

Customer Response Center



Monday-Friday
8 am-8 pm



24/7 Specialty
Products coverage



83

Products supported



Focused Therapeutic areas:

- Respiratory
- Vaccines
- Oncology
- Immunology
- HIV



Omnichannel Support

- Telephony
- Chat
- Written/Email
- Webform
- SMS
- Social Media



Quality Assurance & Compliance

- Call Quality Monitoring and Calibration
- Continuous Learning and Best Practices (Iterative Model Ecosystem)



Diversity & Inclusion:

We celebrate the spectrum of human experience and appreciate that we are **Stronger Together.**

– Our Services Include –

- Consumer Financial/Affordability Assistance
- Coupon Program Management
- Professional HCP Sample Program Management
- Directory Assistance
- Quality and Safety Monitoring and Reporting
- Product Education
- Disease State Education and Support
- Product and Device Training
- Adherence Program Development and Management
- Written Correspondence
- Content Development and Publishing
- Social Media Community Management and Monitoring (separate sheet with details)
- Self-Service Solutions (IVR and Chatbot AI) Development and Management
- Testimonial Capture
- Consumer and HCP Fulfillment processing

