

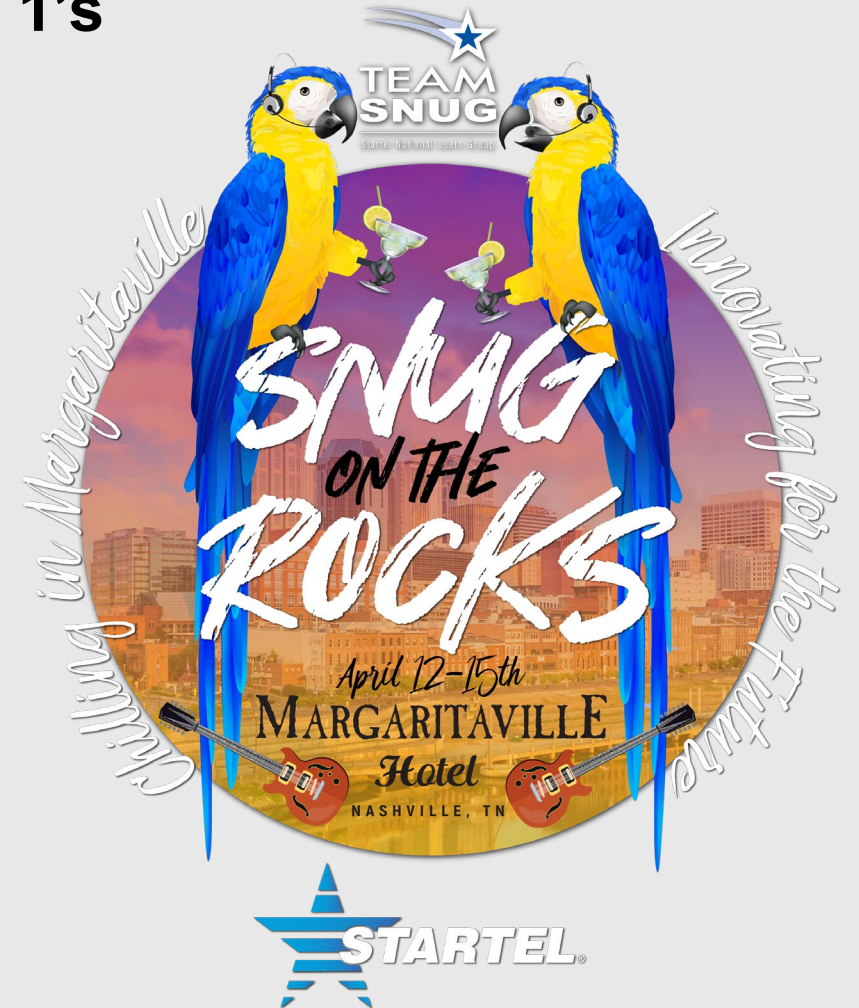
Skill Ranking

Break free from the Binary Code of 0's & 1's

Rotation by your Support Staff

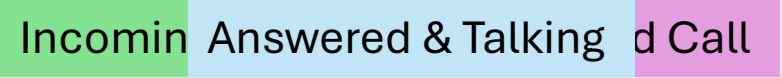
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Quicker Responses & "Shorter" Long Hold Times

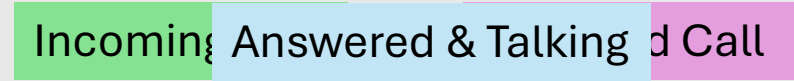


Presented By: Shawn Borne

Agent Skill Rank 0

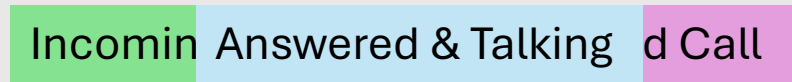


Agent Skill Rank 0



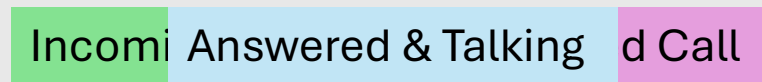
NO Skill RANK 0 Agents

Agent Skill Rank 1



**ALL AGENTS ARE IN TALK!
When does Support Staff help?**

Support Staff



Support Staff Skill Ranks

- Main Office Line = 0
- Internal Extension = 0
- External Direct Line = 0
- Client Accounts = 15, 30, 45, 60, 120 seconds, etc.

