

# Press Release



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transcosmos inc.

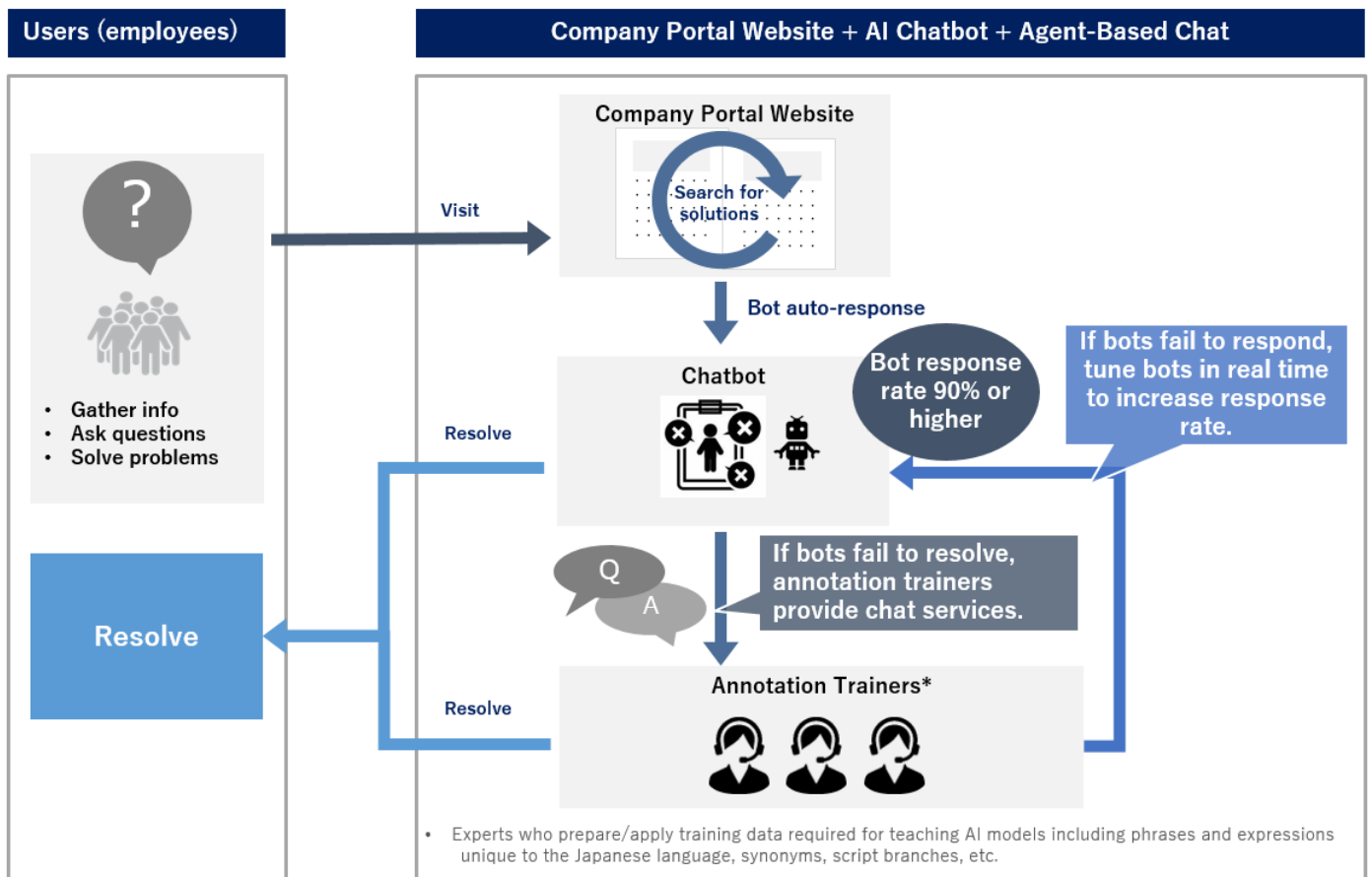
## transcosmos releases “Business Support AI Service,” AI chatbot operations services designed for B2B businesses built on its knowledge in BPO

### Chatbot saves inquiry handling man-hours together with dedicated annotation trainers who perform real-time tuning

transcosmos inc. (Headquarters: Tokyo, Japan; President & COO: Masataka Okuda) releases “Business Support AI Service,” with which dedicated annotation trainers provide AI chatbot real-time tuning services specifically designed for B2B businesses.

Given that many companies have adopted the remote working model recently, employee support teams have been struggling to keep up with an increasing number of employee inquiries about internal procedures and systems. transcosmos business support AI service is designed to help companies solve such concerns and challenges. With the service, chatbot handles frequently asked questions, and dedicated annotation trainers manage questions that chatbots cannot respond to. To make chatbots provide automated responses to the questions they failed to respond to, the team will train and tune chatbots within the day.

Since its foundation, transcosmos has been providing BPO services that combine process and technology. Now, by making chatbots handle inquiries related to BPO services, transcosmos will further streamline back-office services.



Before chatbot implementation, transcosmos first identifies the challenges and priorities each company faces based on hearing sessions with clients and process diagnoses. Then, transcosmos AI strategists prepare necessary knowledge,

enhance FAQs, design appropriate AI chatbot scenarios, define the scope of chatbot service, and finally implement the chatbot developed specifically for each business. After the service launch, transcosmos aims at making chatbots achieve a 90% or higher response rate within three months by effectively increasing AI chatbot accuracy with real-time knowledge tuning by dedicated annotation trainers and the self-learning ability of chatbots.

## Operations by Annotation Trainers: Benefits

### 1 Build Knowledge

**Designs seamless communication flows** based on communication know-how acquired over years of agent-chat services. **Make cohabits stress-free, useful and practical** for users.

### 2 Real-Time Annotation

Annotation trainers train chatbots on the spot, making **chatbots understand the contexts and learn in real-time.**

### 3 Quality Assurance

Until chatbot accuracy increases, **dedicated annotation trainers offer chat services**, thereby always securing service quality.

For the chatbot platform, transcosmos has deployed DEC Support, its proprietary developed platform equipped with FAQ and chatbot features as well as the ability to offer agent-based chat services. With its ability to centrally manage inquiry logs and company internal knowledge that would otherwise scattered across tools, DEC Support lets businesses develop and enhance chatbots quickly, and ultimately makes their users self-solve their problems with automated chatbot responses.

#### ■ Pricing

Initial development: Starts at 4 million yen

Running: Starts at 1.2 million yen

With the aim of enabling clients to handle inquiries effectively, transcosmos will continue to help clients in multiple ways, from implementing and operating the chatbot platform, to conducting analysis, all the way through to making improvements.

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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 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 to consumers 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. Visit us here <https://www.trans-cosmos.co.jp/english/>

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