



Royal Market Inc.

How does Royal Market VCC compare with a traditional call center?

Traditional PBX/ACD	Royal Market Virtual Solution
Large office of people	Agents distributed across the city
Dedicated agent	Agents can share other functions within the org. in other departments and still receive calls, when queues demand increase
Queue Banner screen	Each CSR has the queue of info in their screen
Real Estate cost	Share, minimize or eliminate (CSR at home) Real Estate cost
Equipment investment	Monthly cost/no long term commitment as in a lease
Monitoring (over the shoulder)	Technology oriented real time monitoring tools
In House tech personnel	Outsourced ASP Tech group/remote monitoring tools
Non-flexible working environment - Quality agent retention could be affected	Agent availability increased by flexible scheduling - agents can work from home/office

Traditional PBX/ACD Royal Market Virtual Solution

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How do you implement a Royal Market Inc. VCC solution?

- Record basic messages,
- Install CSR software on CSR computers, and assign Login ID.
- Test calls and procedures.
- Forward 800 or local number to TELAX phone system.
- Go live.

Elapsed time, 5 to 10 business days depending on client customization needs.

[Frequently Asked Questions](#)

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