

# Press Release



April 10, 2019  
transcosmos inc.

## transcosmos upgrades “transpeech,” its speech recognition solution

### Expands transpeech-ready contact center network and adds emotion analysis to assessment feature

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) will expand the coverage of “transpeech,” its speech recognition solution, and deliver two upgrades. By the end of 2019, the company will install the solution to 2,000 workstations in its contact center network across Japan, a considerable expansion of its service coverage, and will add a new emotion analysis feature. With this emotion analysis feature, clients can perform new initiatives such as preventing potential issues, visualizing selling points and more, at no extra charge.



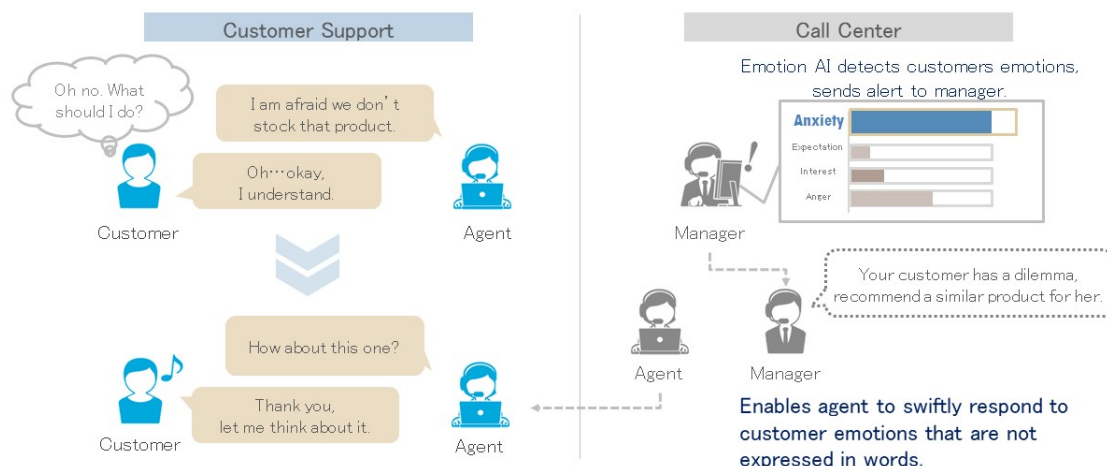
#### ■ Update 1: Widely recognized by clients, expand “transpeech” coverage up to 2,000 workstations, the largest scale in Japan

Since its launch in December 2018, “transpeech” has been adopted by many clients and the number of contact center workstations equipped with “transpeech” is expected to exceed as many as 2,000 by the end of FY2019. Building on this momentum, transcosmos considerably updated its speech recognition system environment which is built inside the company. With this upgrade, transcosmos has successfully installed the solution in batch processing to a large-scale contact center with over 200 workstations. In addition, the company now has the ability to connect the solution to various CRM tools at a speed faster than ever before.

#### ■ Update 2: New emotion analysis feature enables clients to assess new element of service quality

### Emotion AI Solution use case

Agent/Manager modifies their responses to match customers emotions and deliver optimum customer service.



With a speech recognition feature that converts speech to text, clients can evaluate contact center service quality based on the text data. Now with an emotion analysis feature in place, the upgraded speech recognition system enables clients to analyze speakers' emotions and utilize the results as a new element in assessing contact center service quality.

Clients can deliver highly sophisticated initiatives by utilizing this new feature that detects speakers' emotions and alerts. More specifically, contact center managers can prevent potential issues by following up on agents based on the detected negative customer emotions such as anxiety and anger whilst improving agents' service performance by recognizing and handling early signs of an increase in their stress level. In addition, clients can utilize the solution for their outbound sales activities in various innovative ways. For example, by grasping customer expectations and their feelings of rejection, agents can modify and match their responses to customers emotions in real time that ultimately helps clients increase contract win rate.

transcosmos continues to drive the expansion of its speech recognition services including conversation summary services and immersive virtual reality (IVR) technology whilst further enhancing "transpeech" features with the aim of solving challenges that clients face in the contact center business.

#### **【About transpeech】**

transpeech is a speech recognition solution that helps clients address the challenges they face in the contact center business. Combining transcosmos's proven know-how in contact center operations services accumulated over the years and the speech recognition system, transpeech lets businesses solve various operational challenges and improve service quality, reduce costs, prevent risks, plus more.

\* 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 171 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, transcosmos provides a comprehensive One-Stop Global E-Commerce services to deliver our clients' excellent products and services 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.

<https://www.trans-cosmos.co.jp/english/>

#### **Contact for Media Inquiries**

transcosmos inc. Public Relations & Advertising Department  
Email: [pressroom@trans-cosmos.co.jp](mailto:pressroom@trans-cosmos.co.jp)