

Press Release



May 16, 2022
transcosmos inc.

transcosmos sets up a dedicated booth for its home-based contact center support desk

Solves information security challenges and drives its initiative to its make home-based contact centers as a regular business model

transcosmos inc. (Headquarters: Tokyo, Japan; President & COO: Masataka Okuda) hereby announces that the company has set up and launched a dedicated booth for support desks for its home-based contact centers with the aim of further spreading such centers. With the support desk, transcosmos offers a wide range of support services on overall home-based operations. Specifically, the company has enhanced its information security management function to address security related challenges that home-based contact centers face, provides helpdesk services to assist home-based agents in solving issues related to PCs and accessories, and helps supervisors manage agent performance. Ultimately, the support desk will guarantee stable home-based contact center operations.



■ Making home-based contact centers a regular model to ensure BCP and to offer cost advantages

Today, transcosmos home-based contact center network has expanded to as many as a total of 13,000 workstations - 3,000 in Japan and 10,000 overseas. Ensuring BCP in times of emergency, the network underpins clients' contact centers, and offers lifeline services for consumers.

Making home-based operations a regular service model in Japan, transcosmos focuses on creating and offering an additional value for clients such as reducing physical center facilities, providing cost advantages, and solving hiring challenges induced by a shrinking workforce, and more. In Marketing Chain Management Center Ikebukuro EAST, transcosmos has opened a dedicated booth for its support desk designed for its home-based contact centers that launched last year. By enhancing support desk functions, transcosmos will help reduce on-site supervisors' workload and assist agents, as well as accumulate know-how of managing home-based operations. Ultimately, transcosmos will spur home-based operations whilst maintaining the same level of services as the center-based operations with a stable performance.

■ Home-based contact center support desk functions

1. Security management

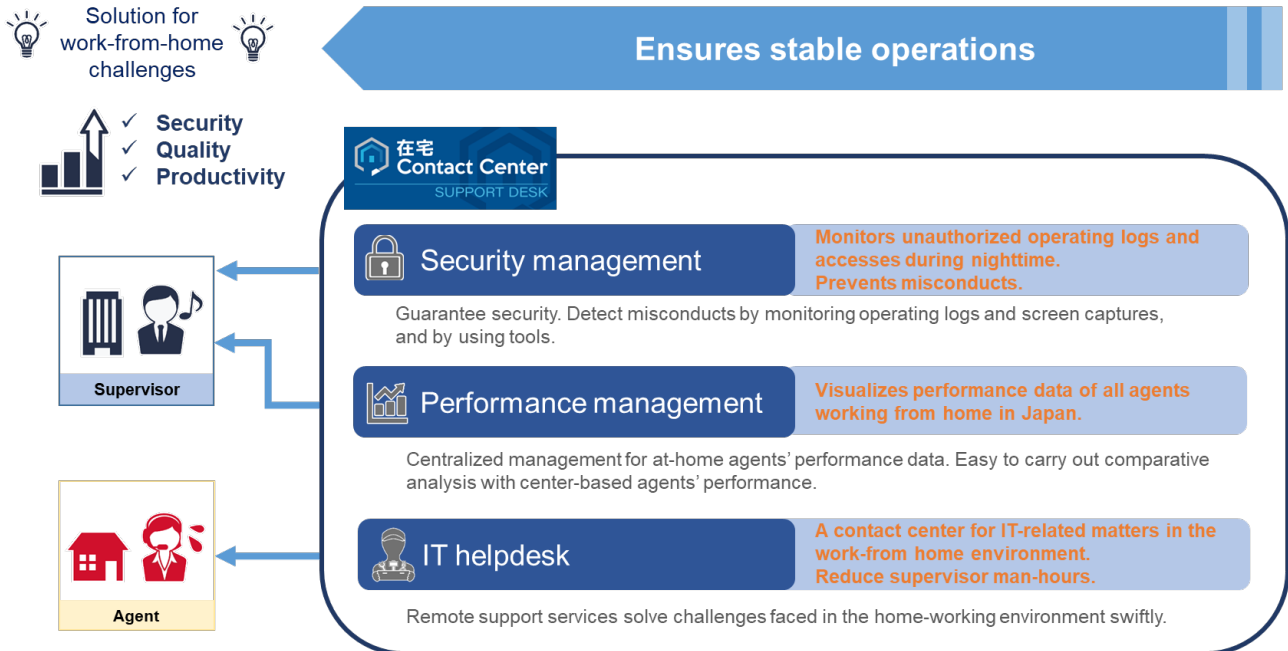
The support desk prevents security incidents by collecting and monitoring operating system logs and screen captures. In addition, the desk guarantees secure operations with alerts by detecting spoofing with smartphone-based detection devices.

2. Performance management

All kinds of performance data related to home-based services such as calls and network accesses collected across Japan are accumulated and managed centrally, enabling smooth home-based operations.

3. IT helpdesk

The IT helpdesk assists home-agents in solving issues and using their PCs, accessories and tools. The helpdesk helps agents solve problems swiftly and reduce supervisors' workloads.



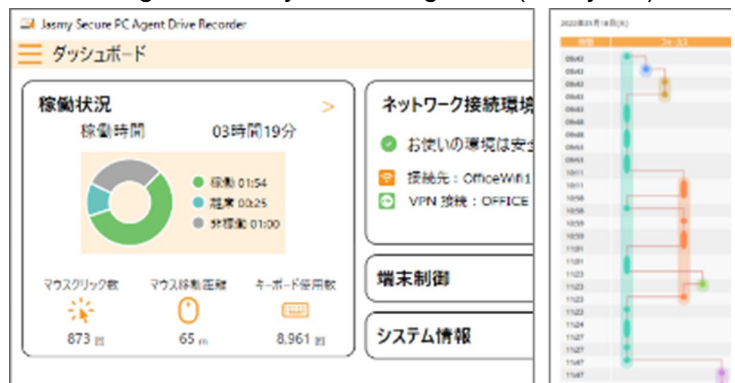
■ Systems to help drive home-based operations

In the dedicated booth, large monitors and projectors show performance data collected via various tools so that members can visually monitor home-agents' operational status, and ensure stable operations. transcosmos also offers booth tours with demonstrations on cloud voice tools and cutting-edge AI-powered digital services.

【Centralized data management with a dashboard】



【Monitoring and security alert management (Jasmy Inc.)】



■ Webinar on home-based contact centers

transcosmos will hold a webinar “Home-based contact center – a key to boost CX –” on Friday, May 27, 2022 (no translation available).

Highlight: Why home-based contact centers lift CX?
Recipe for success in security/operational management at home-based contact centers
transcosmos home-based contact centers underpins “a laser focus on day-to-day operations”

Visit here for more information & sign up: <https://www.trans-cosmos.co.jp/seminar/220527.html>

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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 169 bases across 28 countries/regions 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 46 countries/regions 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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