

# Press Release



June 11, 2019  
transcosmos inc.

## **transcosmos delivers a webchat system to “ENOTECA online,” an online specialist wine shop**

**Assists system design and implementation whilst providing consulting services**

**Real-time webchat service helps customers solve their questions and concerns and buy wine online**

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) delivered a webchat system to ENOTECA Co., LTD. (Headquarters: Tokyo, Japan; CEO: Masaya Kuroki,) the operator of an online wine shop “ENOTECA online (<https://www.enoteca.co.jp/>).” ENOTECA online began offering its customer services via the webchat on Tuesday, May 28, 2019. The new webchat service assists customers in solving their questions and concerns in real-time, and ultimately helps them select and buy wine online.

**ENOTECA®**  
For All Wine Lovers

Given the fact that customers who hesitate to call customer service centers are on the increase and that emails take longer response time, ENOTECA online decided to adopt the webchat service with the aim of solving questions and challenges that customers face in real-time in addition to their existing call and email customer services.

transcosmos assisted ENOTECA online to design and implement a webchat service called “ShowTalk (<https://www.showtalk.co.jp/>),” and continues to offer post-implementation consulting services. All customers need to do is enter their questions following the on-screen guidance, then an ENOTECA online webchat agent will respond to their enquiries in real-time. Being a more accessible customer service channel to customers than calls and emails, the webchat service helps customers solve their questions and make purchase decisions on the spot, and ultimately makes it more convenient for customers to buy wine online than ever before.

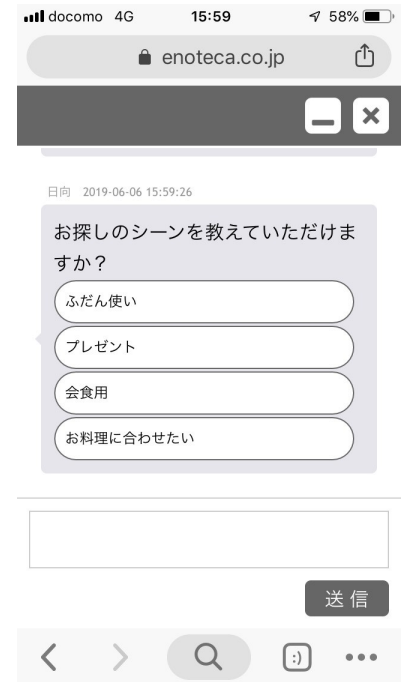
■ Smartphone screen images (for illustration purposes only)



Select a question category.



ENOTECA chat agent responds to your enquiry in real-time.



Select and continue, and you can find a wine that is right for you.

Service hours: 10:00 a.m. to 6:00 p.m. (a bot service for off-hours under consideration)

Supported devices: PC, smartphone and tablet

Building on its proven system implementation record, transcosmos continues to help clients optimize their customer communications.

◆ About “ENOTECA online”

“ENOTECA online” is an online specialist wine shop operated by ENOTECA Co., LTD. As a shop where customers can buy wine online anywhere at anytime, ENOTECA online is committed to delivering the latest news everyday and ensuring fast and accurate delivery. Making the most of a vast volume of data that only online shop can gather, ENOTECA online continues to provide up-to-the-minute information ahead of others whilst introducing the exciting world of wine. With the aim of offering services that let customers receive and enjoy a bottle of wine they love right away, ENOTECA online, in principle, ships wines for customers everyday including Saturdays and Sundays.

(URL : <https://www.enoteca.co.jp/>)

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

\* Other company names and product or services 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 optimization through our 173 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 in 48 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.

<https://www.trans-cosmos.co.jp/english/>

**Contact for Media Inquiries**

transcosmos inc. Public Relations & Advertising Department  
Email: [pressroom@trans-cosmos.co.jp](mailto:pressroom@trans-cosmos.co.jp)