



**Stericycle®**

Communication Solutions

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 need not be competing priorities. Stericycle Communication Solutions' 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 a typical telephone answering service, Stericycle Communication Solutions is your strategic partner in communication and customer service.

### **PARTNERSHIP FOR EXCEPTIONAL CUSTOMER EXPERIENCES**

Our pursuit of customer satisfaction is surpassed only by our passion for customer loyalty. When your customers speak with a Stericycle Communication Solutions customer experience expert, it is our responsibility and primary goal to satisfy their needs as if they were speaking with you directly. Our professional, responsive customer experience experts combine compassionate interaction with best-in-class technology to ensure that 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, Stericycle Communication Solutions' 24-hour answering services make it easy to customize your account. Knowing what services are available and understanding these services help you choose the options that will benefit your business brand and revenue generation--and your customers.

### **CUSTOMIZED ANSWERING SERVICES**

We offer customer experience experts you can count on.

Stericycle Communication Solutions inbound and outbound call centers are staffed 24 hours a day, 365 days a year with friendly, knowledgeable and award-winning customer experience experts.

- 24/7 answering services to handle all incoming calls, ensuring that 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

Commercial Solutions

## **TELEPHONE ANSWERING SERVICES**

**Free your staff. Raise your level of care coordination. Reduce the time your staff spends on appointment reminders from hours to just minutes each day.**



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### **CUSTOMIZED ANSWERING SERVICES** (continue)

- 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 customer experience experts receive frequent feedback and coaching from dedicated managers 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 Stericycle Communication Solutions' Quality Assurance Program. Stericycle Communication Solutions experts understand that every new call is an opportunity to make a lasting impression on your clients.

### **BEST-IN-CLASS TECHNOLOGY**

Stericycle Communication Solutions Telephone Answering Services utilize 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 customer experience experts so that they can accurately and professionally represent your company every time.

Every Stericycle Communication Solutions business partner has different needs and our custom scripted services enable our customer experience experts to quickly become proficient at handling situations that impact your business.

- Database integration to identify customer intelligence, including demographics, franchise locations, product information and much more!

- Call forwarding is automatically streamlined so you can quickly close your business but not your phone lines at the end of each day
- Online reporting tools that can categorize calls, dispositions and overall call intake statistics

### **STERICYCLE COMMUNICATION SOLUTIONS IS MUCH MORE THAN YOUR TELEPHONE ANSWERING SERVICE.**

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

### **ABOUT STERICYCLE COMMUNICATION SOLUTIONS**

Stericycle Communication Solutions 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. Stericycle Communication Solutions gives businesses and business owners a 24/7/365 message and call center for inbound and outbound calls, emails, SMS texts, faxes and chats.

With dedicated teams and many offices nationwide, Stericycle Communication Solutions delivers a powerful and compassionate customer service experience.

Acting as an extension of your business, Stericycle Communication Solutions is your partner in delivering a great call!

*Give your customers peace of mind*

**Contact us today for a complimentary assessment of your telephone answering service operations!**



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