



A  **Stericycle**  
Communication Solutions Company



## THE APPLETREE APPROACH TO ANSWERING SERVICES

Customer satisfaction and experiences drive choice in business and service providers. With the growing expectation of 24/7 accessibility accompanied with exceptional service at each interaction, it is often difficult for business owners to maintain the staff and resources needed to capture new customers and revenue opportunities while maintaining current customer loyalty.

Expanding your footprint in a competitive market while maintaining quality of life for you and your staff do not have to be managed as competing priorities. Appletree's live telephone answering services provide a wide array of highly customizable communication solutions that are designed to mimic your standard business protocols while acting as an extension of your company brand 24 hours a day, 7 days a week. More than the typical telephone answering services, Appletree is your strategic partner in communication and customer service.

## PARTNERSHIP FOR EXCEPTIONAL CUSTOMER EXPERIENCES

Our pursuit for customer satisfaction is surpassed only by our passion for customer loyalty. When your customers speak with an Appletree telephone call center expert, it is our responsibility and primary goal to satisfy your clients' needs as if they were speaking with you directly. Our professional and experienced call handling experts combine a compassionate interaction with best-in-class technology to ensure your customers get what they need and you stay informed on your customer base.

From the beginning of your partnership with us to the first telephone call, email, or Web chat our experts receive, Appletree 24 hour answering services makes it easy to customize your account. Knowing what services are available and understanding these services are important in helping you choose the options that will make your experience with us the best for your business brand, revenue, and your customers.





## CUSTOMIZED ANSWERING SERVICES

Live telephone answering service experts you can count on. Appletree inbound and outbound call centers are staffed 24 hours a day, 365 days a year with friendly, knowledgeable and award-winning telephone experts.

- 24/7 answering services to handle all incoming calls, ensuring your business never closes
- Bilingual experts to best serve your market and expand your market potential
- Customized scripting and escalation messaging matches the way your business runs today
- Message delivery via phone, voicemail, fax, email or text lets you manage your communication preferences
- Daily summary report takes the work out of manually filtering calls or messages
- Web portal accessibility for customer call reporting and intelligence gives you deeper insight into your customers

## COMPASSION AND QUALITY

Our inbound call center experts receive frequent feedback from dedicated managers and coaching in accuracy, professionalism, grammar and tone to help them improve every step of the way. To ensure that our inbound call centers are making the best impressions on your customers, calls are recorded as a part of Appletree's Quality Assurance Program. Appletree experts understand that every new call is an opportunity to make a lasting impression on your clients.

## BEST-IN-CLASS TECHNOLOGY

Appletree's telephone answering service utilizes the latest in advanced call center technologies. Our call center services are equipped with some of the most powerful and user-friendly software applications available. These applications are designed to enhance your telephone answering service experience by allowing you to easily communicate important information to our telephone call center experts so that they can accurately and professionally represent your company every time.

Every Appletree business partner has different needs and our custom scripted services enable our telephone experts to quickly become experts on handling situations that impact your business.

- **Database integration** to identify customer intelligence including, demographics, franchise locations, product information and much more!
- **Streamline call forwarding** automatically so you can quickly close your business but not your phone lines at the end of each day
- **Appletree Insights** is a customizable business intelligence tool that can categorize calls, dispositions, and overall call intake statistics

## APPLETREE IS MUCH MORE THAN YOUR TELEPHONE ANSWERING SERVICE.

As a dedicated partner in delivering exceptional experiences, Appletree customer service experts extend your business 24/7 utilizing the right technology and service with compassionate call handling to capture revenue and drive profitability.

## ABOUT APPLETREE ANSWERS

Appletree Answers is part of Stericycle Communication Solutions and has invested in the infrastructure, technology and people to provide world class services to clients ranging from individual business owners to large Fortune 500 corporations. Stericycle is a \$2 billion leader in critical and custom services for business and healthcare organizations. Appletree Answers gives businesses and business owners a 24/7/365 message and call center for inbound and outbound calls, emails, SMS text, faxes and chats. With dedicated teams and many offices nationwide, Appletree Answers delivers a powerful and compassionate customer service experience that is derived from Stericycle's Core Values. Acting as an extension of your business, Appletree is your partner in delivering a great call!

Visit us today to learn more and sign up for a communication strategy customized for you!

**AppletreeAnswers.com**

or call **800-237-2810**

