

Press Release



August 10, 2018
transcosmos inc.
transcosmos Korea, Inc.

25 industry-leading transcosmos Korea employees receive “COPC” certification, a global standard in the customer services industry

Continue to contribute to clients in optimizing costs and expanding sales whilst improving service quality and CS

transcosmos Korea, Inc. (Headquarters: Seoul, South Korea; President and COO: Kwon Sang-chuel), a subsidiary of transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda), is delighted to announce that each one of the company's 25 all-star team members received the “COPC CSP Implementation Leader” certification after going through a “COPC(R) Best Practices for CX Operations” training class from April 23 to April 27, 2018.



COPC(R) Best Practices for CX Operations is the de-facto global industry standard training program that helps companies achieve cost optimization and sales expansion as well as develop globally sought-after talent for their capabilities of improving service quality and customer satisfaction (CS). COPC Inc. certifies training participants who pass a half-day exam at the end of the class as “COPC CSP Implementation Leader”.

25 transcosmos Korea employees who are responsible for service operations and consultants who execute business improvement initiatives in the CRM business which focuses on contact center services and BPO (Business Process Outsourcing) business participated in the COPC(R) Best Practices for CX Operations class and all 25 members became Certified “COPC CSP Implementation Leader”.

Having 25 Certified COPC Implementation Leaders is a testament to transcosmos Korea being the global leader of outsourcing vendors including call center players. transcosmos Korea will help various global companies that venture into the Korean market by improving their customer experience, optimizing their costs and expanding their sales through the provision of outstanding customer services and customer experience that meet global standards more than ever before.



■ About COPC Inc. (www.copc.com)

COPC Inc. is an innovative global leader that empowers organizations to manage complex customer journeys. The company created the COPC Customer Experience (CX) Standard and provides consulting, training and certification for operations that support the customer experience. Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company works with leading brands worldwide to optimize key customer touchpoints and deliver a seamless experience across channels. COPC Inc. is privately held with headquarters in Winter Park, FL, U.S. and has operations in Europe, Middle East, Africa, Asia Pacific, Latin America, India and Japan. To learn more about COPC Inc., visit www.copc.com.

■ About COPC(R) Best Practices for CX Operations

COPC(R) Best Practices for CX Operations is an in-person training program for companies that operate a single-channel such as call center players as well as companies that offer omni-channel customer support via website, social media and mobile. This training shows participants, mainly customer service providers, the fundamentals of measuring and managing customer experience, methods for gathering and analyzing customer feedback, quality approach to drive improvement in customer experience, how to apply real-world benchmarks, implementation tips, and guidelines and best practices based on the CRPC CX (Customer Experience) Standard in order to manage and improve customer experience whilst improving customer satisfaction and profits. At the end of COPC(R) Best Practices for CX Operations class, COPC Inc. certifies participants who pass a half-day, in-person exam as Certified COPC Implementation Leader.

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

About transcosmos Korea, Inc.

transcosmos Korea, a subsidiary of transcosmos, offers extensive business process outsourcing (BPO) services that include contact center services, chat services, field services, direct mail services, direct sales and internet promotion services.

Established: May, 2001
Number of bases: 14
Number of employees: 7,600 (approximate)
URL: <http://www.trans-cosmos.co.kr/>

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 173 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. Visit us here <https://www.trans-cosmos.co.jp/english/>

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