

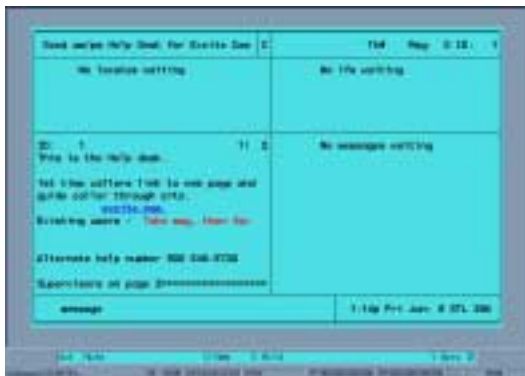
Startel Web Call Back

For customers on the Web, it's many happy returns.

Call Back, another Web-enabling call-center tool from *Startel*, makes it ever so easy to request a return call from a "live operator." *Startel* Web Call Back is the "must have" feature that moves your sales forward, keeping clients and customers connected in the world of e-commerce.

Opportunity Doesn't Knock, It Clicks--with Call Back

The fastest way to turn prospects into customers is to return a call. And the easiest way to schedule customer call backs is with Web Call Back. They've been to your Web site. They want more information. All they have to do is click the "Call Back" button on the site to schedule the call at their convenience. An auto-response tells them their request has been processed. And the Internet server automatically queues and processes the Call Back by outbound dialing each customer number at their requested time.



Operator View



Customer View

Split Group Savvy

Once a call is established, the Internet Server works with the *Startel* system, assigning the call to an operator within your appropriate split-group. With the call displayed on the "Call Answer Mode" screen, the operator can quickly assist the customer as well as "push" Web pages to them.

Revenue-Generating Information At Your Fingertips

Startel's powerful Explorer creates a variety of useful, revenue-generating statistics for all Web Call Back calls. This includes all billing, reports and a log of all Web Call Back sessions.

Seamless Operation

Web Call Back runs on Microsoft's IIS 4.0 Web server and communicates with the Internet server. It works seamlessly with the *Startel* system and the Workstation Module. All of which make this feature surprisingly simple and easy to use.

