News Release
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Startel Announces New Release of its Multichannel Contact Center Platform
Startel's CMC 12.1 addresses HIPAA with enhanced security features, reports and integrations

Irvine, CA – March 20, 2014 – Startel Corporation, a leading provider of unified business communications for contact centers, today released the latest version of its flagship platform, the Startel Contact Management Center (CMC). The new release features several enhancements focused on improving overall security.

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 the following new features, some of which are recommended by HIPAA:

- **Enhanced Encryption**: Increased and changed encryption level to ensure all stored and archived data on the CMC database is secure. Encrypted agent and IntelliSite user passwords in CMC database to prevent them from being viewed.
- **SSL/TLS Support**: IntelliSite email now supports Secure Sockets Layer and Transport Layer Security protocols, ensuring communication sent over the Web is secure and cannot be viewed by a third party.
- **Private Transport Option**: Mark dispatch devices as private or hidden from specific users logged into IntelliSite based on defined access rights.
- **Secure Device Reporting**: View status of secure device registrations and associated clients, improving management of registration IDs and billing.
- **TigerText Integration**: One-way communication with TigerText's Secure Messaging platform is now available, providing users with the flexibility to communicate in a secure, encrypted format.

"The Startel CMC 12.1 demonstrates our dedication to helping organizations better understand the use of sensitive data and how to mitigate their risk," said Bill Lane, president and CEO of Startel. "Sensitive information is a major concern for any business that handles patient health information and credit card data. Electronically stored and transmitted data is essentially fluid, and as a result most organizations don't know with certainty where their sensitive data is at all times. This latest version of the Startel CMC represents a major step forward in our ability to find, secure and protect sensitive data."

To upgrade to the latest version of the Startel CMC, contact [Startel technical support](). Users will have the opportunity to receive CMC 12.1 training on March 30th at the 27th annual [SNUG Conference]().

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]().