



## **Startel Voice Processor**

**By Socrates Karageorge**

The Startel Voice Processor (VP) was designed by Startel to provide a comprehensive solution to the voice processing needs of today's small and large Answering Bureaus.

It is a Windows NT based PC server with a high performance voice-processing card, dual hot-swappable redundant disc drives, networking capability, and a Startel in house developed and supported VP software application suite. It can support virtually unlimited number of mailboxes and up to 96 voice ports. And its all-digital implementation provides exceptional voice quality. Although it can operate as a stand-alone Voice Mail system, it is primarily designed to interface with a Startel 2050, 2200, 2700, or 5700. As such, it is clearly the best possible voicemail system for a Startel-based Bureau.

Besides all of the usual features one would expect to find in a modern voicemail system such as paging, fax, operator revert, call screening, voice forms, reminders, and multiple user groups, the Startel VP also delivers many advanced features such as:

- **Programmable Follow Me (up to 9 numbers).** The caller is placed on hold after capturing his/her name, while the VP reaches the mailbox owner who can then talk with the caller or instruct the VP to take a message.
- **Time Sensitive Greetings and Mailbox Type.** Automatically selects one of nine pre-recorded greetings and/or changes the mailbox type based on day of the week and time of day.
- **Remote Access/Control.** Subscribers can select via DTMF their greeting, delivery criteria and delivery method.

- Conference Bridging. Configured on a per subscriber basis as automatic or operator assisted.
- Internet Message Delivery. Delivers messages as e-mail voice attachments.
- Scheduled Announcements. Subscribers can set up via DTMF a callback time schedule and record a specific greeting. Great for wake-ups and reminders.
- Forwarding. Forwards to another mailbox or phone number.
- Multiple Prompts. Allows for intelligent call routing.
- ANI Capture. Automatically captures ANI (when provided) and plays it upon request. Also supplies it with Internet delivery.

Configuring all these features could be a daunting experience if it were not for the very intuitive GUI. Just point and click. However, Startel designed the Voice Processor for even simpler system and mailbox administration. For instance, entering subscriber information is fast and easy through the use of account templates that can be then customized to accept individual preferences. Also, delivery templates can be set up for commonly used delivery methods or copied for clients with multiple customized mailboxes.

Startel also designed the VP to have the easiest possible system maintenance. Software updates and system backup and restore can be performed while the VP is fully operational. Maintainability is further enhanced with the use of dual hot-swappable redundant disc drives. This all means that the VP is likely to have no downtime.

In conclusion, the Startel Voice Processor provides all the functionality necessary for call centers to offer their clients the best and most reliable voice mail services.

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