

Press Release



December 16, 2024
transcosmos inc.

transcosmos receives COPC Certification in South Korea for 6 years in a row

Recognized for its superior ability in continuously enhancing customer service and operational quality

transcosmos is proud to announce that the company has received COPC certification in South Korea, a certification offered by COPC Inc. in the U.S. based on COPC Standards, its internationally used comprehensive performance management system for contact center operations, marking the sixth consecutive year for the company to be certified.



Customer Operations Performance Center Inc. (COPC) is a global quality certification body in the customer experience operations field. Led by the COPC Standards Committee, which is composed of the world's leading companies, the COPC certifications are recognized as the gold standard for customer service excellence. COPC offers consulting, certification, training and research services to improve operations that support the customer experience, and helps companies increase sales, improve customer satisfaction, and build brand loyalty by addressing root causes of customer issues and better managing complex customer journeys.

Since receiving its first COPC certification in South Korea in 2017, transcosmos has been renewing the certification every year. Always enhancing its customer services and operational quality, and delivering a great customer experience, transcosmos continues to demonstrate its exceptional operational ability.

Over the past six years, transcosmos has been actively investing in South Korea, while also focusing on developing quality management specialists in contact center operations in the country. As a result of these initiatives, the number of certified COPC CSP Implementation Leaders—the most prestigious international recognition in the customer service industry—has now reached as many as 55, the highest in South Korea's BPO industry. The certification proves transcosmos's ability to develop talented people equipped with execution ability in the customer services industry to help global companies achieve their goals such as cost optimization, sales expansion and higher service quality.

transcosmos will spare no effort in enhancing the quality of its contact center services even further through relentless investment and people development initiatives, ultimately boosting customer satisfaction.

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

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

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 182 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/>

Contact for Media Inquiries

transcocosmos inc. Public Relations & Advertising Department
Email: pressroom@trans-cosmos.co.jp