



Press Release

June 25, 2019

transcosmos inc.

transcosmos develops “AI Defender,” a new AI-based feature that auto-checks service quality in call centers, an add-on to its speech recognition solution “transpeech”

A one-click service cuts data processing time by 98% whilst ensuring human-level accuracy

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) is proud to announce that the company has successfully developed “AI Defender,” a new add-on AI-based feature, to its speech recognition solution “transpeech.” With “AI Defender,” call center operators can automate a process to confirm whether their agents have informed customers of guarantee clauses and other important notices. transcosmos will offer this new service to three clients who wish to participate in a trial implementation project in order to improve the level of their call center services.



■ An enhanced AI feature reduces data processing time by up to 98% compared to human operations

Since its launch in December 2018, “transpeech” has been adopted by many clients and the number of call center workstations equipped with “transpeech” is expected to exceed as many as 2,000 by the end of FY2019. With the aim of enhancing its AI features, transcosmos developed a new feature that auto-checks call center agents’ service quality helping to prevent the serious complications that can result from failing to inform customers of guarantee clauses and other important notices. The distinctive feature of “AI Defender” is its ability to dramatically reduce the man-hours required to check the level of service quality whilst ensuring highly accurate service that is equivalent to human operations. “AI Defender” lets businesses auto-judge all calls at high speed with just one click, freeing up tremendous amounts of time which call center managers have previously spent for checking call transcriptions. Proofs of concept conducted in partnership with clients show that “AI Defender” can cut data processing time by 98% compared to human operations.

AI



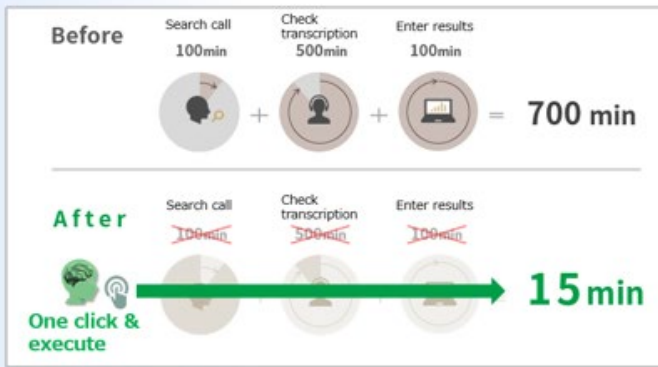
AI Defender

Evaluates talk
scripts

Optimizes managers'
man-hours

Prevents false
information

Check “must-have scripts” at high-speed and high accuracy



Time spent for call transcription
down by about **98%**

Just one click, ensures human-level
accuracy
evaluation accuracy 99%

■ Trial service available to three clients who wish to deploy the service ahead of its official release

Ahead of the “AI Defender” service release, transcosmos will run a trial project for clients who wish to “manage risks by checking all calls,” and “let AI manage quality check so managers can focus on providing feedback to agents.” This trial project is for transcosmos’s existing clients who already have “transpeech” in place or clients who currently receive transcosmos’s other operations services.

transcosmos’s original goal has been to deliver highly valuable services by uniting people with technology through “scheme.” transcosmos continues to promote mutually beneficial relationships between people and cutting-edge technologies that include AI.

【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 173 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 48 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/>

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