

Press Release



November 7, 2022
transcosmos inc.

transcosmos contact centers with around 800 agents receive COPC certification, a globally recognized performance management standard

In addition to a brick-and-mortar contact center, an entirely home-based contact center has achieved certification on first attempt.

transcosmos inc. (Headquarters: Tokyo, Japan; Representative Director, Co-presidents: Koichi Iwami, Masaaki Muta) is proud to announce that the company's two contact centers have received COPC certification by COPC Inc., a US-based global consulting firm, based on the COPC Customer Experience (CX) Standard, a globally recognized performance management framework for contact center operations. The two centers with roughly 800 agents in total have been certified based on the COPC CX Standard For Outsource Service Providers (OSPs). One of the centers was certified as an entirely home-based contact center with a scale of 450 agents.



The COPC CX Standard began in 1996, when call center industry leaders in the U.S. saw a need for structured processes and measurements that customer service providers could use to deliver consistently high performance in their contact centers. This group of leaders developed the first version of the COPC Standard - originally a comprehensive performance management system for call centers which now encompasses all customer experience operations. Since 1996, leading brands in more than 70 countries have worked with COPC Inc. to certify their call centers and other customer contact operations. Today, the COPC CX Standard is an internationally used operations management system for handling customer contacts.

transcosmos has been working on obtaining COPC certification in order to offer global standard customer services and customer experience. Now, the company's contact centers - with a scale of 800 agents - have become COPC certified centers. With the aim of further enhancing the quality of service delivery, transcosmos is committed to make more centers COPC certified centers.

■ About COPC Inc.

COPC Inc. is an innovative global leader that empowers organizations to manage complex customer journeys. The company created the COPC Customer Experience (CX) Standard and provides consulting, training and certification for operations that support the customer experience. Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company works with leading brands worldwide to optimize key customer touchpoints and deliver a seamless experience across channels. COPC Inc. is privately held with headquarters in Winter Park, FL, U.S. and has operations in Europe, Middle East, Africa, Asia Pacific, Latin America, India and Japan. To learn more about COPC Inc., visit

www.copc.com.

*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 172 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, transcosmos 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. 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.transcosmos.co.jp/english/>

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