



Startel's Solutions for Contact Centers

Comprehensive Communication Solutions for Inbound, Outbound & Blended Centers

Today's consumers expect interactions with contact center staff and support agents to be quick and pleasant, and for issues to be resolved on the first call. Startel's comprehensive solutions for inbound, outbound and blended contact centers provide agents and managers with the tools needed to meet consumer expectations while also reducing turnover, improving productivity and maximizing efficiency.

Industry:

Contact Center

Key Features & Solutions:

- Startel CMC
- Custom Scripts
- Priority Queuing & Skills-based Routing
- Auto Dispatch Services
- Startel Web Portal
- Startel Dashboard
- Call Recording, QM, Reporting & Analytics

Key Benefits

- Improve service quality
- Increase efficiency
- Improve productivity
- Gain insight
- Reduce costs

Startel's solutions for contact centers, including those in financial services, healthcare, retail, technology, telecommunications and travel, help to improve service quality, reduce costs and provide insight into the performance of one's agents, systems and center.

Achieve Results with Startel's Contact Management Center

The Startel Contact Management Center (CMC) is a Windows-based, multichannel platform that combines queuing and routing processes, scripting and dispatching, and real-time monitoring and reporting. Its robust features and Microsoft SQL database help users increase revenue, reduce costs and streamline training and administration.

Customize and Prioritize Dispatch Channels to Meet Clients' Needs

Startel's Intelligent Dispatch solution integrates multiple dispatch options, including email, fax, page, instant messaging, SMS and Secure Messaging, to deliver an efficient, critical service that helps to meet the unique needs of your clients.

Use the Right Technology to Measure & Improve FCR

First call resolution (FCR) is widely regarded as the single most important factor for achieving customer satisfaction in the contact center. Startel's solution includes several features, such as priority queuing, skills-based routing, custom scripts and quality management, geared at improving employee satisfaction, customer satisfaction and FCR.

Decrease Agent Attrition through Training & Coaching

Startel's quality management solution includes tools to help expand your agents' skills and keep them stimulated. Its coaching assignments, evaluations and agent surveys will provide your staff with the tools needed to further their development and increase employee satisfaction.

“We implemented the Startel CMC with the Startel Soft Switch one year ago and the results have been excellent. The first thing we noticed is the speed of the system combined with the Soft Switch – it’s faster! From a technical aspect, the system’s programming is extremely flexible and robust. The financial savings we’ve experienced from being able to automate processes and tasks has been impactful – essentially the Startel CMC has enabled us to do more with less!”

Dennis O’Hara
President, American Communications Centers

Products & Features	Benefits
Custom Scripts	Guides agents through each call, resulting in greater accuracy, streamlined processes & lower handle times
Priority Queuing & Skills-based Routing	Immediately routes critical calls to the front of the queue, and to the highest skilled agent available
Auto Dispatch Services	Pre-program how messages are dispatched via email, phone, SMS, etc. Escalation procedures ensure that important messages are addressed with urgency
Startel Web Portal	Customers can view messages, contact staff directly (without relying on agents) & make time-sensitive changes to shifts from PCs, tablets and smartphones
Startel Dashboard	Monitor queues, service levels and the status of each agent, group and center using pre-defined thresholds
Reporting & Analytics	Track system and agent performance, call statistics, schedule adherence and client billing in real time
Call & Screen Recording	Integrates voice recordings with desktop activity to resolve issues, gain insight and ensure compliance
Quality Management & Coaching	Build and modify evaluations to assess agent performance on specific KPIs, gather business intelligence and monitor company’s core values
Secure Messaging & Encrypted Email	Allows your staff to send and exchange PHI via secure, encrypted text messages and emails
Business Continuity & Disaster Recovery	Startel’s redundant, flexible infrastructure allows for multi-site deployment and virtualization
Startel Voice Services	Robust, flexible voicemail greetings and customer-specific hold music provides owners with the ability to create a unique experience for each caller and client

To find out how Startel’s Solutions for Contact Centers 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. 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.

