

Startel Web Browser/ Hyperlink

It Calls on the Power of the Web to Answer Your Needs

Internet Web Browser with Hyperlink is another Web-enabling call-center tool from *Startel*. One that leverages the power, speed and versatility of the Web to your advantage. Hyperlink finally lets you move far beyond simple phone answering to a whole new level of responsive service—quickly, accurately, seamlessly.

Client Web Sites “Pop” to the Operator

On the Web, hyperlinks are the shortest distance between two points. On the phone, *Startel's* Hyperlink is the shortest distance between caller and information. By “popping” your client's Web site to the operator, Hyperlink quickly provides a wealth of facts to those who need it.

Delivering Information at Web Speed

When a call is accepted, a mouse click activates the integrated Web browser and navigation is fully automatic. Operators are instantly sent from the client's Mastercard page to a preferred Web page via the Hyperlink. Suddenly, each operator is client savvy, able to view and relay important client information--like driving directions, office hours, new services, and much more. Instead of getting lost in a big Web site, customers find exactly what they need—fast.

The "Web Push" is on

The Startel Web Browser with Web Push also lets you "push" Web pages to online customers. This is an ideal way for operators to provide help on order entry, class registration, completing on-line forms, and much more.

Fully Automatic Defaults

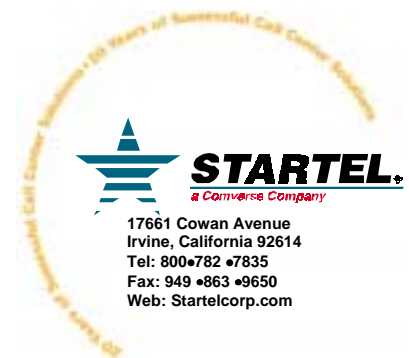
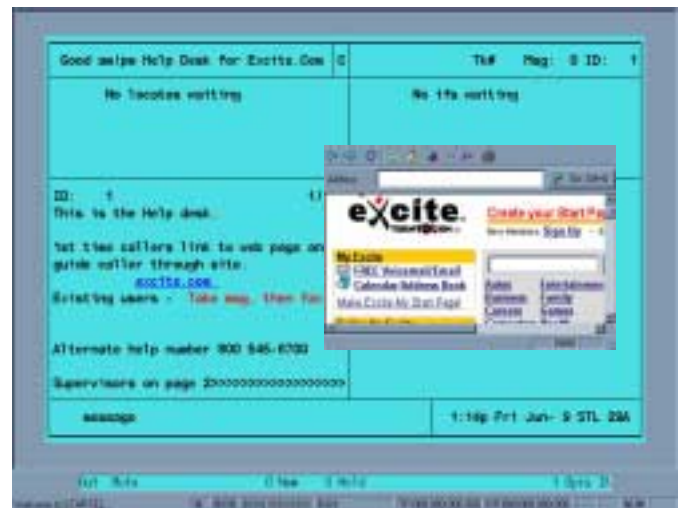
You may assign a default hyperlink for each client. In this automatic setting, the minute a call is accepted, Startel's integrated Web browser becomes active and automatically navigates to the default Web page.

Revenue Generator and more

Web Browser with Hyperlink is also a money maker. It provides important call statistics for each call. Like a list of Web pages visited by customers, which you can use as a revenue-generating source. Plus reports and billing information to keep you running at maximum efficiency.

Integrated, Easy-To-Use Solution

Designed to be fully Windows NT compatible, the time-saving features of *Startel's* Internet Web Browser with Hyperlink are easy to learn and use.



GATEWAY TO THE WEB