

# Press Release



August 26, 2025  
transcosmos inc.

## **transcosmos deploys DX platform to Kobe City Support Center, achieving significant outcome**

### **Enhances citizen satisfaction while reducing contact center operation volume**

transcosmos hereby announces that the company has deployed trans-DX (\*), its proprietary DX platform, to Kobe City Support Center, which serves as a point of contact for Kobe citizens, to help the city enhance the quality of citizen services and reduce staff workload. With the integrated management of web, chat, and call channels, the platform offers an accessible environment with self-service options for Kobe citizens, thereby dramatically reducing the city's call handling operation volumes.



#### **■Background**

Kobe City has been facing overwhelming incoming call volumes, which exceeded two million per year at their peak, taking up staff's time and making it hard to focus on their core tasks. To overcome this problem, the city opened a Comprehensive Call Center in 2011. Since then, the city has been trying to improve the situation with outsourced switchboard services while updating its website. However, the majority of inquiries continued to come through phone calls, taking up enormous time and costs of both city staff and outsourcing service vendors. At the same time, many citizens said that they want to have contact channels other than phones in a citizen survey.

#### **■ Four changes brought about with trans-DX**

transcosmos introduced its trans-DX to Kobe Contact Center operations. The platform is now helping the city add new contact channels and create high-quality and informative content, thereby enhancing CX for citizens while reducing call volumes. A project team made up of Kobe City staff and transcosmos's expert consulting team worked together as one and sorted out the city's business process. Based on the findings, the team redefined a vision for a "Comprehensive" Contact Center, and thoroughly discussed initiatives to achieve the vision.

#### **【Comprehensive Contact Center with new ways of sharing information to decrease inquiries】 Key initiatives**

##### **1) Enhance web usability and increase the resolution rate**

Based on VoC (Voice of the Customer: Voice of the Citizen) collected via inquiry logs, enhance the content of web pages including FAQs. Create new web pages. Execute initiatives to boost usability and the resolution rate from a citizen's perspective.

##### **2) Review and renovate ways to communicate information**

Form a joint support center with the city staff and improve the content of public notice. Publish/post information such as events and system reforms on the city's website effectively to reduce factors for potential inquiries.

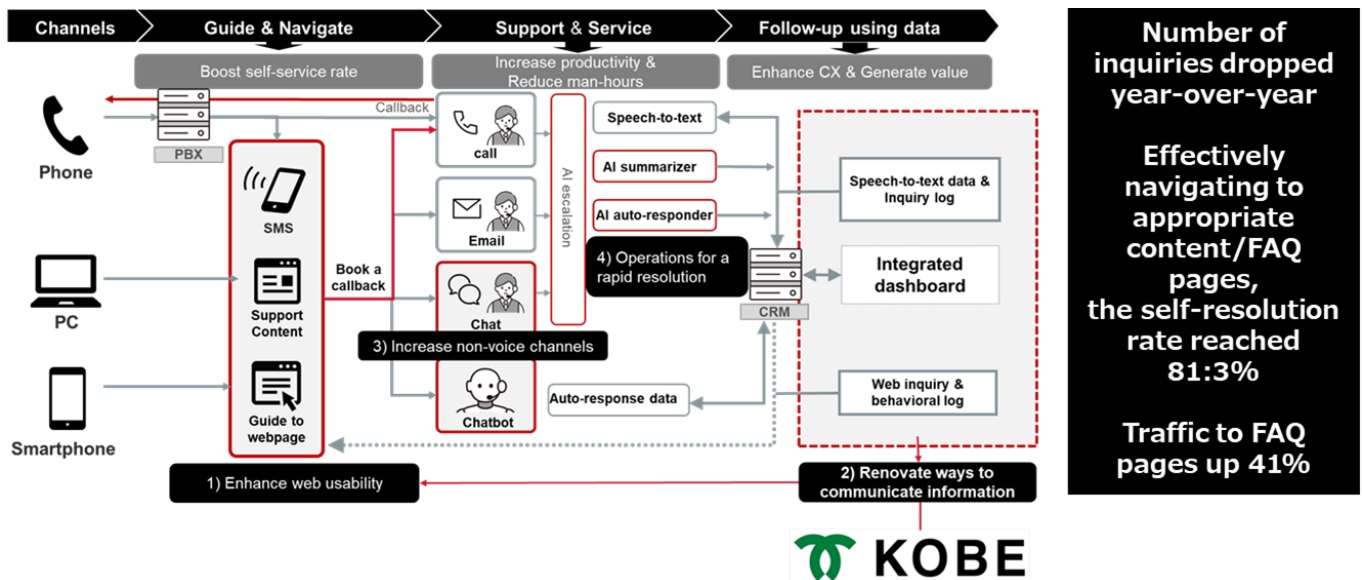
##### **3) Increase channels other than phone (non-voice)**

Enhance hybrid chatbot features. Build a system that enables chatbot-to-human chat agent handoff for inquiries that

chatbots cannot solve alone to offer a resolution channel for citizens who wish to make inquiries via a channel other than phones. In addition, make the contact center more accessible by introducing a system to book a callback for night hours and when lines are busy during peak times.

#### 4) Operations that ensure a rapid resolution

Introduce AI-powered assistant features for human agents (voice recognition, generative-AI summarization, AI escalation management, etc.) and build a system that allows a rapid resolution of citizen inquiries as well as continuous improvements based on the VoC.



(Data from 2024/12 to 2025/3)

\*TCI-DX Support wins a patent. transcosmos develops a proprietary digital platform that solves and dramatically enhances CX across customer touchpoints With the power of VoC, boosts usability and saves costs at the same time  
<https://www.trans-cosmos.co.jp/english/company/news/230825.html>

transcosmos will continue to develop an environment designed for self-service using trans-DX to further enhance the usability for citizens. With the aim of maximizing the well-being of Kobe City and its citizens, transcosmos will play its part as a CX partner.

\*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 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/>

#### Contact for Media Inquiries

transcosmos inc. Public Relations & Advertising Department  
 Email: [pressroom@transcosmos.com](mailto:pressroom@transcosmos.com)