



News Release

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Startel Releases New CMC Reports Designed to Deliver Greater Insight into Contact Center Performance

New reports to help with call and staffing efficiency and service levels

Irvine, CA – January 10, 2013 – [Startel Corporation](#), the leading provider of unified business communications for contact centers, today announced that the [Startel Contact Management Center](#) (CMC) now features four new reports for users. These new standard reports will provide Startel users with greater insight into the overall performance of their contact center, especially from a service and staffing perspective.

The Startel CMC is a windows-based, multichannel platform that combines queuing and routing processes, scripting and dispatching, and real-time monitoring for telephone answering services and contact centers. It also manages and blends all inbound and outbound media, including voice services, SMS, email, fax, paging, and instant messaging. The Startel CMC now offers users these new reports:

- **Agent Login Rotation Report:** Ensures employees are logged in and working for the appropriate amount of time during the workday.
- **Agent Summary Report:** Displays an overview of an agent or group's performance, including call statistics, activity, and schedule adherence.
- **Call Period Summary Report:** Determines how many agents are needed during each time period of the day to handle anticipated call volumes.
- **Service Level Report:** Provides statistics that allow users to determine the call efficiency of its contact center for a selected time period.

“These new reports demonstrate Startel’s continued commitment to delivering solutions and capabilities that produce measurable results to our users,” said Bill Lane, president and CEO of Startel. “With these new reports, we are able to provide our users with more insight into the performance of their workforce and business than ever before.”

Startel's new reports are part of the CMC 11.1 Patch Release upgrade. To

upgrade, contact [Startel technical support](#). Users will have the opportunity to receive free training of Startel's custom reports and new standard reports at the 26th annual [SNUG Conference](#) in March.

About Startel Corporation

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. For more information, contact Rachel Sauerbrey at 949.863.8776 or visit www.startel.com.