



COMMERCIAL SERVICES OVERVIEW

Superior Service. Comprehensive Solutions.

StericycleCommunications.com

 **Stericycle®**
Communication Solutions

Truly Exceptional End-To-End Communications.

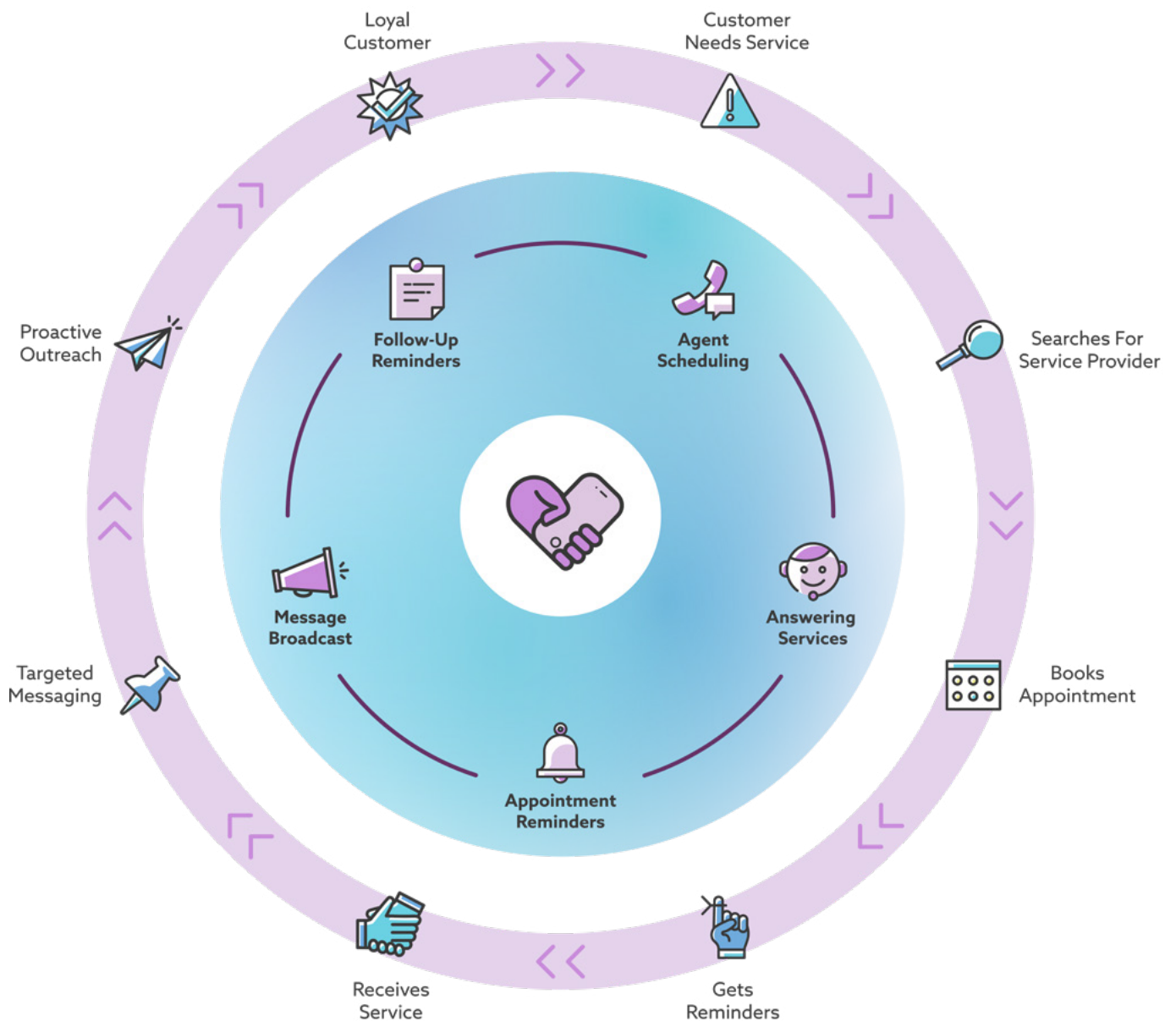
Consumers want consistent, reliable support from your brand. Companies that leverage multiple vendors to provide a variety of communication tools and services may provide just the opposite: a disparate brand experience. On the other hand, businesses that partner with us are able to provide seamless communication support that is both human-focused and technology-driven - creating the best possible experiences for every customer in need of support.

Our industry-leading suite of services ensure your customers are met with professional, friendly support that reflects your brand and values. From agent services to convenient messaging solutions, we eliminate communication challenges with your brand, making happier, more satisfied customers in the process.



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Providing expert service is your business' cornerstone. Expertly facilitating customer interactions is ours.



Create memorable experiences for your customers.



Our customer support and engagement services include:



Message Outreach

Deliver strategically-timed automated messages such as billing or appointment reminders via email, voice, and text to create greater customer satisfaction.



Agent Scheduling

Customer experience experts provide professional support across every interaction, expertly scheduling appointments on behalf of your business.



Agent Services

Our 24/7/365 daytime and after-hour telephone, email, and chat agent services use your personalized scripting to support your customer calls.



On-Call Services

Our reliable system enables our partners to manage their own on-call schedule, ensuring we dispatch calls to the person who can provide the best support.



Message Dispatch

We offer dispatch via text message or email to one or more of your designated contacts, ensuring your important calls receive prompt support.



Reliable Reporting

Daily and/or monthly reports can be securely delivered directly to your inbox, and detail how many calls were answered, call types, and more.

Contact us to learn more

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