



News Release

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Startel Releases New Standalone Voice Logger Solution

Standalone application offers improved search criteria and performance

Irvine, CA – July 28, 2014 – [Startel Corporation](#), a leading provider of [unified business communications](#) for contact centers & telephone answering services, today announced the availability of the Startel Standalone Voice Logger application, an easy-to-use tool that allows users to search, play, save and email Startel Voice Logger clips. As a standalone application, customers and end users will benefit greatly from the time savings associated with searching for and listening to inbound and outbound calls.

“Previously, if you wanted to search for Startel Voice Logger clips, it was necessary to use the Startel Soft Switch Web Config interface,” said Bill Lane, president and CEO of Startel. “Now that the application is separate from the Startel Soft Switch, it frees up resources and optimizes retrieval and playback, resulting in a quicker response time of customer requests.”

Users of the Startel Standalone Voice Logger benefit from the advantages that are built-in to the standalone platform, including:

- **Enhanced Search Criteria:** Calls can now be searched by call duration, allowing users to quickly and easily find and review clips exceeding a pre-determined time limit for quality monitoring.
- **Immediate Access of Clips:** Inbound and outbound clips are moved from the Startel Soft Switch to a media storage drive immediately after call completion, allowing for instant access to clips.
- **Improved Performance:** Now being a Windows-based application, and clips being stored on a media storage drive, clip query performance has greatly improved.

“Often on the older Voice Logger platform, if you didn’t get a date/time format just

right you didn't get the results you'd hoped for," said Misty Novak, director of information technologies at Focus Telecommunications, Inc. "With the new standalone application, we are now able to search on a plethora of criteria, including inbound and outbound calls and duration time, which we use to narrow the results when randomly monitoring our agents. Overall, we have found the new interface to be very powerful and intuitive; it has streamlined our tasks and made our workforce more efficient."

The Startel Standalone Voice Logger application is available now. For more information, or to transition to the application, contact Startel Technical Support at techsupport@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 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.