



Royal Market Inc.

Voice & Data Solutions

[Voice Solutions](#)

[RM's ePhone](#)

[The Virtual Call Center](#)

Frequently Asked Questions

What are the benefits of the VCC?

- All home based agent-employer relationship benefits (retention, recruitment, etc...)
- Call peaks can be easily addressed with shared non-agent co-workers from their desks or homes.
- Customization for routing, greetings and caller options for best possible customer service
- Small companies can present themselves with the image of a large Customer service group
- Can be use as starting point for anyone planning a larger call center - "...why invest in a 50 agent call center today when you won't need it for 2 or 3 years away?"
- Additional savings in office space, phones lines, and computer equipment with CSR at home
- The VCC will cover all the standard features of a regular ACD, for a fraction of the cost
- Reduce your phone line to agent ratio to a one to one relationship - you will no longer pay for extra Telco lines to facilitate your callers waiting in your queue
- Unite geographically dispersed call centers into one ACD group.
- Instantly add or subtract the number of agents you require to match traffic.

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