

# Press Release



February 14, 2019  
transcosmos inc.

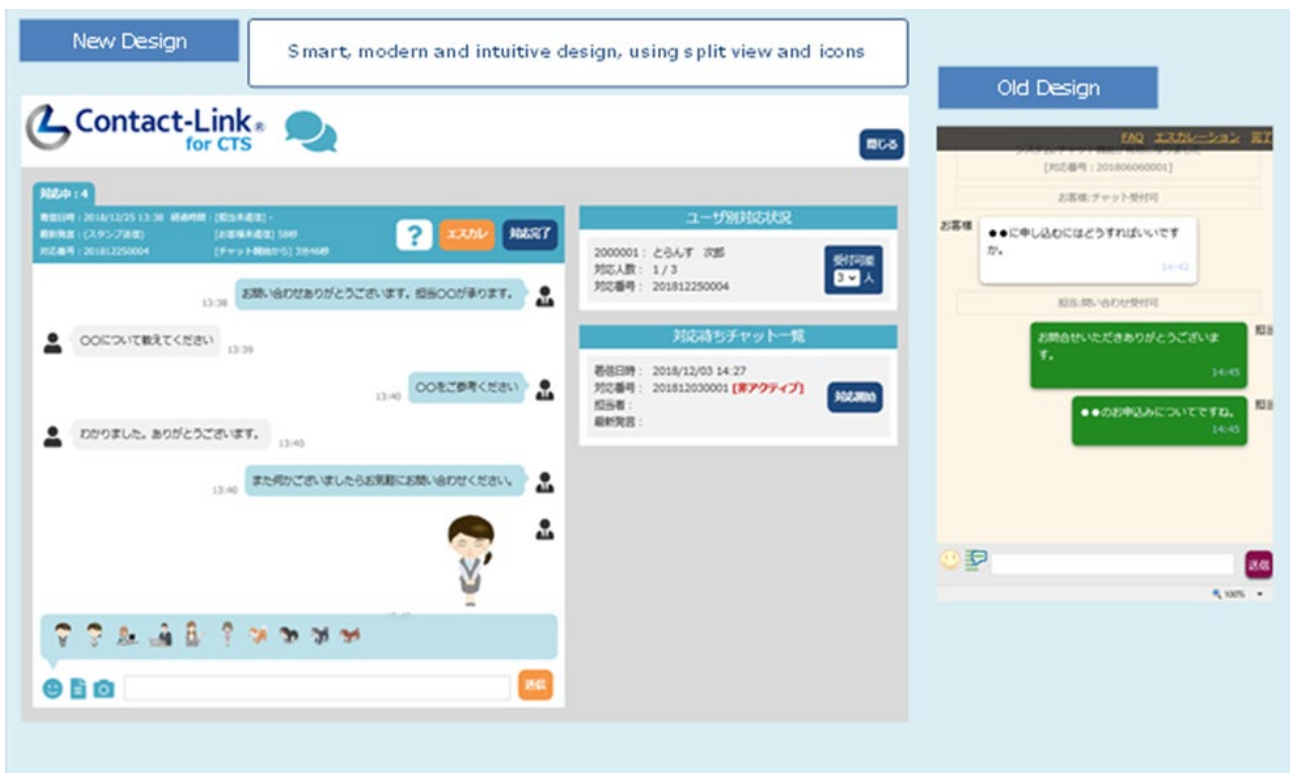
## transcosmos adds a chat feature to “Contact-Link,” its cloud-based contact center platform

### Enhances call center operations by new intuitive design that boosts operatability for diversifying channels

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) added a chat feature as a new communication channel to “Contact-Link,” its proprietary cloud-based contact center platform.



“Contact-Link” is a cloud-based contact center platform that enables call center businesses to have two-way communication with customers via various channels that include call, websites, SNS, and more. “Contact-Link” not only enables clients to make both outbound and inbound calls effectively but also centrally manage all customer support histories offered via multiple channels. In order to satisfy consumer needs for chat-based communication that is expected to grow continuously along with the enormous popularity of smartphones and SNS, transcosmos added a new chat feature to “Contact-Link” whilst drastically improving its screen design for call center agents. Using icons and split view, the new, intuitive screen design will boost operational efficiency.



Supporting ever-diversifying communication channels via “Contact-Link,” transcocosmos continues to help call center operators deliver a great communication experience to their customers.

■ **About “Contact-Link”, transcocosmos cloud-based contact center platform**

Released in July 2014, “Contact-Link” is a unique transcocosmos cloud-based contact center platform which helps clients communicate with their customers. Its key features include the ability to enable clients to have two-way communication with customers via call, websites, SNS and more whilst centrally managing all customer support records offered via multiple channels. With abundant operations templates that are created based on transcocosmos’s Operational Excellence, the platform also helps clients quickly launch operations that meet their requirements.

<https://www.trans-cosmos.co.jp/special/callcenter/contactlink.html>

■ **“Contact-Link for CTS” key features**

- A call tracking system developed by transcocosmos
- Its operations templates based on accumulated know-how enable clients to develop a call center system at speed
- With internet connection, clients can share information across multiple centers
- The central management platform supports ever-diversifying customer touchpoints and enables clients to manage all inquiries regardless of channels
- A monthly fee (license fee) model including maintenance charge. A pricing model only cloud-based services can offer

**A cloud-based central management platform provides centralized control over all customer inquiry channels**



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\* 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 170 locations across 31 countries 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 49 countries 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/>

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