

Press Release

July 9, 2018
transcosmos inc.

transcosmos launches a customer support service for “JUREN – BATTERY RENTAL SERVICE”, a new service by TEPCO Energy Partner

Offers customer support via chat-bot / chat (via agent) by implementing “LINE Customer Connect”

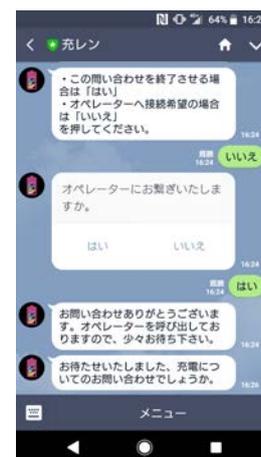
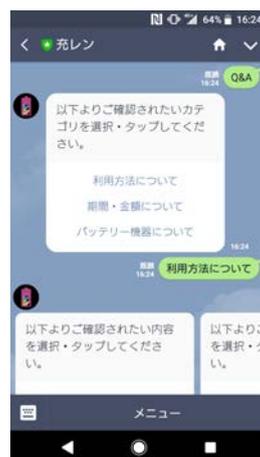
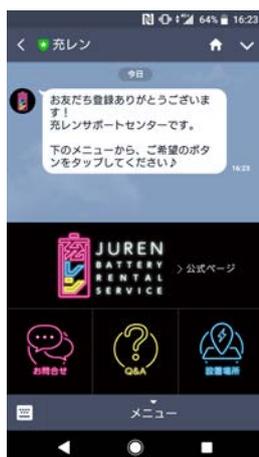
transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) was entrusted with customer support services for “JUREN – BATTERY RENTAL SERVICE (JUREN)”, a new service launched on July 2, 2018, by TEPCO Energy Partner, Incorporated (Headquarters: Tokyo, Japan; President: Toshihiro Kawasaki; TEPCO EP). With the use of LINE, transcosmos supports users of “JUREN” via chat-bot and chat (via agent) services.



Recognizing the ever-increasing demand for a mobile battery charger service when people are out, TEPCO EP launched “JUREN”, a new mobile battery rental service which enables users to receive and return a mobile battery through a rental station. All users need to do to rent out a mobile battery is to enter their email address and complete a simple credit card transaction process, and they can return the battery to any rental station. What’s more, transcosmos will offer LINE-based customer support services for “JUREN” users following the launch of “JUREN” service.

In order to offer customer support services for “JUREN”, transcosmos has implemented “Manual Reply”, one of four features of “LINE Customer Connect” offered by LINE Corporation (Headquarters: Tokyo, Japan; Chief Executive Officer: Takeshi Idezawa). By connecting “JUREN” LINE official account offered by TEPCO EP with “DEC Support”, transcosmos’s proprietary chat platform, transcosmos will offer flexible customer support services 24/7 via LINE apps in order to help users solve their problems. The services include chat-bot support with a function of sending images as well as directing them to a relevant webpage whilst offering agent-based chat services.

■ Service flow (for illustration purposes only)



In partnership with TEPCO EP, transcosmos will further enhance chat-bot features and improve their LINE account interface in order to solve challenges for “JUREN” users as swiftly as possible.

As a Sales Partner of “LINE Customer Connect”, transcosmos continues to optimize communication between businesses and their customers whilst aiming to boost customer experience by offering and implementing optimum proposals and solutions that meet the needs of each client. transcosmos is certified as a “Diamond” partner, the highest certification rank for “Sales Partner” in the “LINE Biz Account” category for the “LINE Biz-Solutions Partner Program”, a program by which LINE certifies its sales and development partners of various enterprise services offered by LINE.

■ About LINE Customer Connect

LINE Customer Connect enables contact centers to communicate with their customers based on the specific situation and needs of each customer by seamlessly offering an AI or agent-based chat support and a call support via “LINE”. The service consists of four features, namely, “Auto Reply”, “Manual Reply”, “LINE to Call” and “Call to LINE”.

* transcosmos is a trademark or registered trademark of transcosmos inc. in Japan and other countries.

* Other company names and product or service names used here are trademarks or registered trademarks of respective companies.

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 reduction through our 172 locations across 33 countries 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 49 countries 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.

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