Contact and Access Centers
One Solution for Your Healthcare Organization

Healthcare institutions including university medical centers, regional hospitals and enterprise healthcare systems rely on Startel to increase efficiency, improve productivity, and increase revenue with the ultimate goal to provide the best patient experience.

Startel Contact Management Centers

Use our Windows-based omni-channel platform to simplify Contact Center Operations and provide all aspects of Contact Center Management: Voice logging, Scripting, Operator Services, On Call information, Clinic Support Services, etc.

Scripting, skills-based routing, priority queuing, customizable layouts, multiple dispatching options, and SQL data mining tools are just the beginning of what is available to your organization, and what you need to put your Healthcare System front and center.

Key Technology Components:
• Virtual Application
• Web Portal
• Voice Text Transaction Management
• Dashboard & Reports
• Embedded Voicemail & Voice Logger
• Secure Messaging via App & Web Portal
• Appointment Scheduler & OnCall Scheduling

Key Benefits:
• Maximize Resources
• Reduce Risk
• Lower Cost of Ownership
Startel Dashboard
Manage the status of your contact center in real-time with Startel’s Dashboard. 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 achieving Patient Experience goals and the objectives of the Healthcare System. Startel’s reports pull real-time data to provide users with greater insight into the performance of the contact center. From agent performance to clinic records or billing to call statistics, management depends on Startel’s standard and custom reports to better manage staffing efficiency and service levels.

Key Features:
- Standard & Custom Reports
- 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 Web Portal
A Web-based, mobile-friendly management tool enables your staff to successfully navigate and access the information they need 24/7! This solution can be accessed via the Web from any 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 Members to View or Update OnCall Schedules
- Empowers Members to Search & Manage Messages
- Ability to assign responsibility of data accuracy to members and departments

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
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

With the focus on Patient experience, healthcare organizations are using technology to unify their delivery systems to provide a single branding image across the enterprise. In partnership with our healthcare clients, Startel has been doing so since 1980.

To learn more about Startel, or to schedule a consultation, please contact us today at 800.782.7835 or sales@startel.com.

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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