

Press Release



September 28, 2020

transcosmos inc.

transcosmos launches Work from Home contact center services in Taiwan

Hybrid approach connecting center and home-based services, ensuring business continuity and high quality

transcosmos inc. (Headquarters: Tokyo, Japan; President & COO: Masataka Okuda) hereby announces that transcosmos Taiwan inc. (Headquarters: Taipei, Taiwan; General Manager: Shunsuke Matsuda; transcosmos Taiwan), its wholly-owned subsidiary, released "Work from Home Contact Center Services" in September, 2020. transcosmos Taiwan plans to make 50 of its workstations out of 190 available workstations home-based by the end of FY2020.



■ Story behind the new services development

As Covid-19 pandemic continues to spread, an increasing number of businesses are concerned about possible suspension of contact center services due to outbreaks of infectious diseases and natural disasters such as typhoons and earthquakes that would impact social activities. The Taiwan government is more likely to take stricter measures than Japan such as having a complete lockdown and an order to make companies suspend attendance of their employees. Amid such a situation, transcosmos Taiwan has been developing a scheme and operational processes that enable the company to continue operations with the same level of service quality. With the scheme and the processes in place, transcosmos Taiwan began offering the Work from Home contact center services in September, 2020.

■ Work from Home Contact Center Services: Distinctive features

・ System & Security

With a Virtual Desktop Infrastructure (VDI) and monitoring systems, we monitor our operations to ensure that there will be no leakage and fraudulent use of data in our Work from Home contact center services. In addition, by using an online HR management system for attendance management and an online meeting system, we will deliver the same level of operational services as our center-based services.

・ Operations

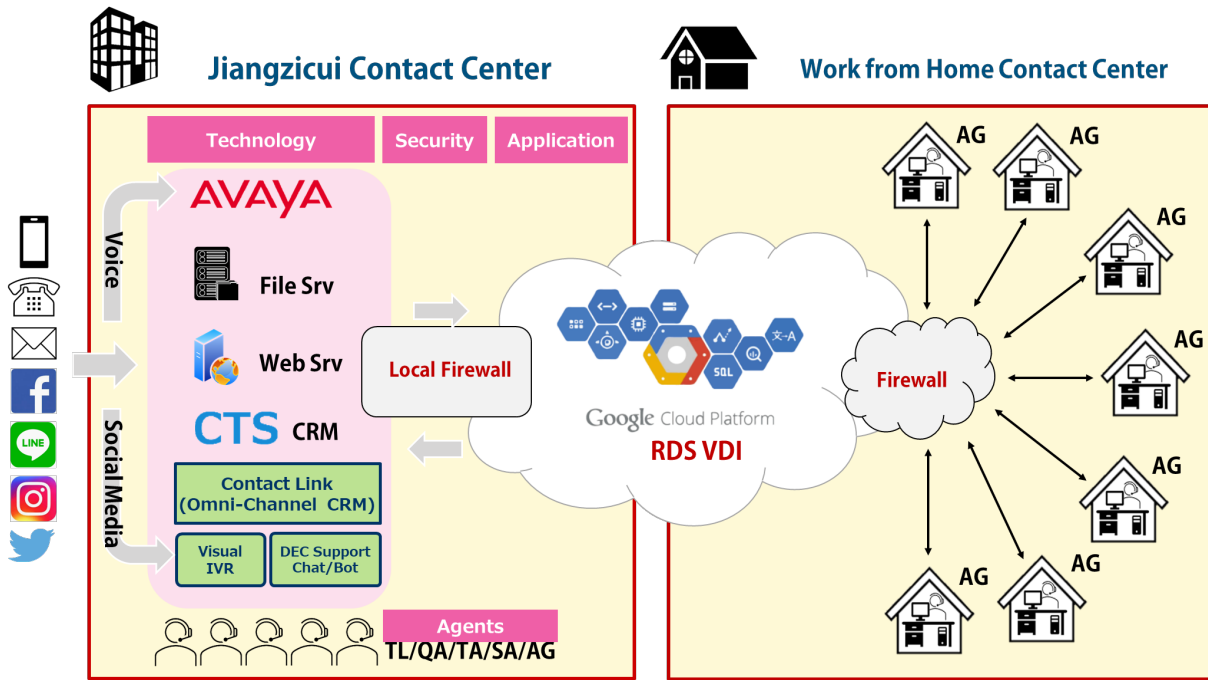
Connecting our center and Work from Home contact centers, we manage our service quality with a hybrid approach. Our agents work at a center and from home in turns so that we can maintain communication with them, and manage their skill levels and motivation.

・ Deployment

As with our center-based services, you can enjoy our Work from Home contact center services within 7 working days at the earliest.

* Our Work from Home contact center services require both center and home-based operations.

■ Service framework (for illustration purposes only)



Founded in September, 2016, transcosmos Taiwan has established its unique market position focusing on digital with both strong sales skills in e-commerce and branding capabilities. Now, the company provides clients with diverse services including e-commerce one-stop services, digital marketing and contact centers. In October, 2018, transcosmos Taiwan opened Jiangzicui Center, a center designed to offer contact center services. Since then, transcosmos Taiwan has been offering a wide range of services such as inbound and outbound services including order taking, after-sales service, recall management, telesales and research, as well as bot and agent-based chat services. Putting quality management and security measures in place based on its expertise in building and operating contact centers in Japan and other countries around the world, transcosmos Taiwan delivers contact center services that are tailored to the needs of the Taiwan market.

* transcosmos is a trademark or registered trademark of transcosmos inc. In Japan and other countries.

* Other company names and product or services 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 168 bases across 30 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 in 48 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.

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

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