



AnswerNet Services Tailored To Your Needs

- *Customer Care*
- *Product Recalls*
- *BPO*
- *Fulfillment*
- *Surveys*
- *Market Research*

Key Benefits

- *Multilingual Language Support*
- *Timely Reporting and Results*
- *24/7/365 Service*
- *Cost-effective*
- *Customizable to Fit Your Campaign*
- *Courteous, Empathetic Agents*
- *PCI-DSS and HIPAA Compliant*

Key Features

- *Live Agents and/or Interactive Voice Response systems (IVRs)*
- *Live Chat, Email or White Mail*
- *Direct-to-consumer Services*
- *Business Reply Card Processing*

Pharmaceutical Services

AnswerNet offers many valuable call center and BPO services for the pharmaceutical industry. Services range from marketing and handling customer care calls to supporting product recalls.

Customer Care

At AnswerNet, we deliver world-class customer care with accurate and specific product information, always striving to maintain brand integrity. Our highly trained agents are adept at handling all types of calls such as product inquiries, quality complaints, ingredient questions, compound questions, consumer/medical affairs and adverse event reporting.



Product Recalls

When a recall occurs, having a dependable partner who understands your business is needed most. At AnswerNet, our product recall services are quickly implemented according to client-specific requirements. Our experience in this area not only includes call center recall services, but also quality review, medical information review, reporting and all other recall-related processes.

Business Process Outsourcing (BPO)

AnswerNet offers business process outsourcing services in addition to your existing contact center, or on an as-needed basis. Some of the services we offer include fulfillment services, business reply cards, rebates/coupon, money-back guarantees, quality assurance review and medical coding review.

Outbound Marketing

Having a marketing strategy and executing according to plan is vital to the growth of your company and to the health of your brand. At AnswerNet, we understand how to implement cost-effective data collection for surveys and market research that will provide invaluable customer insight and drive customer satisfaction.

