

# Press Release

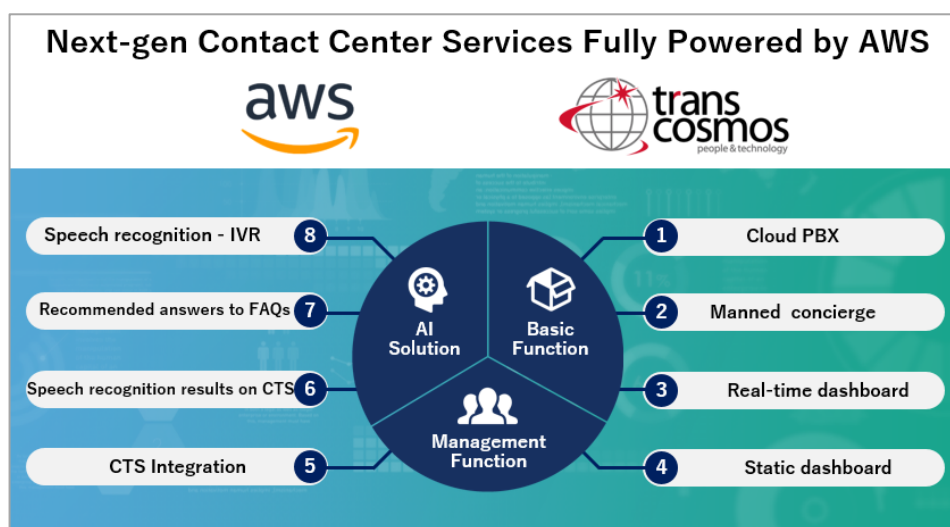


December 12, 2018  
transcosmos inc.

## transcosmos launches cloud contact center services powered by Amazon Connect

### Provides solutions leveraging cloud PBX and workforce management in call center

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) is delighted to announce that the company has developed next-gen contact center services powered by “Amazon Connect,” a cloud-based contact center service by Amazon Web Services Japan (AWS). The services, integrated with speech recognition system IVR, intelligent conversational bots, and other AWS AI-powered services, are launched on December 12, 2018. transcosmos aims to implement the services to 100 companies by the end of FY2020.

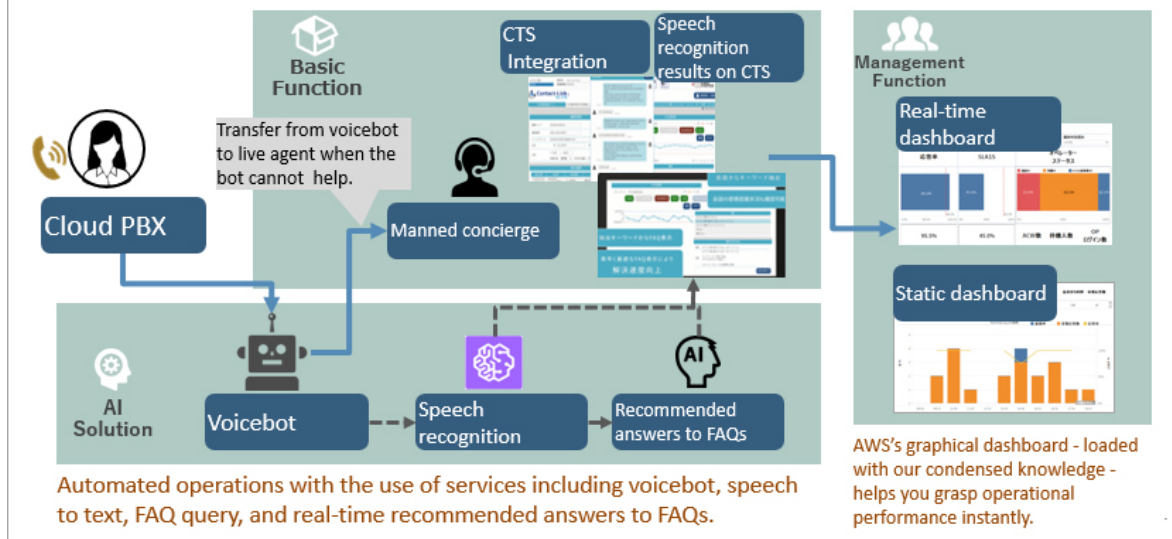


The next-gen contact center services that merge transcosmos’s operations know-how into the basic functions of Amazon Connect enable clients to offer comprehensive contact center services that range from a cloud-based flexible system architecture to operations consulting services. The key features of the service cooperating with Amazon Connect include its ability to smoothly integrate systems that ensure a seamless handoff from an AI-based conversational bot to a manned concierge by capturing the entire conversation between the bot and a customer, and pass it to the concierge. In addition, with its AI-powered features such as providing recommended answers to FAQs, clients can boost the level of customer service quality. The service also provides a BI dashboard as its standard feature with real-time and historical metrics. With the dashboard, clients can check response rate and other performance metrics in real-time, whilst managing operational quality on a weekly to monthly basis based on the historic metrics. (\*Clients have access to all services in the English version).

As a leading outsourcing company, transcosmos will create an additional value beyond the system by providing services that meet the needs of each individual client.

# Amazon Connect Service Overview

Amazon Connect Service helps you identify the best way to deliver excellent customer experience by making the most of customer data, bot-support, speech recognition, and recommended answers to FAQs.



Amazon Connect is a cloud-based service that makes it easy for any business to open a scalable call center at a lower cost. With its graphical interface, clients can intuitively design and manage contact flows and routing. What's more, because there is no required infrastructure to deploy or manage, clients can easily scale their Amazon Connect contact centers up and down, onboarding agents in line with their business demands. Now, as AWS opened up an Amazon Connect in Tokyo, Japanese clients can select the Asia Pacific (Tokyo) for their Amazon Connect and create an instance of Amazon Connect in Japan, no need to access other Amazon Connect anymore.

transcosmos has already built Proof of Concept (PoC) models in other Amazon Connect. With the aim to deliver the best solution that meets the needs of each client, transcosmos plans to integrate its proprietary services with other cloud services in addition to AWS.

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\* Amazon Web Services, AWS and Amazon Connect are trademarks of Amazon.com, Inc. or its affiliates in the United States and/or other countries.

## 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 locations across 31 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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