

Press Release



October 23, 2024

transcosmos inc.

transcosmos wins 2024 <Golden Headset> Excellent Outsourcing Services of the Year Top 10

Recognized for outstanding digital service performance in the contact center industry

transcosmos is proud to announce that the company received 2024 <Golden Headset> Annual Excellent Outsourcing Services of the Year Top 10 at the “CCMW 2024 Annual Conference & the 20th <Golden Headset> The Best Customer Center Award Ceremony” held in Beijing, China on October 15, 2024.



At the award ceremony: Huang Wenbo, Department Director of Contact Center Business Promotion Department,
Market Expansion Business Unit, transcosmos China,

Started in 2005, this year marked the 20th anniversary of the <Golden Headset Award Digital Services and Operations Benchmarking Competition>, a competition to determine China's best customer center, organized by the prestigious institution in the Chinese contact center industry called Customer Care & Management World (CCMW). The Golden Headset Award is recognized as a leading performance indicator in the customer service center industry. Following the international evaluation standard CC-CMM (Capability Maturity Model)/DO-CMM, CCMW performed performance indicator analysis. After receiving applications, CCMW asked for experts' nominations and went through a rigorous screening process that includes mystery calls, data gathering, benchmarking, on-site assessment, and assessment by a review committee. Ultimately, CCMW chose the award winners based on a comprehensive evaluation on all candidates including their outsourcing service capabilities as well as the number of workstations. Highly recognized for its proven record in contact center digital services, transcosmos was awarded the 2024 <Golden Headset> Annual Excellent Outsourcing Services of the Year Top 10.

As the internet and intelligence technologies continue to evolve, customer service centers are transforming into digital, intelligent and multifunctional contact centers, shifting from the traditional services via phones, emails, and online channels. Against this backdrop, transcosmos has developed “transCxLink,” its proprietary platform built on the company's unique omnichannel contact centers. “transCxLink” not only creates a seamless process between companies, consumers, and customer service representatives by connecting all kinds of communication channels such as e-commerce platforms, social platforms, voice calls, and online chat, but also comes with abundant features including CRM, intelligent services, marketing systems, speech recognition, auto-reporting, and business insights. With all these features, “transCxLink” meets the needs of companies across all industries. In addition, with the power of large language models, “transCxLink” delivers auto-translation features, enabling businesses to provide multilingual AI-powered customer services without the need for bilingual customer

service agents.

As business processes become increasingly complex and highly standardized in every industry, transcossomos enhances CX at every channel by transforming traditional contact centers into digital with the power of “transCxLink,” thereby evolving the centers to ones that reduce costs, boost productivity, and expand sales, generating value for clients.



Joseph Wong, VP of Global Business Development, transcossomos, making a speech at the annual conference.

Invited to the conference, Joseph Wong, VP of Global Business Development, transcossomos delivered speech on the theme of “How Chinese companies can unlock global business opportunities with its digital economy,” representing the company. In his speech, Joseph presented in-depth analysis on the rapid shift to intelligent services and solutions in the contact center and e-commerce industries, and encouraged Chinese local brands to aggressively develop international markets and find new routes for growth. Joseph also introduced transcossomos’s success cases in its global services, giving inspiration to many of the audience.



2024 <Golden Headset> Annual Excellent Outsourcing Services of the Year Top 10 award certificate

As a digital transformation partner for clients, transcossomos will drive its efforts for enhancing services in the BPO industry with its innovative solutions and service systems.

■ transcossomos history in China

transcossomos entered the Chinese market and launched its offshore services business in 1995. In 2006, the company opened its first call center in Shanghai and started to provide call center services for the Chinese market. Today, transcossomos has its bases and subsidiaries across 24 cities in China including Shanghai, Beijing, Tianjin, Hefei, Xi'an, Changsha, Wuhan, Neijiang, Kunshan, Zhengzhou, Rizhao, Suzhou, Taipei and more. The company offers extensive services such as business process outsourcing (BPO) including contact centers, e-commerce one-stop, customer experience, digital marketing, and system development for both Chinese and global brands.

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About transcocosmos inc.

transcocosmos 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. transcocosmos currently offers services that support clients’ business processes focusing on both sales expansion and cost optimization through our 183 bases across 35 countries/regions with a focus on Asia, while continuously pursuing Operational Excellence. Furthermore, following the expansion of e-commerce market on the global scale, transcocosmos provides a comprehensive One-Stop Global E-Commerce Services to deliver our clients’ excellent products and services to consumers in 46 countries/regions around the globe. transcocosmos 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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