

Press Release



December 6, 2022
transcosmos inc.

transcosmos launches CX services powered by voicebots in Indonesia

Co-developed a voicebot solution with WIZ.AI for both inbound and outbound contact center services

transcosmos inc. (Representative Director, Co-presidents: Koichi Iwami, Masaaki Muta) recently developed a voicebot solution in partnership with WIZ.AI (Headquarters: Singapore; CEO/Co-founder: Jennifer Zhang), a leading innovator in voice AI technology. transcosmos has begun using the WIZ.AI Talkbot solution at contact centers for the Indonesian market, providing more engaging customer experience (CX) services.

Talkbot Architecture



Using WIZ.AI's localized conversational talkbots, transcosmos now offers automated customer services in three main languages in Indonesia, namely Indonesian, Javanese and Sudanese. This solution is helping transcosmos clients effortlessly connect to their customers at scale, with the right message at the right time, over telephony, chat, messaging and email, to create real connections with their customers. WIZ.AI Talkbots are currently being used for CX surveys and other outbound services, as well as for inbound operations such as providing an initial response to customers. With strong process automation capabilities, the Talkbot solution will help transcosmos and its clients scale CX operations across the region.

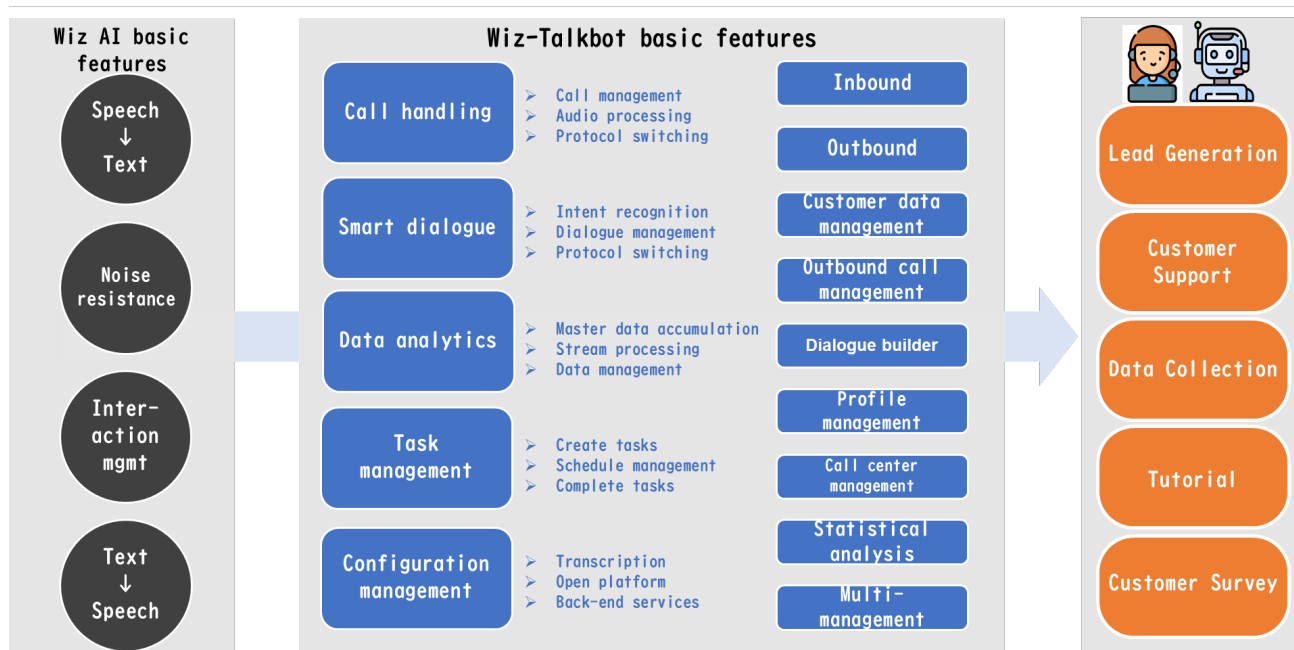
"Our Talkbots have been developed and optimised for the ASEAN market, we are excited about our partnership with transcosmos and are looking forward to helping more clients in the Indonesian market, enabling enterprises to automate highly human-like customer experience at scale, while delivering enhanced business results." shares Jennifer Zhang, CEO and co-founder of WIZ.AI. "Bahasa Indonesia is one of the many Southeast Asian languages supported by WIZ.AI, which help our global customers automate millions of customer interactions on a daily basis. Because the Talkbots Listen, Understand and Speak like a local, they are highly humanized, up to 95% of users don't recognize that they were talking to a machine."

In June 2013, transcosmos co-established PT. transcosmos Indonesia (Headquarters: Jakarta, Indonesia; CEO President

Director: Seisuke Kobayashi) with PT Cyberindo Aditama (Headquarters: Jakarta, Indonesia), an IT company under the major Indonesian conglomerate, Salim Group. Today, the company offers various services including contact center services via calls, emails, and chats; Trust & Safety for monitoring and policing user-generated online content; internet ads and social media operations; and app development for digital marketing services from three centers in Jakarta and two in Semarang, and with a total of 2,500 members.

Within the ASEAN region, with its operating locations in Vietnam, the Philippines, Thailand, Malaysia and Indonesia, transcosmos offers a variety of localized services including contact centers, digital marketing and e-commerce one-stop services. With the aim of assisting many more clients in boosting their CX, transcosmos will continue to deliver extensive services that help both local companies and global companies planning to expand into local markets, expand sales and optimize costs. transcosmos will strengthen its partnership with WIZ.AI and jointly deliver services that meet the needs of clients in ASEAN member countries where the company operates.

Talkbot Architecture



● About WIZ.AI (<https://www.wiz.ai>)

WIZ.AI, a global leading conversational voice AI technology innovator, is revolutionising traditional B2C communication. Its solutions enable businesses to deliver hyper-personalised, omnichannel customer engagement at scale.

WIZ.AI has over 200 clients, many of which are Fortune 500 companies from various industries, including Banking, Insurance, Fintech, Telecommunications, E-commerce, Healthcare and the Government.

● About WIZ.AI Talkbot

WIZ.AI's intelligent Voice solution, the Talkbot, leverages highly customizable, adaptable, and humanised AI to deliver more than a hundred million automated customer interactions every hour. This enables its clients across various industries and functions to deliver quality, attentive and engaging customer services. WIZ.AI Talkbots are designed to intuitively understand customer intents, helping to reduce the wait times by quickly connecting customers to the relevant department and business unit.

95 percent of all Talkbot users are unable to tell that they are engaging with a machine. WIZ.AI's Talkbot has powerful self-learning extended dialogue management, speech pattern recognition, and text-to-speech voice customisation that allows it to communicate in over 9 countries' local languages and accents. Some of the Talkbot's language capabilities include English, Bahasa Indonesia, Malay, Mandarin, Thai, Tagalog, and Vietnamese, as well as Singlish and other informal forms like Taglish (an informal variant of Filipino English).

The Talkbot platform also empowers and optimises data driven customer engagement through its analytics capabilities. By transforming previously unstructured voice data into rich, structured data, clients using WIZ.AI's analytics platform can map out personalised customer journeys and identify common pain points. Insights generated by WIZ.AI's Talkbot can be leveraged to get the right messages at the right time via the right channels, boosting customer acquisition and the sale of value-added services.

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*Other company names and product or service 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 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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