transcosmos releases "transpeech", a voice recognition solution for contact centers

Helps clients improve service quality and operational efficiency by a one-stop service including its implementation and operations

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) released "transpeech", a voice recognition solution as one of its contact center services in August 2018. The company applied "AmiVoice" as a voice recognition engine of "transpeech" which is offered by its partner Advanced Media, Inc. (Headquarters: Tokyo, Japan; President and CEO: Kiyoyuki Suzuki). Combining "AmiVoice" with transcosmos's know-how in operating contact centers, "transpeech" addresses clients' requests and challenges that are identified from an operations perspective. transcosmos aims to implement "transpeech" to 30 companies by the end of FY2018.

Recently, demand for elevating operations efficiency with the use of AI and RPA is increasing in the contact center industry and this is helping tackle the hiring challenge the industry currently faces. Recognizing this, transcosmos launched full-scale R&D to adopt voice recognition AI to contact centers from 2017 to realize its vision for next-gen digital contact centers (*). Since then, the company has been building experience and know-how by successfully conducting PoC (proof of concept) on developing services such as auto-evaluation of customer service quality, creation of machine learning prediction models, and more.

transcosmos released its voice recognition solution "transpeech" based on its proven success records mentioned above. The one-stop solution which includes the implementation of an environment for voice recognition and operations services aims at driving improvement of contact center service quality and operations efficiency. To launch the service, transcosmos first sets up a specialized department which consists of experts that are well-versed in voice recognition technology and lets the team address clients' requests and challenges that are extracted from an operations perspective, and helps clients implement an environment for voice recognition that will take hold in the operations sites. Leveraging a large-scale environment offered by "AmiVoice", a voice recognition engine, clients can cut down initial development expenses by around 60% whilst reducing the time for implementation. transcosmos contact centers will promote the implementation of "transpeech" for clients that use its contact center operations services.

Below are the examples of challenges that "transpeech" can address;

1. Risk Management
By conducting call analysis and offering knowledge, "transpeech" prevents troubles and risks of delivering incorrect information to customers by detecting potential claims at an early phase and reminds agents to comply with talk scripts.

2. Quality Control
Its proprietary KPIs and BI dashboard visualize the evaluation of all calls and agents' actual performance and ultimately promote each agent to achieve their quality improvement target.

3. Cost Saving

"transpeech" optimizes time for after call work by analyzing inquiries and utilizing talk scripts. In addition, as it does not require system implementation every time, transcosmos offers the solution at the best possible price.

transcosmos continues to accelerate its effort to implement "transpeech" whilst expanding its service areas. The company plans to release additional services that include showing agents the appropriate FAQ by the use of a conversation engine, creating a customer support log more efficiently with the use of a summarizing software, and visualizing customer frustrations and potential claims by the use of an emotion recognition system, all after conducting PoCs successfully.

transcosmos, in collaboration with its AI laboratory "Communication Science Lab" will work on developing new services that help clients further enhance their customer experience. The future services include an auto-evaluation model for "AI for auto-evaluating customer support quality" which combines voice recognition and machine learning technologies, and utilization of "DECode", transcosmos's proprietary DMP services, for personalized ad delivery by connecting it to conversation data, and more.

(*) Vision for next-gen digital contact center

transcosmos advocates "next-gen digital contact center", which means enabling people and AI to coexist, in other words, creating contact centers where AI reproduces high-quality operations delivered by talented people and supports peoples' operations. Recently, AI and RPA are under the spotlight in the contact center industry and companies that aim for first-mover advantage implement these technologies aggressively. On the other hand, some cannot find ways to make the most of these technologies and don't know what to do with them as a result of jumping the gun based on the mere image of the words AI/RPA without having a deep understanding of the technologies or hypothesis in using them. As an outsourcer, transcosmos has developed various success cases that utilize both AI/RPA and people in contact center operations, and accumulated know-how to make AI/RPA work together with people.

To present all proven records, transcosmos will hold a charge-free seminar to introduce a whole picture of its vision for next-gen digital contact centers. In the seminar, transcosmos will introduce the challenges facing contact centers, new services that digital contact centers can deliver going forward, how to utilize these services and future outlook that only an outsourcer can present, using case studies on chat support, voice recognition, and call volume forecast services.

■ Next-gen digital contact center seminar overview

Date & Time:	2018/9/19 (Wed) 10：00～12：20
Location:	Large meeting room, 13F, Shibuya main office, transcosmos inc.
Register here:	https://www.trans-cosmos.co.jp/seminar/180919.html

About Advanced Media
Advanced Media operates 3 businesses, namely, solution planning and development, license sales and service provision, all centered on "AmiVoice" its voice recognition technology. Advance Media services are used in a broad range of business sectors that include call centers, medical, manufacturing, logistics, distribution, construction, real estate, developing minutes, education, mobile, and robots. Unlike traditional machine-centered voice recognition systems, "AmiVoice" is an intellectual human interface which focuses on voice recognition technology. When a user naturally talks to a machine equipped with "AmiVoice" software, it will respond to the user like a human and will take actions such as taking a memo. Advanced Media aims to make humans and machines communicate naturally and ultimately to create a bright and prosperous future.
(Visit us here: https://www.advanced-media.co.jp/)

About Communication Science Lab
In September 2017, transcosmos established "Communication Science Lab", a laboratory specifically for applying science to ever-digitalizing business-to-consumer communication by utilizing cutting-edge technologies such as AI and robotics as well as data science like machine learning and natural language processing. Communication Science Lab will solve information asymmetry problem between consumers and businesses by accumulating information assets including a corpus-based approach, a rule-based approach, and algorithms that are essential in making next gen-communication in the digital age. Ultimately, Communication Science Lab aims at becoming the largest "communication data bank" in Asia.

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 173 locations across 33 countries 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 49 countries 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@trans-cosmos.co.jp