News Release
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Startel Announces the Latest Release of its CMC

The Startel Contact Management Center has its second release of 2013

Irvine, CA – July 1, 2013 – Startel Corporation, a leading provider of unified business communications for contact centers, today released the latest version of the Startel Contact Management Center (CMC). The release, which marks the second release of the year for the CMC, includes several new features and a number of significant enhancements:

- **Alarm Manager Plug-in**: Allows users to define and manage alarms that alert them when certain system conditions occur or exist.
- **Multi-Site Plug-in**: Enables users with multiple sites to identify and segregate those sites and configure simple settings for each site.
- **Agent Keystroke Logging**: Allows users, particularly managers, to review the keystrokes that an agent has entered via a detailed report. This feature is especially helpful for troubleshooting and agent training.
- **NextCall Clears Wrap Time**: By enabling this option, wrap time is ended when an agent presses 'NextCall' and becomes immediately available for call assignment.
- **Enhanced Color Option**: Saved Forms can now be displayed in selected colors, making it easier for agents and management to view and manage messages.
- **Enhanced Member Maintenance**: Multiple members can now be deleted at one time. In addition, current page placement is now retained.

"For more than 30 years, Startel users and their clients have benefitted from accurate and timely dispatching, scheduling, recording and reporting by using our industry-leading solutions," said Bill Lane, president and CEO of Startel. "This latest release builds on the CMC's current features to enable agents, supervisors and end users to manage interactions, staff and sites more efficiently."

About Startel CMC
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.

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 services 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.