The Startel Contact Center Solution
One platform for all of your communication needs

Startel is a leading provider of premise-based and hosted contact center solutions and services. Since 1980, Startel has established a loyal customer base from a variety of industries, including contact centers, education, government, healthcare, and telephone answering service (TAS). Our customers rely on Startel’s solutions, including the Startel Contact Management Center, Startel Soft Switch, Startel Dashboard and Reports, Startel Customer Web Portal, Startel Secure Messaging and Total Billing Solution, to increase efficiency, improve productivity, and increase revenue.

**Startel Contact Management Center & Startel Soft Switch**
Decrease training time, reduce agent errors, and save money with Startel’s Agent Scripting Software! Use our Windows-based Startel Contact Management Center (CMC) with the Startel Soft Switch and benefit from a multi-channel platform that features ACD functionality, agent scripting, skills-based routing, priority queuing, SQL data mining tools, customizable layouts, multiple dispatching options & more.

**Key Features:**
- Customer Web Portal
- Dashboard & Reports
- Embedded Voicemail & Voice Logger
- Secure Messaging via App & Web Portal
- Appointment Scheduler & OnCall Scheduling
- Built-in Business Continuity/Disaster Recovery

**Key Benefits:**
- Increases Revenue
- Improves Efficiency
- Flexible Integration
- Guaranteed Reliability
- Improves Contact Options
- Lower Total Cost of Ownership
Solution Brief

Startel Dashboard
Manage the status of your entire contact center in real-time with Startel’s Dashboard. Owners and managers can monitor queues, service levels and the status of each agent, group and the contact center as a whole using the Dashboard’s user-defined, color-coded thresholds. Workforce performance and service levels are visually displayed in the form of charts and graphs, providing management with real-time updates from the convenience of their desktop, tablet and/or flat screen monitors displayed throughout the contact center. The Dashboard is completely customizable; views can be changed depending upon shift goals and user-defined thresholds.

Key Features:
- Up-to-the Minute Updates
- Ability to Set Threshold Alerts
- Local & Remote Monitoring
- Customizable Layout & View

Key Benefits:
- Leverage Real-time Data
- Visualize Call Flow Trends
- Manage Performance
- Engage & Motivate Agents

Startel Reports
Most contact centers depend heavily on performance metrics to measure how efficiently they are operating and how well they are meeting customer needs and company objectives. Startel’s reports pull real-time data from the Startel CMC to provide users with greater insight into the performance of their contact center. From agent performance to client billing to call statistics, managers depend on Startel’s standard and custom reports to better manage staffing efficiency and service levels.

Key Features:
- Standard & Custom Reports
- Integrates Data from CMC and Telephony Switch
- Exported as a CSV File
- Automatic Delivery Options

Key Benefits:
- Monitor Historical Performance
- Control Report Generation and Delivery
- Use for In-house QA Program and/or Performance Reviews
Startel Customer Web Portal
A Web-based, mobile-friendly account management tool that enables your staff and your customers to successfully manage their business 24/7! This solution can be accessed via the Web from your PC as well as from your small display devices via a mobile-friendly HTML5 website.

**Key Features:**
- Message Retrieval
- OnCall Scheduling
- Directory Management
- Time Activated Alerts
- Detailed/Summary Reports
- Detailed Access Controls

**Key Benefits:**
- Allows Client to Control OnCall Schedules
- Empowers Client to Search and Manage Messages
- Improves Customer Satisfaction

Startel Secure Messaging Plus
Startel Secure Messaging Plus (SM+) offers a secure, HIPAA-compliant way for users to safely exchange sensitive information via text with their peers and office. Using encryption technology, SM+ messages and attachments are encrypted on servers, devices and in transit. In addition, SM+ is compliant with the latest requirements for HIPAA, SOX and GLBA.

**Key Features:**
- Expiring Messages
- Supports Voice/Image Attachments
- Remote Wipe Capability
- Message Status Tracking
- Detailed Reporting
- Full Audit Trails
- Sub-company Management
- Multiple Device Support
- Web & App Accessible
- iOS® & Android® Compatible

**Key Benefits:**
- Protects Sensitive Data
- Transforms Workflow
- Increases Productivity
- HIPAA Compliant
Total Billing Solution
More than just a billing system, our Total Billing Solution (TBS) is packed with features that enable you to manage your contact center more efficiently and profitably than ever before. With millions of bills produced and a corporate track record of more than 30 years, TBS provides the data needed to manage your business.

Key Features:
- Robust Accounting
- Multi-office, Multi-cycle
- Flexible recurring & Usage Billing
- Statistics Interface
- Payment Entry
- Invoicing & Delivery
- Dynamic Reporting
- Letter Generation
- Interface with General Ledger Software

Key Benefits:
- Improves Cash Flow
- Improves Bottom Line
- Unparalleled Support
- Maintains Database at Minimal IT Costs

Additional Product Offerings
The Startel Contact Center Solution provides organizations of all sizes with a powerful, scalable and secure way to access their contact center applications and manage their businesses quickly and cost-effectively. It is available as either a cloud-based or on-premise solution. Other Startel features used by our customers to serve their clients are:

- Appointment Scheduler
- CTI Integrations to Avaya, Cisco and other PBXs
- Custom Software Development
- Data Migration Services
- Disaster Recovery Solutions
- Outbound Dialer
- Short Message Service (SMS) Aggregator

To find out how the Startel Contact Center Solution can benefit your organization, contact us today 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. 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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