NTT TechnoCross and ForeSight Voice Mining have received the "ICT Business Encouragement Award" from the Telecommunications Association of Japan
- Support Contact Centers with ForeSight Voice Mining -

TOKYO, Japan - NTT TechnoCross Corporation (Headquartered in Shibaura, Minato-ku, Tokyo; CEO, Eiji Kuwana, hereinafter "NTT-TX") announced that it has received the ICT Business Encouragement Award from the Telecommunications Association of Japan for the global and domestic release of its ForeSight Voice Mining (Hereinafter "ForeSight") AI contact center solution.

The ICT Business Encouragement Award is a program that annually honors individuals and corporate members for their outstanding contribution and achievement in ICT activities[1]. The award recognizes NTT-TX and ForeSight's contribution to the Information and Communications Technologies industries.

ForeSight is an AI contact center solution that utilizes NTT's laboratory technology including its proprietary voice recognition technology, to give agents and supervisors the real-time assistance they need to answer calls, provide superior customer service, and analyze call content. The ForeSight solution has been successfully introduced in more than 500 contact centers and approximately 39,000 seats[2], across all major industries including, telecommunications, finance and insurance, in both Japan and overseas markets, and has significantly contributed to improving customer experience (CX) and increasing profits. In addition, ForeSight's real-time support function for agents working at home and response status visualization functions have been a vital tool for contact centers and supervisors working with remote agents due to the COVID-19 and a vital tool for managing this new and changing contact center environment. Finally, since 2021, ForeSight has been used in telephone consultation services at child welfare and protection centers, contributing to solving social issues impacting children and families.

It is NTT TechnoCross's commitment to continue to promote the ForeSight business in order to contribute to the success of our customer's business and society as a whole.

[1] The "ICT Business Encouragement Award" is given to individuals who have been recognized for their significant contribution to the technological promotion, dissemination, and development of the ICT business. Takahiro Hasegawa, who has played a central role in promoting the ForeSight Voice Mining business, received this award.

[2] As of the end of May,2022

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

* ForeSight Voice Mining is one of the services that utilize the voice recognition technology of NTT Group's AI, corevo®.

*corevo® is the registered trademark of Nipppon Telegraph and Telephone Corporation.

(https://group.ntt/jp/corevo/)

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

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Contact Form: https://ntt-tx.macld.net/member_web/enqueteAnswer/?ID=inquiryeng

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