May 26, 2023
NTT TechnoCross Corporation

NTT TechnoCross and Business Systems (UK) Ltd. signed a channel partnership agreement.
NTT TechnoCross will strengthen sales of contact center AI solution "ForeSight Voice Mining" in UK.

TOKYO, Japan – May 26, 2023 - NTT TechnoCross Corporation (NTT-TX) has signed a channel partnership agreement with Business Systems (UK) Ltd. (BSL) to strengthen sales of its contact center AI solution "ForeSight Voice Mining (ForeSight)" in the UK market.

NTT-TX has been promoting the overseas expansion of Foresight since 2020. As part of the overseas business expansion strategy, we have signed a channel partner agreement with BSL who has a long time experience in implementing Customer Experience (CX) solutions in the UK market.

"We are excited to be working with NTT TechnoCross Corporation to bring ForeSight Voice Mining to our customers," said Adam Kantor, CEO of Business Systems (UK) Ltd. "The ability to extract meaningful data from voice communications is a game-changer for many organisations, and we look forward to helping our customers leverage this technology to drive better business results."

ForeSight is an AI solution for contact centers based on the concept of "Human Augmentation" that expands human capabilities. ForeSight analyzes calls, converts them into real-time text, analyzes emotions, displays manuals, and shares information with supervisors to support and train operators and improve CX.
ForeSight utilizes NTT Laboratories' proprietary speech recognition technology, emotion analysis technology, and language analysis technology, and supports 41,000+ agent seats (as of May 2023). The supported languages are English, Japanese, French, Spanish, German and Dutch.

Notes

*ForeSight Voice Mining is the registered trademark of NTT TechnoCross Corporation.

*All product names and company names are trademarks or registered trademarks of the corresponding companies or organizations.

CONTACTS

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