



**Stericycle®**

Communication Solutions

Stericycle Communication Solutions' automated solutions complement our live voice service excellence, maintaining customer engagement and driving revenue back to your organization using voice, text or email messaging.

### **APPOINTMENT REMINDERS PROTECT REVENUE**

With this solution, we connect with your customers prior to an appointment— significantly reducing no-show and cancellation rates. You can:

- Utilize automated phone calls, or email or text reminders to track confirmations or cancellations
- Allow customers the ability to connect back to your business or to a Stericycle Communication Solutions call center for immediate assistance or rescheduling
- Get access to real-time call outcome data

### **OUTREACH SOLUTIONS INCREASE CUSTOMER SATISFACTION**

Stericycle Communication Solutions' Automated Solutions are specifically tailored to the needs of your business and are used in several ways to increase customer satisfaction:

- Promote upcoming specials or price promotions
- Encourage participation in annual service checkups, recommended maintenance or other business services
- Survey customers for feedback on your service, identifying performance gaps and opportunities to improve the customer experience

### **AUTOMATED SOLUTIONS REDUCE EXPENSES**

Automated solutions allow you to eliminate the burden of using your staff to make outbound calls and free up the staff to support your business in more impactful ways.

*Retain customers and increase revenue*

**Call us today to quickly take advantage of these solutions!**

Commercial Solutions

# AUTOMATED SOLUTIONS

**Protect existing revenue sources, increase revenue per customer and build brand loyalty with these cost-effective solutions**

**StericycleCommunications.com | 866-783-9820**

