



StarCenter[®] 3

Elevate The Customer Experience With A Robust Contact Center

Star2Star delivers end-to-end solutions for every communications need. Our contact center solution, StarCenter[®] 3, provides your agents with a complete suite of advanced features that allow them to surpass customer expectations and enhance overall productivity. Stay ahead of evolving customer service trends with superior reliability, flexibility, and functionality.

Introducing The Only System Your Business Will Ever Need

StarCenter[®] 3 is a component of our Full Spectrum Communications Solution. It is fully integrated with our StarCloud and StarCloud+ products, allowing you to deploy truly unified communications (UC) across all of your locations. StarCenter[®] 3 is also available as a standalone offering for customers with existing UC systems.

StarCenter[®] 3 Features & Benefits

- ★ *Actionable Takeaways:* Get advanced call routing, management, real-time monitoring, analytics, and reporting.
- ★ *Constant Connectivity:* Maintain your system using our centralized cloud portal to manage agents, queues, and cloud-based call routing.
- ★ *Ease Of Use:* With platforms for departmental and dedicated contact centers, you leverage a solution tailored to your business workflows that streamlines access to real-time data on a single screen.
- ★ *SMART Insights:* Monitor metrics and get alerts on Agent Pause Time, Agent Talk Time, Calls Waiting In Queue, Available Agents, Longest Waiting Time In Queue, and Logged In Agents.

Advanced Feature Suite

StarCenter[®] 3 offers a complete suite of features:



Advanced Ring Strategies

Send incoming calls to the most appropriate agent based upon multiple strategies like Round Robin, Sequentially By Agent Order, Top Down, Agent With Fewest Calls, Agent With Least Talk Time, or Longest Idle Agent.



Multiple Action Keys

Allow callers to select one of several actions while they wait for an agent like go-to-voicemail, return to the main auto attendant, call another number, and more.



Flexible Announcements (5 Types)

Improve the queuing process by using Pre-Queue Announcements, Queue Position Announcements, Pre-Answer Announcements, Periodic On-Hold Announcements, and Agent Whisper.



Agent Login & Endpoints

Agents can connect to StarCenter[®] 3 using a Google Chrome browser or browser-based web phone with WebRTC for PC/Mac with USB headset or SIP phone and RJ9 headset. Supported endpoints include the Polycom SoundPoint, Polycom VVX, Yealink T2x, T3x, and T4x, VTech, and Panasonic ranges.



Reporting Suite

Manage your contact Center using a comprehensive suite of reports with multiple outputs, graphics, and scheduling. View reports on queues, queue groups, SLAs, customer satisfaction, agent performance, agent activity timeline, SMART alerts, traffic analysis, ATT and ASA history, call reasons, pause history, and much more.



Queue and Agent Monitoring

Monitor all queues, queue groups, and agents in real-time using clear and intuitive browser-based displays.



Queue Specific Message/Music On Hold (MOH)

Designate specific on-hold recordings for each queue. Provide helpful information, seasonal messages, promotional information, or music. Pre-recorded MOH sources are available via our web-based user interface.



Administrative Monitor/Whisper

Monitor both parties silently on any call from a browser window. Whisper allows supervisors to coach agents without the caller hearing him/her.



Fallback

Experience the ultimate flexibility when routing queue calls.



Call Recording

Record calls for selected queues for both inbound and outbound calls. Playback and download is available directly from within the detailed Call History Report.



Agent Quality Management

Track and review agent performance easily with the Agent Quality Management module. Reports on agent performance can be generated and shared across your team for any period selected, queues, agents, and questionnaires.



Post Call Surveys

Collect immediate feedback from customers about their experience through a Customer Satisfaction Survey or Net Promoter Score. Program the survey to run for one, several, or all queues and analyze metrics in real-time via your browser.



VIP Treatment (Queue Prioritization)

Set queues with priority levels for important “VIP” callers.



Zero Touch Agent Desktop

Get comprehensive and easy to use call controls, timeline, real-time queue display, pause controls, integrated CRM system, and much more with agent browser-based desktop.



Call Back

Let callers keep their place in the queue and receive an automated call back from a live agent without continuing to wait on hold.



Flexible Skills Based Routing

Set a proficiency level for any agents. Calls into any queue using any ring strategy will find the highest-level agent first.



DNIS Support

Display the number your customers dialed to reach your queues right on the agent’s desktop.



Service-Level Agreements (SLAs)

Track your business adherence to published SLAs easily using real-time browser-based monitoring displays, detailed reporting with graphics and scheduler, and “at a glance” agent monitoring color displays to determine status.



Agent Pause

Enable tracking for adherence in real-time browser panels plus audio alarms and reporting.



Agent Monitor

Monitor agents via browser-based real-time metrics on agent status, call details, number of queue calls, outbound calls, and missed calls, total login time, total pause time, inbound/outbound average talk time, and more.



Multi-Tenant Operation

Deliver consistent, high-quality customer service over multiple locations including remote workers. Calls route intelligently in the cloud no matter where your agents reside.



StarCenter[®] 3 Node Platform

Enhance your contact center scalability, performance, and flexibility using the StarCenter[®] Node while working in complete harmony with intelligent cloud-based call routing. Designed for full-fledged contact centers that require greater performance and resiliency (e.g. local call survivability), the Node platform enables agent login via any node at any location or operation purely in the cloud.



Cloud Only Deployment

Ultra-light, ultra-fast deployment for small to mid size call centers that desire a pure cloud environment. Cloud-only deployment offers an advanced contact center experience with complete integration to the Full Spectrum Communications Solution and without onsite equipment.