

Press Release



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transcosmos inc.

transcosmos releases conversational voicebot—trans-AI VoiceBot—in South Korea

Delivers natural, context-aware conversations based on accurate understanding of customer intent

transcosmos hereby announces that the company has developed and released “trans-AI VoiceBot,” a conversational voicebot, in South Korea. Combining the latest natural language processing technologies, generative AI and voice recognition technologies, this AI solution accurately analyzes customer intent, delivering more natural, context-aware conversations. Not only does it respond to complex customer inquiries seamlessly, the solution also manages various types of customer needs flexibly. Together with “trans-AI ChatBot”—one of transcosmos’s AI solution series offered in South Korea—and a speech recognition & analysis solution, “transpeech,” the new solution optimizes the continuity and the quality of the entire customer services.



trans-AI VoiceBot supports both inbound and outbound services. Using an automated voice navigation system built on a VoiceBot technology for the inbound services, the solution helps clients perform simple tasks such as responding to booking inquiries and conducting automated chatbot surveys quickly and conveniently without making customers connect to agents. The solution reduces agent’s simple and repetitive tasks, while delivering faster and more effective customer services.

In the outbound services area, AI agents call customers directly, and provide customers with a range of customized information such as health checkup reservation arrangements and delinquent payments. During this process, the solution performs customer conversation analysis in real time, and grasps the intent of the inquiry, thereby generating the right responses. Ultimately, the automated solution boosts the quality of customer services and streamlines the processes at the same time.

To provide an AICC (AI Contact Center) environment optimized for each client, transcosmos will offer “trans-AI VoiceBot” as a hybrid solution, combining the benefits of custom-built and SaaS models. With the custom-built model, the solution secures important data while strengthening technology competitiveness with continuous updates using the SaaS model. Simply put, the solution ensures both security and scalability at the same time. The hybrid model approach reduces initial development costs and enables transcosmos to offer services at a reasonable price. With this hybrid model, transcosmos is actively developing the next-gen AICC which will transform customer services.

transcosmos will continue to lead the AICC market in South Korea with continuous technology innovation and stable services.

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).

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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 36 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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