

### Did You Know...?

Starnet offers numerous IT-related services in support of many of today's complex IT operational issues.

**StarCONVERGE™** –  
Converged Voice/Data Practice

**StarVIEW™** –  
Real Time Application  
Performance Monitoring

**StarSCOPE™** –  
Internet Usage Visibility & WAN  
Bandwidth Utilization  
Assessment

**StarASSURE™** –  
Managed Solution for Voice  
Communications

**SOS -Gold (Starnet Quarterly  
Ongoing Services)** –  
Network Maintenance – Strategic  
Planning – Selective Server  
Monitoring

**StarWATCH™** –  
Remote Network Monitoring

**StarDR™** –  
Disaster Recovery – Business  
Continuity Managed Service

**StarSECURE™** –  
Firewall, VPN, 2-Factor  
Authentication, Content Filtering,  
Secure Proxy, IDP

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**--- Your patients/customers need to be called to confirm appointments or to follow up on quotes but you don't have the manpower internally to make the calls. ---**

## **StarCONNECT™**

### **Starnet's Appointment Confirmation Automated Dialer Solution**

**Confirm Scheduled Appointments – Follow Up on Proposals –  
Communicate Service Reminders – Communicate Policy Notices**

#### **The Problem: Maintaining Constant Communication with your Patients or Customers**

Today, service businesses (Doctors, Dentists, Chiropractors, Insurance Agencies, Auto Dealerships etc) have large customers bases that they need to stay in constant communication with.

Many services businesses today continue to make traditional phone calls or use expensive direct mailers for reminders. Some use 1-way automation to communicate their reminders.

#### **The Solution: Implement Intelligent Auto-Dialing To Automate Patient/Customer Interaction**

StarCONNECT takes customer outreach to the next level, by not only making the call, but allowing the 'patient to confirm the appointment' or enabling the 'customer confirm they are going to renew the policy' using the dial pad on their phone. StarCONNECT then notifies office staff of the response. Or, directly links to, and updates the existing database.

Should the patient/customer wish to speak to office staff, they can press a key on their phone and the call is bridged to the appropriate office personnel.

StarCONNECT automatically prevents loss of time and money by:

- Calling patients/customers from a specified database
- Allowing the called party to confirm from the dial pad of their phone
- Enabling a live transfer to office personnel if the patient/customer requests
- Automatically updating the corresponding database
- Generating emails detailing the patients/customers response

Hello Mrs. Jones,  
This is Dr. Smith's office calling to remind you of your appointment scheduled for June 24 at 3PM.  
Please press 1 to confirm your appointment.  
Please press 2 if you need to reschedule and would like us to call you.  
Please press 3 to be transferred to our office staff if you'd like to speak to our office at this time.  
Please press 'star' to replay these options.