

Contact Center AI Solution “ForeSight Voice Mining” launches  
a “Call Summary” feature enabled by Generative AI.  
~ To improve efficiency of contact center by summarizing customer interactions ~

TOKYO, Japan - NTT TechnoCross Corporation (NTT-TX) launches a call summary feature enabled by Generative AI for its contact center AI solution “ForeSight Voice Mining” (ForeSight) on December 7, 2023.

◆ Background

A Contact Center is where companies interact with their customers and where CX quality is critical for retaining existing customers and acquiring new ones. At the same time, the contact center agents produce time-consuming call reports that reduce their engagement with customers. The report quality also fluctuates depending on the skill and experience of each agent.

The new ForeSight call summary feature will improve the efficiency and quality of the call reporting while reducing agents' workload to improve the operational efficiency and CX quality of the contact center.

◆ Features of call summary

(1) Promptly creates an accurate and guided call summary text for agents.

Generative AI enables a call summary text,

- Based on specific guidelines and conditions like client requests and word counts depending on the purpose of the report
- Immediately after the completion of the call.

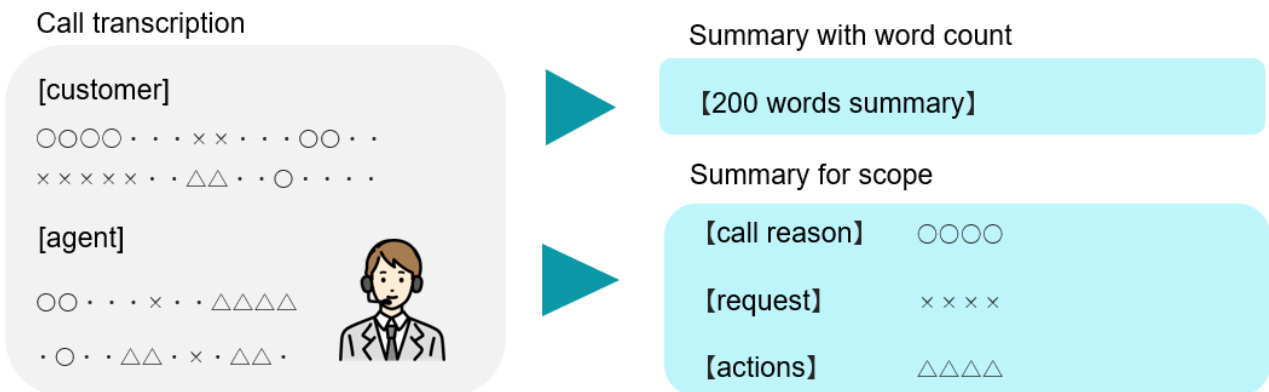


Image of ForeSight “Call Summary

(2) Reduce agent's time for call reporting and improve operational efficiency of contact center

The automatic and accurate call summary reduces all the agents' time for call reporting. All the reports can have the same scope with the same high level of accuracy and quality.

(3) Integration with CRM system

The call summary feature can be integrated with existing CRM systems.

#### ◆ Future plan

NTT-TX will continue to use Generative AI for ForeSight enhancements like automatic FAQ generation and support for agent training.

It also plans to develop new technologies and features for operational efficiency and CX improvement in contact centers utilizing the Large Language Model (LLM) under development by NTT R&D.

In North America, the Business Process Outsourcing (BPO) division of NTT Ltd. will use ForeSight with the Generative AI capability to drive innovation, craft tailored solutions and leverage insights to optimize business processes to further elevate our customer's contact center operations. [Contact Centre Services – NTT – Business Process Outsourcing \(millennium1solutions.com\)](https://www.millennium1solutions.com)

#### ◆ Pricing

Pricing will vary depending on requirements. Contact NTT-TX for details

#### ◆ About ForeSight Voice Mining

ForeSight is an AI contact center solution that uses speech & emotion recognition technology and natural language processing technology developed by NTT R&D.

It transcribes the contact center call in real-time and, based on the call content, provides talk scripts and FAQs for the agents to improve business outcomes supported by enhancing agent support and CX quality.

As of September 2023, ForeSight is used for 51,000 contact center agent seats.

[NTT TechnoCross - ForeSight Voice Mining - Overview \(ntt-tx.com\)](https://www.ntt-tx.com/technocross/fore-sight-voice-mining-overview)

#### ◆ About NTT-TX

NTT-TX is a software development company cross leveraging both NTT R&D outcomes and the latest technologies in the market. As an IT partner of its customers, NTT-TX provides the business processes of consulting, system design, development, and operations.

[NTT TechnoCross - About Us \(ntt-tx.com\)](https://www.ntt-tx.com/technocross/about-us)

Notes:

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

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