

StarTEL Appointment Scheduler

Simple way to book, manage and track appointments

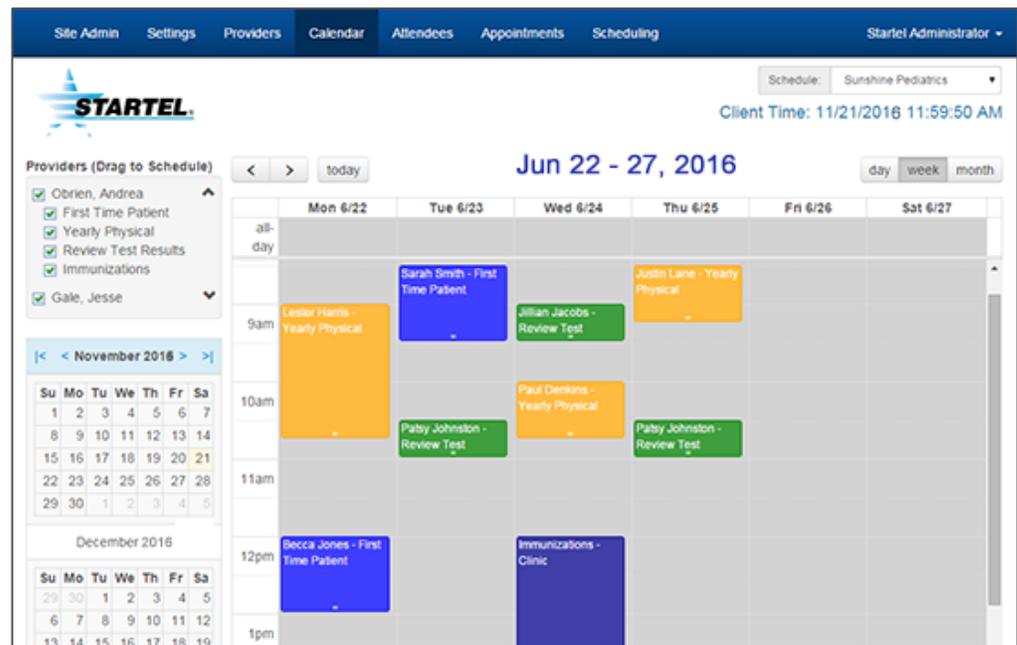
Key Features

- 24/7 access
- Customizable user access roles
- Multiple calendars available per user
- Confirmation & reminder emails
- Exportable attendee information
- Ability to bill customers by schedule or activity
- Drag & drop functionality
- Google Calendar integration
- Available stand-alone or integrated with CMC

Key Benefits

- Reduce client no-shows
- Increase efficiencies
- Improve customer satisfaction

The StarTEL Appointment Scheduler (SAS) service provides your clients a cloud-based, professional booking system that enables them to concentrate on their business and their customers. From the SAS, your agents can schedule your clients' appointments quickly, easily and correctly on the first call. Your clients will benefit from reduced no-shows and increased efficiency, and your business will benefit from increased revenue and improved customer satisfaction.



Access the Service Anytime, from Anywhere

This web-based remote service, which is hosted by StarTEL, requires no local installation. Your agents and clients can securely book appointments 24/7 from anywhere that has an Internet connection via their mobile phone, tablet and/or personal computer. If integrated with the StarTEL Contact Management Center (CMC), it can also be used to manage appointments from Agent Interface.

Control Access by Managing Roles & Permissions

SAS software allows users to customize access roles and control who can access what. In addition, activity logs track all agent and user activity.

“Our agents and clients rely on the Startel Appointment Scheduler to fulfill their scheduling needs. It’s a versatile, feature-rich, user friendly scheduling program that can be customized to each client’s needs, including how many appointments they want scheduled per day, per time, period, per individual staff member, and more. One of our favorite features of the SAS is that it keeps track of all appointment attendees and their contact information, ultimately creating a collective and up-to-date address book. The SAS is the best scheduling software available today!”

Ryan Chinowski
 Director of Operations,
 Rochester Telemessaging
 Center

Help Clients Reduce No-Shows & Generate More Income

Automated email confirmations and reminders are delivered at the date and time specified by your client, providing adequate advanced notice and ultimately helping to reduce no-shows. Users with the appropriate permissions can view appointment confirmations, reschedules and cancellations 24/7.

Leverage Startel’s Significant Infrastructure

SAS offers all of the advantages of Software as a Service while maintaining the integrity of the contact centers business models. In addition, all SAS software is housed in our co-location facility on secure, dedicated servers.

Key Features of SAS Benefits

Key Features of SAS	Benefits
Site Admin Tab	Configure all users and admins, copy settings, and run billing reports. Schedules can also be copied, as well as integrated with Google Calendar.
Settings Tab	Establish Schedules and Appointments type settings, and set up reminders and Email formats. Choose from a variety of skins to change the appearance (look and feel) of the site.
Providers Tab	Users can view a list of providers and their appointment types as well as and integrate the provider’s schedule with their Google Calendar.
Calendar Tab	Add, cancel and/or modify an appointment with a single click. If needed, users can also block-out an entire day or period of time to indicate vacation, scheduled surgery, etc.
Attendees Tab	Like an address book, Attendees (patients, clients, event attendees, etc.) are listed here. Attendee contact information can be imported via a .CSV file.
Appointments Tab	Users can manage all appointments, and can filter by specific data range, provider, and/or Appointment Type.
Scheduling Tab	Designed for quick scheduling of a new appointment, users can quickly tell when there is an available time slot.

To find out how the Startel Appointment Scheduler 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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