

Startel's Voice Logger

Startel's Voice Logger system takes your call center to the next level. Startel's Voice Logger provides the means to automatically record conversations at your call center and store them as discreet digital recordings (MP3) for future playback. The integrated relational database provides quick and powerful queries on these recordings by Date, Time, Attendant, Caller ID, and Customer ID.

What makes the **Startel Voice Logger** so smart is that it only records "live" voices. No longer will you hear dead air, someone checking their voice mail messages or even music on hold. So you only record what's important, your agents and clients talking live!

Startel's Voice Processor

Startel's Voice Processor gives both subscribers and service providers exactly what they're looking for—flexible voice messaging at an exceptional value.

This system provides all the functionality necessary for call centers to offer their clients enhanced voice mail services. Startel's Voice Processor provides the means to create one or more greetings on the voice mail box, create time activated greetings, urgently stamp messages and page your forward messages, receive faxes, remotely access account to retrieve messages and much more. Plus setting up the system and features are quick and easy with Startel's comprehensive management capabilities.

To find out how a Startel system can help your call center, visit our website or call us at 1-800-STARTEL.



Headquartered in Irvine, California, STARTEL is a leading provider of integrated voice, data and networking solutions for Call Center facilities. Startel's family of products enable call centers the flexibility, performance, management control, and scalability to deliver high-value services to any market, offering the shortest path to higher revenues and lower operational costs. Since its founding in 1980, Startel has built a large and loyal customer base in key markets such as Telephone Answering Services (TAS), Health Care and Higher Education, and has leveraged its unique industry knowledge to enable call centers to profitably deploy reliable and cost-effective customized telemessaging solutions to their customers. Visit Startel's website at <http://www.startelcorp.com> for more information.

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STARTEL CALL CENTER SPECIALIST

Many of the most successful, progressive leaders in the Call Center industry are using Startel as their platform of choice. Startel is a leading provider of integrated voice, data and networking solutions for Call Center facilities today.

Since 1980, Startel has provided reliable and robust systems and software applications that have given our users a distinct advantage over their competition. Couple this with our strong commitment to customer support and its easy to see why Startel is one of the most trusted and widely recommended companies in the industry.

In 1992, Comverse Technology, the number one voice processing company in the world, acquired Startel and supported its mission to become the leading supplier of integrated switching and message management systems.

Over the years, Startel has established and maintained a strong market relationship with both large and small Call Center organizations.

Today, call center organizations call on Startel to provide the most efficient call handling solution and stable platform environment in the industry to create more profitable call centers and diverse, specialized customer service offerings.

Most importantly, they have come to rely on the benefits of having the capability and freedom of a system that uses true automatic call distribution, deploys single keystroke implementation for the most heavily used features, provides updated client information in real-time, enables time and date sensitivity information displays, enables remote access based on user id and password authorization, and the most advanced dispatching capabilities including fax, email, digital/alpha paging and voice features. All these features add up to saving valuable agent time and improving call center efficiency.

**STARTEL...
Quality!
Value!
Results!**



Product Overview

What's the best investment you could make? The true open architecture and modular design of a Startel system. Startel offers Call Centers the ability to grow at their own pace and build on their original investment. Plus, Startel allows screen customization to meet your specific needs. Startel unites all vital information for agent service call centers on to a single PC Workstation.

A powerful **SQL Database** gives agents immediate access to client histories, directories, schedules, even an extensive list of contact numbers. This intelligent, highly responsive system creates a powerful link between you and your customers that far exceed those of ordinary call centers.

Centralized Attendant Services / Intelligent PBX Console

Ideal for PBX or Centrex environments, this intelligent workstation provides all attendant console features through the simplicity of a PC keyboard and supports full ACD capabilities. Startel systems increase productivity in handling calls through our implementation of single-key command executions, saving valuable time and increasing attendant efficiency.



Combine the resources of two or more separate facilities into an integrated cohesive system with the same database access, import utilities, client information retrieval, monitoring and communications functions found in traditional agent services. Startel system features include: main number answer, speed dialing, automated alpha / digital paging, SQL directory / information ser-

vices and retrieval, OnCall Scheduling, automated paging, facilities monitoring, help desk and more. The strength and value of the system is apparent in the ease of system operation, consistent availability of client records and other information in real-time, and the efficiency in processing all calls.

Startel's SQL Directory

Startel's platform is powered by an SQL database to provide our customers with the most robust directory structures available for call handling. The **Startel SQL Directory** information can be color-coded to help lay out information and group organizations together, thus making it easier to logically structure or highlight important information.

Hyperlinks from the directory to a web page can be created to save time in accessing online information. There's also real-time directory updating, which allows automatic updates from an external database. The system even provides notification of status changes. All this versatility, plus paging, check-in, importing, voice-mail hand-off and outbound dialing capabilities...No other system offers more timesaving efficiency.

Startel's Answer with a Smile

Now you can ensure every call receives a clear, professional greeting...every time. **Startel's Answer with a Smile** is an application that automatically plays client specific greetings using the actual voice of the attendant answering the call. The attendant records each client greeting (or a single system greeting) just once and this message is presented at the beginning of each call eliminating the monotonous sounding greetings forever.

Startel's OnCall Scheduling

Startel's OnCall Scheduling is a powerful productivity tool. One of its key features is the ability to automatically display time and date sensitive information when a call is presented to an agent on a client by client basis. This robust scheduler can display up to 9 columns of information to handle the most complex contact data and contact instructions.

With OnCall Scheduling, clients or specified individuals can enter and update information remotely with access restricted through logon Ids and passwords to ensure system security and full data integrity. OnCall Scheduler even enables the system administrator to hide certain information in the clients account to maintain client privacy.

Startel's Time Activated Alerts

The **Startel's Time Activated Alert** feature allows you to enter an unlimited number of agent instructions, which are then automatically displayed to the agents during specified time interval(s).

When a call is presented to an agent, the system automatically displays all the instructions (if any) that are applicable to that day and time for the client.

The **Startel's Time Activated Alert** application is a powerful feature that makes it easy to handle the complexities of life and a changing schedule.

Startel's System Activity Monitor

Startel's System Activity Monitor provides the status of calls by agent or by traffic in real time.

Threshold's can be set on a system level, client level or agent level and alarms can be generated to indicate that the thresholds have been exceeded. This feature provides the ability to effectively manage your call center resources.

Startel's ISDN Intelligent Transfer

Startel's ISDN Intelligent Transfer is a system resource saving new feature that frees up trunks on your switch when connecting two calls together.



What makes **Startel's ISDN Intelligent Transfer** so unique is that your agents will no longer have to put a "time out" on patch calls, al-

lowing your customers the freedom to talk as long as they want. By freeing up these lines, you can reduce the cost of telephone lines necessary to support your call center. Plus, it provides your customers the level of service they want without sacrificing service to your other customers.

HIPAA

Startel has taken steps that enhance the Startel platforms to enable call centers to meet the requirements specified by HIPAA (*Health Insurance Portability and Accountability Act*). Startel has added additional system security features as well as privacy and transaction tracking features that assist call centers in protecting personal information.