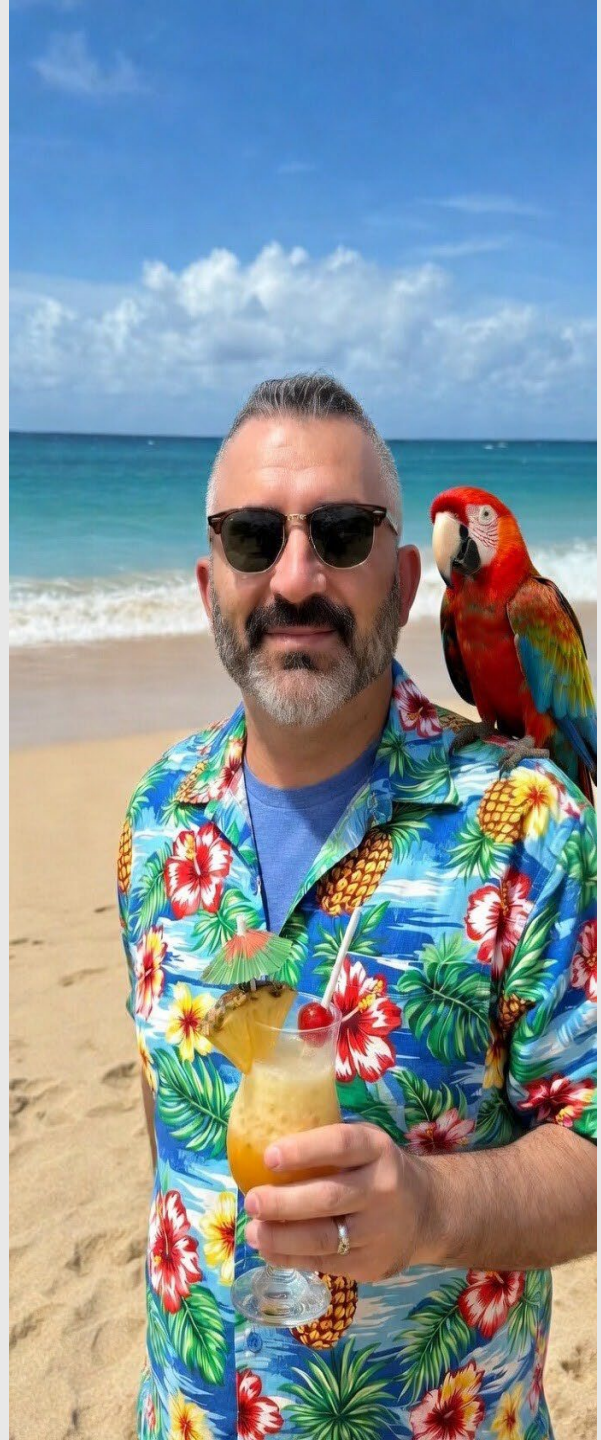


Potential Benefits

- Support Staff is always available
- Shorter hold times
- Less client phone tag
- Snapshot of when agents are needed
- Support Staff can focus on tasks and not Alarms/Graphs, etc.



Thank you!



TEAM SNUG
Startel National Users Group

Chilling in Margaritaville

Innovating for the Future

SNUG ON THE ROCKS

April 12-15th
MARGARITAVILLE
Hotel
NASHVILLE, TN

STARTEL

The poster features two blue and yellow parrots wearing headphones and holding martini glasses. The background is a circular image of a cityscape at sunset. The STARTEL logo is at the bottom.