



A  **Stericycle**
Communication Solutions Company



APPLETREE CALL CENTER SERVICES

Customer engagement opportunities extend far beyond normal business hours and expand many preferred methods of communication, often times burdening an overworked staff. Expanding accessibility when your customers need you most is crucial to achieving business objectives and providing a lasting positive customer experience. Many businesses struggle finding consistency in brand representation and standard business protocols designed to yield optimal revenue and exceptional service during each customer interaction.

As a seamless extension of your brand, Appletree Answers provides an integrated communications center for all of your outbound and inbound customer communication needs. With dedicated teams and offices throughout the United States, Appletree delivers a powerful customer service experience that positively reflects on your brand. Appletree's inbound and outbound call center services consist of a winning combination of our experienced telephone answering service experts, advanced call handling technology, and focus on delivering quality results 24/7.

THE APPLETREE DIFFERENCE

Founded on a single concept - a professional, friendly voice answering every call, Appletree offers many call center services, each one customized to meet the unique needs of your individual business.

With Appletree call center services, you will experience higher conversion rates, increased revenue, and more satisfied customers, ultimately driving repeat purchases and loyal customer relationships. Our flexibility and quick response to clients' changing needs have set us apart in the call center industry.





YOUR BRAND. OUR RESPONSIBILITY.

Appletree has extensive experience serving business and customers like yours with tens of thousands of businesses in all 50 states trusting their customers with Appletree today. At Appletree, we treat your customers just like you do. Our commitment to service excellence is backed by the trained and compassionate customer experience experts who manage and triage each customer interaction as if they were your employee.

Our 24/7/365 outbound and inbound call center services provide your company with customized solutions tailored to meet your unique business needs that include,

- 24/7/365 service means your business is always open for your customers
- Translation service offers multiple languages to expand your market potential
- Toll-free or local phone number ensures your company is represented on a national or local presence, based on your preference
- Web interface accessibility to order entry or schedule appointments provides a streamlined transaction that works the way you do
- Award winning quality that yields exceptional customer experiences with every customer interaction

LEVERAGE EXCEPTIONAL SERVICE TO INCREASE REVENUE AND LOWER COSTS

Never miss an opportunity to capture revenue. Outsourced call center services will help drive additional revenue and profitability through 24/7 accommodation for overflow, after hours, inbound and outbound customer communication needs. In addition, businesses benefit from email support and live WebChat support, so your customers will have peace of mind knowing that they can get the help they need whenever they need it.

Appletree provides the following call center services to manage your inbound and outbound customer communication needs:

Revenue Generation and Profitability

- E-Commerce Order Transaction
- Order Entry
- Donation Processing
- Fundraising Processing
- Appointment Setting
- Seminar Registration
- Grand Opening and Special Event Registration
- Appointment Reminders
- Lead Generation and Qualification
- Web Chat

Customer Satisfaction and Support

- Ticket Ordering
- Verification Services
- Satisfaction or other Customer Surveying
- Customer Service Follow-up Calls

Best-in-Class Technology

- Database Management
- List Updating
- Market Research
- Comprehensive call reporting through web-based portal
- Intelligent Scripting and Intelligent Dispatch tools house customized business protocols that minimize human error

Millions of Calls answered annually

In addition, customers can leverage Appletree Insights database to glean customer intelligence such as,

- Call categories and dispositions
- Call detail
- Daily call volume
- Close rates such as booked jobs
- Captured revenue from transactional interactions
- And much more!

Our customizable call center services can increase business efficiencies, decrease call abandonment and improve overall customer service levels.

1. Outsourcing your outbound call center needs to Appletree telephone answering services will capture revenue opportunities 24 hours a day, 7 days a week
2. Customizing our approach to managing your customer interactions ensures a seamless extension of your business
3. Higher quality of life for your staff, increased satisfaction for your customers

Appletree is an innovative, results-oriented call center partner for your business. Call today and see how our outbound and inbound call center services can make a difference for your organization.

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 **AppletreeAnswers.com**
or call **800-237-2810**



**Exceptional
customer
experiences and
business peace
of mind at a much
lower cost**



A  **Stericycle**[®]
Communication Solutions Company

Appletree Answers - Headquarters
1521 Concord Pike, Suite 202
Wilmington, DE 19803

800-237-2810
AppletreeAnswers.com

