

Press Release



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transcosmos inc.

transcosmos Establishes “Multilingual Contact Center” to Enhance Service System for Foreign Visitors to Japan

It Will Expand to 300 Workstations in Response to Increasing Demand Heading Into the Year 2020

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda; TSE First Section: 9715; hereafter, transcosmos) will strengthen “multilingual contact center services” for foreign visitors to Japan. At first, a “multilingual contact center” with 30 workstations will be constructed inside the “Marketing Chain Management Center Sapporo, Kita-guchi (hereafter, MCM Center Sapporo, Kita-guchi),” and it will gradually expand the service system. The aim is to expand to 300 workstations at bases in Japan and overseas by 2020.

With the increase of foreign travelers and workers to Japan due to inbound demand heading toward 2020, strengthening service support for foreign visitors in Japan has become a pressing issue for businesses. Therefore, transcosmos will enhance multilingual support and expand multilingual contact center services utilizing the resources of global personnel and facilities. It has cultivated over many years of contact center business operations, as well as leveraging the advantages of operating 31 overseas bases.

- Points for the enhancement of multilingual contact center services
- MCM Center Sapporo, Kita-guchi will be built up as a core center by employing a human resources base for multilingual services.
- In addition to telephone, e-mail and chatting, support channels will also work jointly with “hybrid multilingual contact center services.”
- With a base of English, Chinese and Korean, individual proposals will be made upon request for Spanish and Portuguese.
- Procedures will meet the same standards as the recruitment, training and quality management within domestic contact center operations.
- Services will be provided in conjunction with overseas global call center bases, which include 31 locations.
(Multi-site operations are also possible by language, or by time zone taking advantage of time differences, with connection to the voice platforms of overseas and domestic bases.)
- Will provide operations employing the multilingual support operation know-how of the capital business partner Merlin Information Systems Group Limited (Merlin), which provides support in Asian languages and 13 European languages, including English, French, German, Italian, Spanish, Russian and Dutch.
- Main application examples
- Contact center help desks for foreigners related to products and services
- Contact points for foreign travelers visiting Japan (sightseeing, hotels and railways, etc.)
- Three-way interpretation for foreign store visitors (for each industry)
- Contact points for foreign visitors to Japan at government and municipal offices
- Employee and recruitment contact points for foreigners (for each industry)

- “Multilingual contact center” business settings at MCM Center Sapporo, Kita-guchi



transcosmos will maintain multilingual support for foreigners visiting Japan in conjunction with “hybrid multilingual contact center services” that respond to multilingual inquiries by means of the three phases of smartphone applications, virtual operators and contact center support, which have been provided since May of 2015.

- * transcosmos is a registered trade name or trademark of transcosmos inc. in Japan and other countries.
- * Other company names and product or service names mentioned are registered trade names or trademarks of various other companies.
- * The “hybrid multilingual contact center services” were planned and developed in collaboration with Advanced Media, Inc.

About transcosmos inc.

transcosmos launched operations in 1966. Since then we have combined superior “human resources” with up-to-date “technological” capabilities to enhance the competitive strength of our clients by providing them with superior and valuable services. transcosmos currently offers Cost Reduction Services (Contact Center, HR/Financial/Sales Back Office, Order Management/SCM, System Development/Management etc.) and Sales Expansion Services (Big Data Analysis, Internet Advertising, Website Construction/Management, Smartphone/SNS Utilization, Telemarketing etc.). transcosmos continues to pursue operational excellence by providing these services through our 156 locations in 26 countries with a focus in Asia. Furthermore, following the expansion of E-Commerce market on the global scale, transcosmos provides a comprehensive, one-stop global E-Commerce service to deliver our clients' excellent products and services to consumers in 36 countries. transcosmos aims to be the “Global BPO Partner” of our clients to provide them with high quality BPO services on a global scale.

Inquiries from the media should be forwarded to
transcosmos inc. Public Relations & Advertising Department
Email: pressroom@trans-cosmos.co.jp