



News Release

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Startel Delivers the Latest Version of its Hosted Solution

Customers benefit from the cloud's cost saving and efficiency advantages

Irvine, CA – August 12, 2013 – [Startel Corporation](#), a leading provider of [unified business communications](#) for contact centers, today announced the latest release of its [cloud contact center software](#). With this release, the company's entire suite of products, including unified communications, business process automation and performance management solutions, are virtual and available on any device, anywhere.

Hosted on highly secure and redundant servers, Startel manages the hardware and software in a stable, PCI and HIPAA-compliant Tier III facility. Users benefit from increased uptime, reduced operating costs and simplified administration. In addition, they can securely access and manage all of their Startel solutions from the cloud, including:

- **Startel[®] CMC:** Windows-based, multichannel platform that combines queuing and routing processes, scripting and dispatching, and real-time monitoring for telephone answering services and contact centers.
- **Startel[®] Messaging Services:** Real-time Instant Messaging, HIPAA compliant Secure Messaging, SMS, email, fax and paging services provide users and their clients with multiple ways to stay connected 24/7.
- **Startel[®] Reporting:** Pulls real-time data from the CMC to provide users with greater insight into the performance of their contact center.
- **Startel[®] Soft Switch:** Resides on a virtual Linux server and uses software to route calls based on skill level, queue priority and user defined scenarios.
- **Startel[®] Voice Services:** Integrates voicemail, call recording and e-fax services directly into one platform for more effective communication.
- **Startel[®] Web Portal:** Customers' clients can directly access and manage their business, including OnCall schedules, directories, members, etc.

"Significant improvements contained in this version of our hosted solution deliver greater scalability, improved business continuity and reduced costs," said Bill

Lane, president and CEO of Startel. “We are committed to providing frequent and meaningful upgrades that reflect customer feedback, industry best practices and technological advances to ensure that our clients continue to receive maximum value.”

Startel’s Hosted solution is available now. For more information, or to transition to Startel’s cloud-based solution, contact Startel Sales at sales@startel.com.

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.