

Press Release



May 29, 2023
transcosmos inc.

transcosmos releases Quick Support Cloud with GAI service powered by generative AI on Quick Support Cloud, its support desk support tool

Reduces man-hours, boosts productivity and ensures stable service quality

transcosmos inc. (Representative Director, Co-presidents: Masaaki Muta, Takeshi Kamiya) hereby announces that the company has released Quick Support Cloud with GAI (*1), a service powered by generative AI to Quick Support Cloud, its support desk support tool.



Quick Support Cloud is a system that centrally manages all kinds of user inquiries that support desks receive. The system can manage not only calls but also other channels including emails, chats, and web forms at the same time. In addition, it analyzes accumulated logs and publishes frequently asked questions to users using its FAQ publishing feature. With its ability to collect pageviews, Quick Support Cloud enables businesses to present the optimum FAQs in accordance with the frequency of use.

Now, transcosmos is releasing a new service, Quick Support Cloud with GAI, adding three additional features below to its current Quick Support Cloud.

- Chatbots equipped with accumulated knowledge and training data respond to user inquiries
- GAI creates chatbot training data. Four to five script examples per knowledge will be prepared.

Average labor hours per case: 5 minutes; Maximum process time by GAI: 1 minute

- Summarize and register user inquiries received via voice, voicebots, emails and other channels to the system
- GAI will summarize the received inquiries. The summarized data will be added to Quick Support Cloud with GAI, and registered as knowledge.

Average labor hours per case: 5 minutes; Maximum process time by GAI: 1 minute

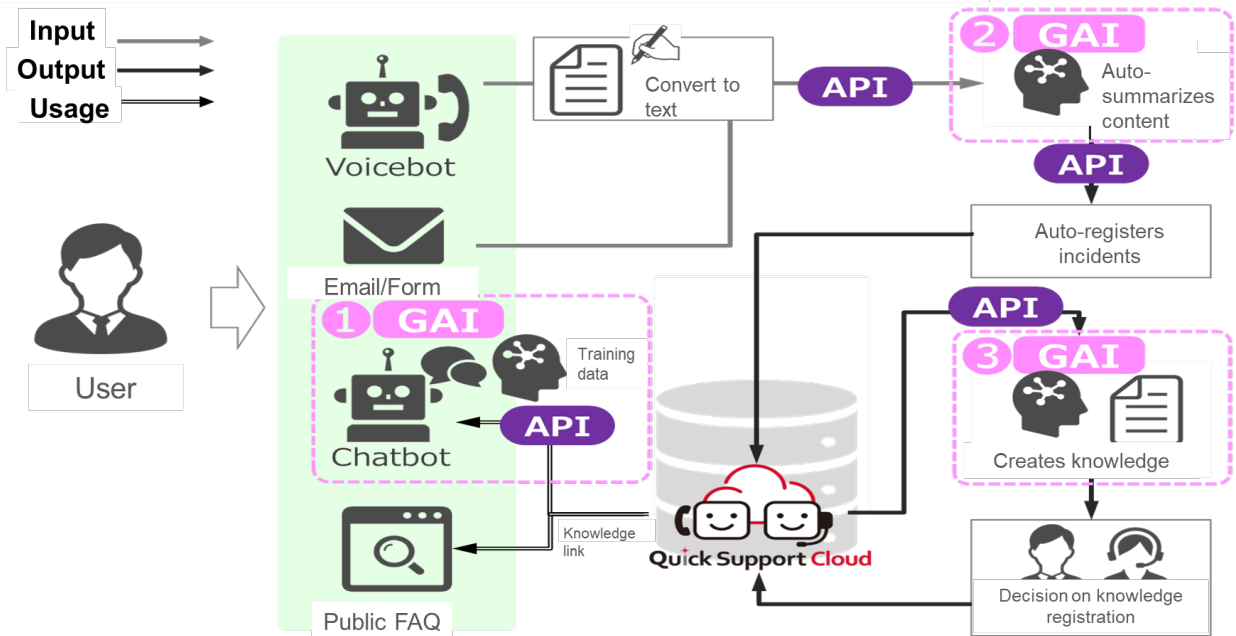
- Create Q&A based on the user inquiry support log
- GAI will create the optimum Q&A based on the support log. Questions and Answers can be managed separately.

Average labor hours per case: 30 minutes; Maximum process time by GAI: 5 minutes

By combining the three features above, businesses can provide answers that users want with the same quality standard at speed.

What's more, the new service will save man-hours for creating training data, standardize the quality of answers, and reduce processing time, thereby helping clients optimize their operations.

Quick Support Cloud with GAI: Feature correlation diagram



Combining its BPO services and the right technology, transcosmos will help clients optimize their operations, always ensuring the same level of quality.

*1: GAI = Generative AI

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

*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 170 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.trans-cosmos.co.jp/english/>

Contact for Media Inquiries

transcosmos inc. Public Relations & Advertising Department
 Email: pressroom@trans-cosmos.co.jp