

Press Release



April 5, 2023

transcosmos inc.

transcosmos online communications inc.

transcosmos and transcosmos online communications help Miyazaki Prefecture implement chatbots to its LINE Official Account

Reduce workload at public health centers while making public services more convenient for citizens

transcosmos inc. (Representative Director, Co-presidents: Masaaki Muta, Takeshi Kamiya) and transcosmos online communications inc. (Headquarters: Tokyo, Japan; President: Hiroshi Kaizuka) are proud to announce that the two companies offered KANAMETO, a message delivery tool powered by LINE, to Miyazaki prefecture (Governor: Shunji Kohno) on March 10, 2023, and began helping Miyazaki prefecture deploy chatbots to the prefecture's LINE official account.

Poster



Miyazaki Prefecture LINE Official Account Rich Menu



Miyazaki prefecture renovated its LINE official account (Account name: Miyazaki Prefecture) on March 10, 2023. The prefecture has been disseminating various information featuring its attractive tourist spots, food and culture as well as prevention and control measures against infections via its LINE official account. Now, with the renewed account, Miyazaki prefecture sends out information powered by auto responder, chatbots. In the fiscal year 2023, Miyazaki prefecture will begin using the new tool to provide Covid-19 related information, and will expand the coverage to living guides, and more.

Retaining and enhancing administrative services for its citizens while streamlining on-site operations and reducing workloads of staff at public health centers has been a pressing challenge for Miyazaki prefecture. To help solve this challenge, transcosmos conducted field research at Miyakonojyo, Nichinan, and Nobeoka public health centers, and assisted the prefecture in building chatbot scripts related to COVID-19 pandemic based on their findings. With the chatbot service, transcosmos helps Miyazaki prefecture reduce the workload of public health centers and offer highly convenient services for its citizens.

For this renovation project, Miyazaki prefecture chose and deployed KANAMETO, a messaging tool powered by LINE, to perform field research and analysis, as well as implementing and assisting the use of digital tools with the ultimate goal of providing meaningful information that meets the need of its citizens – with a focus on living guide - via digital tools.

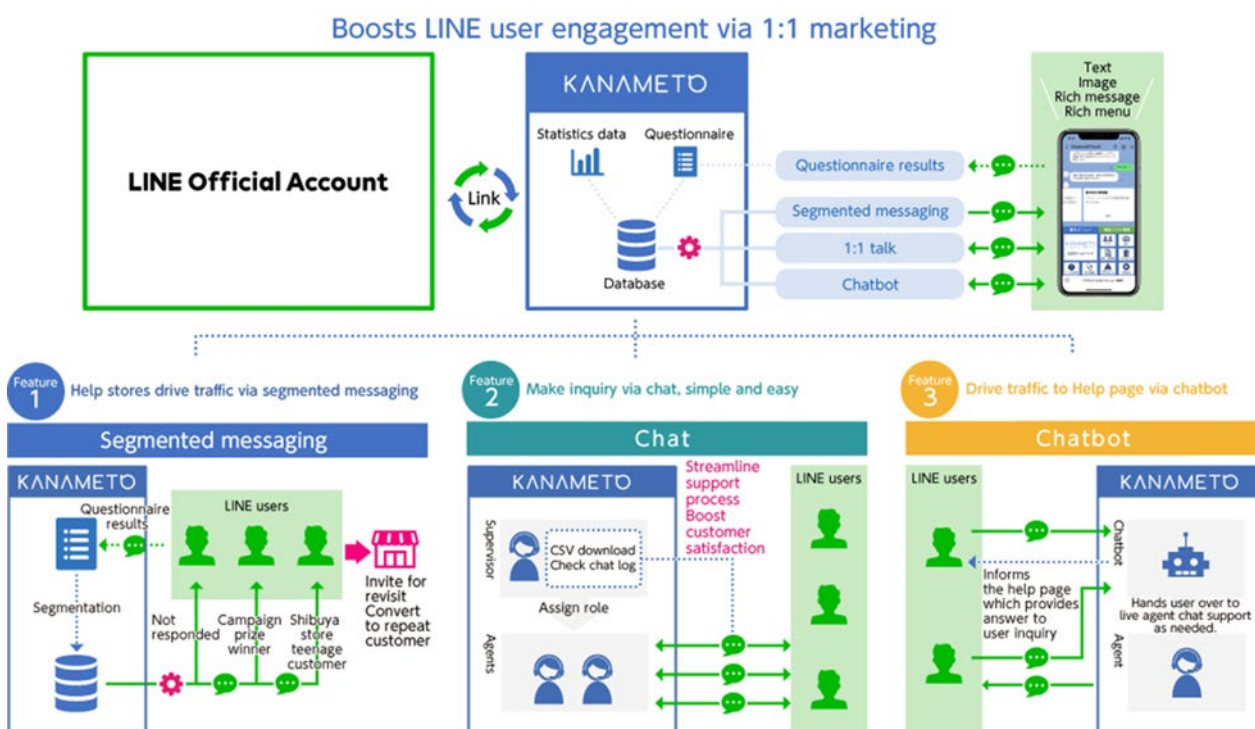
transcosmos MCM Center Miyazaki Ekimae offers chatbot script design and operational services. As a community-driven company, transcosmos will continue to work with Miyazaki prefecture to enhance public services and make the services even more convenient for Miyazaki citizens through analyzing reports, building chatbot scripts for responding to disaster-related inquiries, and more. At the same time, transcosmos will create and put up the poster shown above at nurseries and schools to boost awareness among citizens.

transcosmos and transcosmos online communications will continue to assist governments in delivering information tailored to the needs of each individual citizen as well as driving their digital transformation (DX) initiatives.

■ About KANAMETO

KANAMETO is a LINE-powered Government DX tool developed and offered by transcosmos online communications inc., a joint-stock company between transcosmos, LINE Corporation and salesforce.com Co., Ltd. KANAMETO empowers governments to digitalize a variety of resident services including segmented messaging to deliver information that residents want to receive, Q&A chatbot related to COVID-19, sending out disaster prevention information, citizen reporting for road and park-related problems, My Number card issuance reservation desk, chat-based child-care consultation, and more. Today, KANAMETO empowers more than 150 local governments.

KANAMETO × LINE Official Account



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(About transcosmos online communications inc.)

transcosmos online communications inc. was founded in May 2016 as a joint-stock company between transcosmos inc. and LINE Corporation. In October 2017, the company received investment from Salesforce Ventures, an investment arm of salesforce.com, Inc. Powered by LINE’s platform user base and transcosmos’s sales and development capabilities, a GovTech venture business transcosmos online communications continues to deliver various solutions and services that help governments build a better and stronger relationship with their residents. In September 2017, transcosmos online communications released KANAMETO, its proprietary LINE-powered Government DX tool. Visit us here (no translation available): <https://transcosmos-online.com/>

(About transcosmos inc.)

transcosmos launched its operations in 1966. Since then, we have combined superior “people” with up-to-date “technology” to

enhance the competitive strength of our clients by providing them with superior and valuable services. transcosmos currently offers services that support clients' business processes focusing on both sales expansion and cost optimization through our 172 bases across 28 countries/regions with a focus on Asia, while continuously pursuing Operational Excellence. Furthermore, following the expansion of e-commerce market on the global scale, transcosmos provides a comprehensive One-Stop Global E-Commerce Services to deliver our clients' excellent products and services to consumers in 46 countries/regions around the globe. transcosmos aims to be the "Global Digital Transformation Partner" of our clients, supporting the clients' transformation by leveraging digital technology, responding to the ever-changing business environment. Visit us here <https://www.trans-cosmos.co.jp/english/>

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