

# ROYAL GLOBAL COMMUNICATION

Royal Travel are a Manchester based travel agent with offices in the UK and Pakistan.

**Sector : Travel Sector**

**Product : Aspire Contact Centre Platform**

**Number of staff: 20+**

## The problem

Royal Travel were finding it increasingly difficult to maintain efficient business communication between their offices whilst also getting real-time insights into their employees performance. They needed to improve their business performance and employee management within a specific budget.

## Aspire solution

Aspire advised Royal Travel that they required a Contact Centre Platform functionality for their Pakistan based Contact Centre to manage inbound and outbound calls handling, IVRs, call recording, time of day routing and employee performance reporting.

A Cloud based VoIP calling was also required for their UK offices to make and receive calls from any location. To ensure all would work efficiently, interoperability between the Contact Centre in Pakistan and UK Staff was required, so that callers into the Contact Centre could easily be transferred to their colleagues based in the UK offices.

As the monitoring of staff was essential to manage their business efficiently, the expert Aspire IT team advised that

a custom built wallboard was required, and that it could be displayed at the customer's office and show live status of each member of staff in the Contact Centre along with their performance statistics.

## Outcome

The Aspire Contact Centre Platform (ACCP) provided the client with:

- employee performance statistics to monitor and manage their employees.
- reporting and call handling functionality to effectively manage the flow of incoming calls so they could provide an efficient customer service.
- A business phone system which provides Secure VoIP based calling and lifetime call recording storage for maximum security and data compliance.
- Excellent secured remote working conditions for their employees.

Aspire IT ensured that Royal Travel could operate more efficiently, securely, and cost effectively whilst also significantly improving the manageability of their employees.

The team at Aspire look forward to building a strong partnership with Royal Travel.

*"Aspire have been perfect for us in our transition to a multi office environment. They have provided the stability and functionality we require at a fraction of the cost compared to other providers"*

Waseem Majid, CEO Royal Travel.