

Startel CMC with the Startel Soft Switch

A powerful solution to meet all of your current & future needs

Key Features/Products

- ACD functionality
- Embedded Voicemail and Voice Logger
- Business continuity and disaster recovery
- Startel Dashboard
- Startel Web Portal
- Startel Appointment Scheduler
- Priority-queuing and Skills-based routing
- Flexible scripting
- On-Call Scheduling
- Robust reporting and SQL data mining tools
- HIPAA compliant Secure Messaging

Key Benefits

- Increased revenue
- Greater contact options
- Improved efficiency
- Guaranteed reliability
- Lower total cost of ownership
- Flexible integration options

Small and mid-size organizations of all types can now benefit from one solution that blends all media and manages queuing and routing, scripting and dispatching, and monitoring and reporting. The solution is Startel's Contact Management Center (CMC) with the Startel Soft Switch. When combined, this highly redundant and resilient solution provides users with the tools needed to successfully manage all facets of their organization.

Startel Contact Management Center

The Startel CMC is a Windows-based, multichannel platform that includes Microsoft SQL 2012. It features an extremely flexible and powerful programming tool that enables users to design a wide array of intuitive message forms, surveys and templates. In addition, users benefit from:

- **Increased Revenue:** Unique and robust features, such as Startel On-Call and Startel Web Portal, provide users with additional services (and additional revenue stream) to offer customers.
- **Greater Contact Options:** Allows your clients to choose how they want to receive messages (voice, SMS, email, fax, paging, and instant messaging) and to customize priorities and escalation procedures.
- **Improved Efficiency:** Startel Spell Check and Auto-Dispatch software automates processes, resulting in improved accuracy and efficiency.

Startel Soft Switch

Since 1980, Startel has developed three generations of Switches, all with robust ACD algorithms specifically designed to meet stringent call distribution and reporting needs. Our latest development, the Startel Soft Switch, routes calls based on skill level, queue priority and user defined scenarios. The Startel Soft Switch also provides:

- **Guaranteed Reliability:** Resides on a Linux server and uses software to route calls, eliminating the hardware needed in legacy switches and creating a more reliable platform with fewer points of failure.
- **Lower Cost of Ownership:** Embedded Voicemail and Voice Logging solutions eliminate the need for separate servers and additional costs!
- **Flexible Integration Options:** Built on open architecture software protocols, users can integrate with a wide variety of third party software & hardware products. Gain more clients by offering services your competition cannot!

“From dispatching calls to scheduling patients on-the-fly, the Startel CMC has simplified the way our agents operate. It has made our staff more efficient and resulted in fewer dispatching errors. The Startel CMC is the way of the future for answering services and contact centers.”

Rose Hamura
Executive Director,
Physicians Exchange of
Honolulu, Inc.

Products/Features Benefits

ACD Functionality	Specifically designed to meet a contact center’s stringent call distribution and reporting needs
Embedded Voicemail & Voice Logger	Search calls by date, time, and DID/client ID/agent ID for dispute resolution, order accuracy, etc. Customers can access clips via email or from the Web Portal.
Business Continuity & Disaster Recovery	A second Soft Switch server provides redundancy and DR for the Switch, Voicemail and Voice Logger, and can be deployed at a second location for greater DR
Native VoIP Environment	Utilizes the latest VoIP protocols, including SIP, IAX, H323, MGCP, SCCP, and Analog and PRI circuits
Startel Dashboard	Monitor queues, service levels and the status of each agent, group and center in real time using pre-defined thresholds
Startel Web Portal	Customers’ clients can view messages, contact staff directly (without relying on agents) & make time-sensitive changes to On-Call schedules and time activated alerts from PCs, tablets and smartphones
Startel Appointment Scheduler	Integrated with Startel CMC, Appointment Scheduler allows you to create multiple client accounts, schedule appointments, classes and seminars, and send email confirmations and reminders
Priority Queuing & Skills-based Routing	Mission critical calls and codes are immediately routed to the front of the queue, and to the highest skilled agent available, saving precious seconds
Flexible Scripting	Guides agents through each call, resulting in streamlined processes, greater accuracy and lower handle times
On-Call Scheduling	Provides agents with up-to-date information, including staff on call and contact information, to accurately dispatch messages

To find out how the Startel CMC and Startel Soft Switch can benefit your organization, contact us at sales@startel.com or 800.782.7835.

About Startel

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.

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