

Press Release



November 16, 2020

transcosmos inc.

transcosmos releases “Chatbot AI – IQ Diagnostics,” services that survey the quality of AI chatbots

Diagnoses the effectiveness of chatbots and helps clients boost the value of CX (Customer Experience)

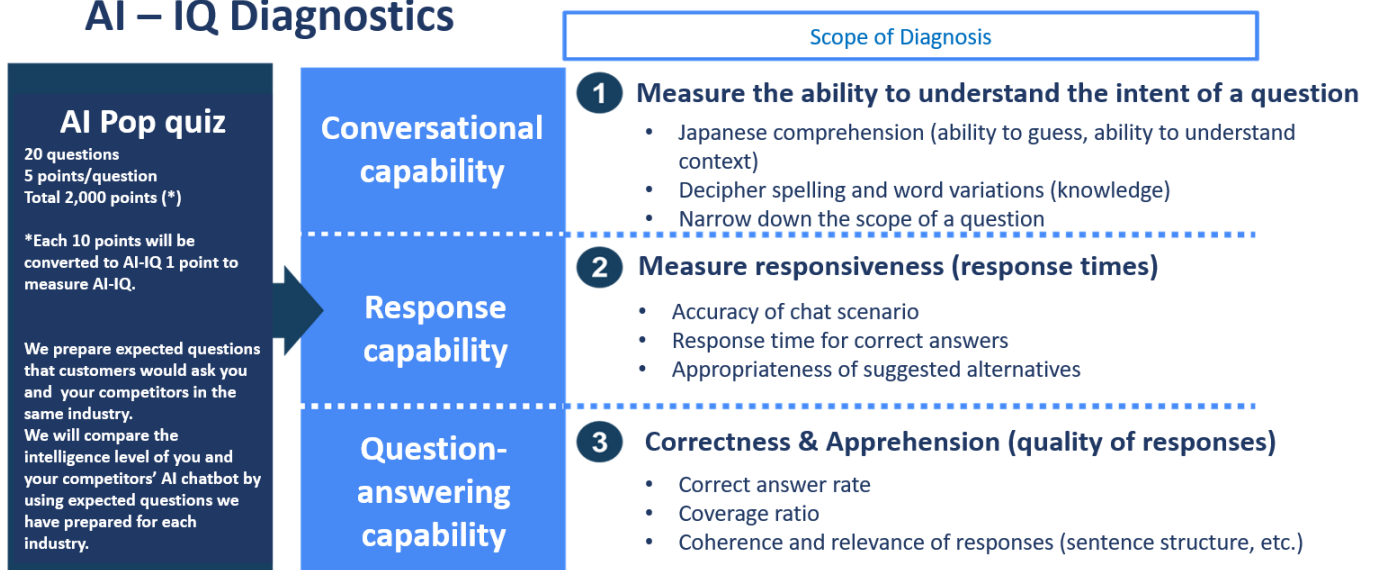
transcosmos inc. (Headquarters: Tokyo, Japan; President & COO: Masataka Okuda) hereby announces that the company has released “Chatbot AI-IQ Diagnostics,” services that identify the issues of AI chatbots (machine learning chatbots) that companies use, and make the AI learning process most efficient using the results of its proprietary survey.

Today, a growing number of companies are deploying AI and chatbots to their websites and messaging apps such as LINE, but as yet, only a few are using such tools effectively. To address this challenge, transcosmos has developed its proprietary survey criteria based on its proven expertise in diverse areas such as FAQ analysis, bot scenario development, AI tuning, and more. And now, transcosmos has released “Chatbot AI – IQ Diagnostics” services that range from assessing the resolution rate and the quality of companies’ AI chatbots to making proposals for improvement based on the survey results.

Diagnose AI chatbot communication capabilities based on our knowledge & operational expertise

Pop quiz on communication capability, the essential factor for AI chatbot conversation. Diagnose the intelligence (IQ) of you and your competitors’ AI.

AI – IQ Diagnostics



In the survey phase, a team of transcosmos AI strategists assesses AI’s IQ (intelligence) from the perspectives of three key factors of chatbots, namely, “conversational capability,” “response capability,” and “question-answering capability” using the company’s unique test. Per each question, the team performs monkey testing several times as well as visual inspection, and then judges the score. Clients will receive an easy-to-read report that shows the results of the diagnosis with visuals including AI-IQ scores, graphs and charts, and even a competitive comparison. Using the result of diagnostics, transcosmos presents a proposal for each individual client to make them operate their chatbots in a way that serves their intended purposes.

■ Diagnostic report (for illustration purposes only)

We quantify you & your competitors' AI chatbots communication capabilities, and identify your weakness

=> Worth checking out the most effective AI learning initiatives to uplevel your weakness

分類	配点	分類別 得点	分類別 5段階評価	診断項目	配	得点	評価
対話力	1,000	800	4.0	意図理解度	50	100	2.0
				表記ゆれ吸収	50	88	4.4
反応力	500	448	4	シナリオ精度	20	100	5.0
				利便性	20	84	4.2
正答力	500	406	4	正答到達時間	100	100	5.0
				正答率	100	100	5.0
計	2,000	1,654	4	回答カバー率	100	84	4.2
				理解性 (品質)	300	222	3.7
計	2,000	1,654	4		2,000	1,654	4.1

Visualize your challenges, AND the comparative results with your competitor



※ 得点10ポイントを、AI-IQ=1として換算し、AI-IQを測定

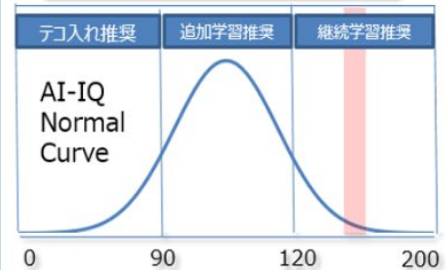
貴社のAI-IQは、165であり、継続学習が推奨されるレベルとなっております。

対話力、反応力、正答力の**いずれも高いスコアを獲得できており、一定レベルの学習が実施できております。**

中でも、AIの表記ゆれ吸収を判定する、「対話力」の「表記ゆれ吸収」の項目が5段階評価で3.9でした。比較的高いスコアであるものの、**揺らぎとなる文言を追加学習させる**事によってより高いスコアを目指す事が可能です。また、回答の読みやすさを示す「正答力」の「理解性 (品質)」の項目が3.7という結果となっております。FAQとしての読みやすさと合わせてチャットボットが表示する**回答のわかりやすさ、見やすさを考えたリライトが必要**です。

競合他社と比較しても、高いスコアとなるためこのまま継続なチューニングを実施していただければ、賢いAIの状態を維持いただけると考えております。

AI-IQ = 165 (継続学習推奨)



※ 弊社独自調査による、AI-IQ別 推奨学習レベル判定

■ Service flow from survey to reporting



Receive URL for survey Perform AI-IQ Survey Measure AI-IQ Develop report

- The service is applicable to machine learning chatbots (AI chatbots).
- The service period from survey to reporting will be approximately 3 weeks.
- Price starts at 200,000 yen.

The significance of AI chatbots is growing rapidly as communication channels between consumers and businesses continue to shift to digital. transcosmos continues to help clients boost the value of CX with a service framework and costs that work best for them, with a combination of AI chatbots that provide consumers with stress-free services, calls, and agent-based chat services.

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

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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 168 bases across 30 countries/regions 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/regions 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/>

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