

Press Release

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transcosmos inc.

transcosmos develops “trans-AI QA,” auto-service quality evaluation solution in South Korea

Automatically evaluates customer service quality based on clients’ quality performance index standards

transcosmos hereby announces that the company has developed “trans-AI QA (Quality Assurance),” a generative AI-powered solution, in South Korea. The solution automatically evaluates customer service quality based on clients’ quality performance index (QPI).



trans-AI QA auto-evaluates the quality of customer-agent interactions during customer service based on each client’s QPI standards. After each call, AI automatically converts voice data recorded during the interactions into text, and then evaluates and presents the level of service quality. With the solution, businesses that have been evaluating the performance based on specific keywords can now grasp the overall context of customer dialogue, receive feedback on the service, and evaluate the service quality more accurately than before.

In addition, trans-AI QA can evaluate service quality regardless of any preconditions. Moreover, trans-AI QA can cover a broader range of inquiries than the existing evaluation, which extracts 0.1% to 5% of all inquiries for evaluation randomly, thereby guaranteeing objectivity up to 100%. So, there’s no need to set the minimum call time as a condition for evaluation any more. As a result, trans-AI QA not only increases the objectivity of evaluation but also makes it easier to identify challenges at the same time.

trans-AI QA helps businesses increase the accuracy of quality evaluation and maximize the use of their human resources. Regardless of the time spent for problem resolution, the solution helps businesses catch customer complaints without fail and increase the accuracy by analyzing interactions through and through. Also, trans-AI QA enables QA managers to spend more time on monitoring agents to be evaluated and on one-on-one coaching sessions. Ultimately, the solution enables businesses to utilize their human resources more effectively than ever before.

Making the most of trans-AI QA in South Korea, transcosmos will help clients drastically increase the accuracy of evaluation and work productivity to further strengthen their service competitiveness and boost customer satisfaction. transcosmos will continue to develop AI-powered solutions to help clients achieve effective, smart business operations.

With around 10,000 people, transcosmos Korea is empowering more than 350 clients in Korea with its business process outsourcing (BPO) services specifically optimized for each industry. The services include IT solutions development, e-commerce, digital marketing, field services (FS), management of lifelong learning institutes and education consulting, contact center opening and management, direct mail (postal delivery), omnichannel system development and management (mobile, e-mail, postal delivery), and more. Offering optimum services for each individual client across industries and sectors, transcosmos Korea helps clients optimize costs and boost sales, productivity and customer satisfaction (CS).

*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 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, transcosmos 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. 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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