip Voice Record:** Call recordings can now be paused when agents enter a field where they ask the caller for sensitive data, such as credit cards, social security numbers and patient information. This new feature helps to ensure that contact centers maintain HIPAA/ PCI/HITRUST compliance.
- **SMS Reply:** SMS Replies are now tied to the last message sent to the replying device, helping users to locate and respond to conversations quickly.

Startel CMC v14 is available now. For more information, or to schedule an upgrade, contact Startel Technical Support at [techsupport@startel.com](mailto:techsupport@startel.com).

**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 Startel at 949.863.8776 or visit [www.startel.com](http://www.startel.com).