



TelStar
HOSTED

"Your Call Center in the Cloud!"™

www.telstarhosted.com
877.483.5782





TelStar

H O S T E D

“Your Call Center in the Cloud!”™

TelStar Hosted is “People, Process and Technology Working In Concert.” TelStar Hosted Services, Inc., can help you to achieve your business goals!



Your Business Challenges:

- Worried about maintaining your managers' focus on your core business?
- Saddled with rising maintenance and repair costs and outdated complexities of legacy IT systems?
- Looking to replace major capital expenditures with more manageable monthly payments?
- Want help identifying ways for you to use technology to drive more revenue and customer loyalty?



"[Our TelStar Hosted partnership has] increased productivity by 300 percent! When we combined your platform with our strategy our productivity went through the roof. I consider TelStar Hosted to be important to our success. We love TelStar Hosted, you guys have been awesome!"

*Brad Seaman,
Demand Business Solutions*



Demand Business
SOLUTIONS LLC

TelStar Hosted helps you stay focused on your core business.

TelStar Hosted provides state-of-the-art Communications-as-a-Service (“CaaS”) via the cloud to companies with inbound, outbound or blended call center requirements. We manage the technology supporting your call center services for you, so that you can focus on and invest in your core business.

TelStar Hosted lets you trade CapEx for OpEx.

Our hosted call center services offer a scalable and variable cost alternative to capital expenditure, and allow you to reduce your overall operating costs.

“People Calling People has been a TelStar Hosted customer since 2004. We operate a call center providing outbound telephone voter contact for political campaigns. All of our agents work independently in their homes, so we rely on TelStar Hosted’s strong capabilities to monitor, measure and report agent performance. One hour of downtime on the day before Election Day cannot be made up. The hosted service is extremely reliable, and tech support is always responsive when needed.”

*Ron Turner,
People Calling People, LLC*

TelStar Hosted is an extension of your IT team.

TelStar Hosted acts as an extension of your IT point-of-view, platform, and staff. We are consummate sales, marketing, and IT professionals with dozens of years of software and call center delivery experience, and visionary IT leaders delivering tactical, pragmatic services.

TelStar Hosted increases productivity and contact rates.

We offer an industry proven solution with predictive dialing to maximize agent productivity, the ability to control drop rate and dialing speed by campaign, skill based routing with multiple priorities, and real time reporting of queue volume, staffing and call statistics.

"If Quality assurance is important, I would recommend TelStar Hosted. The customer service has been outstanding. We love the product and the service and support that we've received and we'd love to give [TelStar Hosted] all the business we can offer. We love the scalability and working together. We love what TelStar Hosted does!"

*Darla Earhart,
CPI Corp*



TelStar Hosted is affordable, scalable and flexible.

Our proven cloud-based delivery model provides speed, flexibility and agility with critical cost savings and the ability to deploy and scale rapidly with your changing business needs.

TelStar Hosted:

- Allows easy installation – you only need to install a desktop application that connects to TelStar Hosted servers over the internet.
- Provides the ability to effectively manage a distributed work force from a single location.
- Is a ready solution for diversification, overflow or disaster recovery.

Based on leading edge technologies from vetted providers, our services are delivered competitively and proficiently by our highly professional team.

"[With TelStar Hosted] we have an extra 10% in sales, which in our business is about 100 more leads a day. Our contact rates improved also, we are able to contact more people. Our client manager is really good with us, customer service is good, and our support person is excellent. We are happy with the service. Overall you guys are a great company."

*Juan Perez,
Blue Star Marketing*



Common Questions

What is a “Call Center In The Cloud”?

“In The Cloud” refers to cloud or internet-based computing. Cloud computing is a relatively new consumption and delivery model for Information Technology (IT) services using Internet Protocol (IP). Over the internet, software or communications services can be provided as a service on demand. Through the cloud, users can access the technology infrastructure that these communications services require without having to invest in, build, manage, support or even understand the complexities of the IT equipment required.

What is “Communications as a Service”?

Communications as a Service (CaaS) are communications offered as an on-demand service over the internet. This model allows vendors to develop, host and operate software, hardware and telecommunications and offer these as a service to clients. TelStar Hosted Services, Inc. provides call center services using the CaaS model. Agents only need a computer, a headset and a broadband connection to answer inbound or outbound calls seamlessly anywhere – from home, abroad, or in an office or call center environment.



"Your Call Center in the Cloud!"™

Corporate Headquarters

7B Loudoun St. SW
Suite 250
Leesburg, VA 20175
571.766.1965

Operations Center

3025 South Parker Rd.
Suite 941
Aurora, CO 80014
720.324.4423

