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AI Call Center Solution "ForeSight Voice Mining" supports
Cisco Unified Communications Manager

Introduced in a US BPO company, enhancing CX and EX through real-time support functions

NTT TechnoCross Corporation
NextGen Corporation

NTT TechnoCross Corporation (Headquarters: Minato-ku, Tokyo; CEO: Atsuko Oka; NTT TechnoCross) collaborated with NextGen Corporation (Headquarters: Minato-ku, Tokyo; CEO: Shinji Oonishi; NextGen) to enable a call center AI product ForeSight Voice Mining (ForeSight) to function with a communication platform, Cisco Unified Communications Manager (CUCM), and has started its operation for a US Business Process Outsourcing (BPO) provider.

[Overview]

BPO providers, including call centers, continuously strive to enhance productivity and operational efficiency by adopting cutting-edge technologies, improving customer support and back-office operations, and driving digital transformation (DX). NTT TechnoCross recognizes the integration of ForeSight with CUCM as a powerful strategy for promoting DX within call center operations using CUCM. Through collaboration with NextGen's voice recording and capturing system, LA-6000, NTT TechnoCross has successfully developed ForeSight to seamlessly work with CUCM used by the US BPO provider. This integration empowers call centers using CUCM to leverage real-time voice recognition features from ForeSight, resulting in improved service quality, enhanced customer satisfaction, and increased agent productivity.
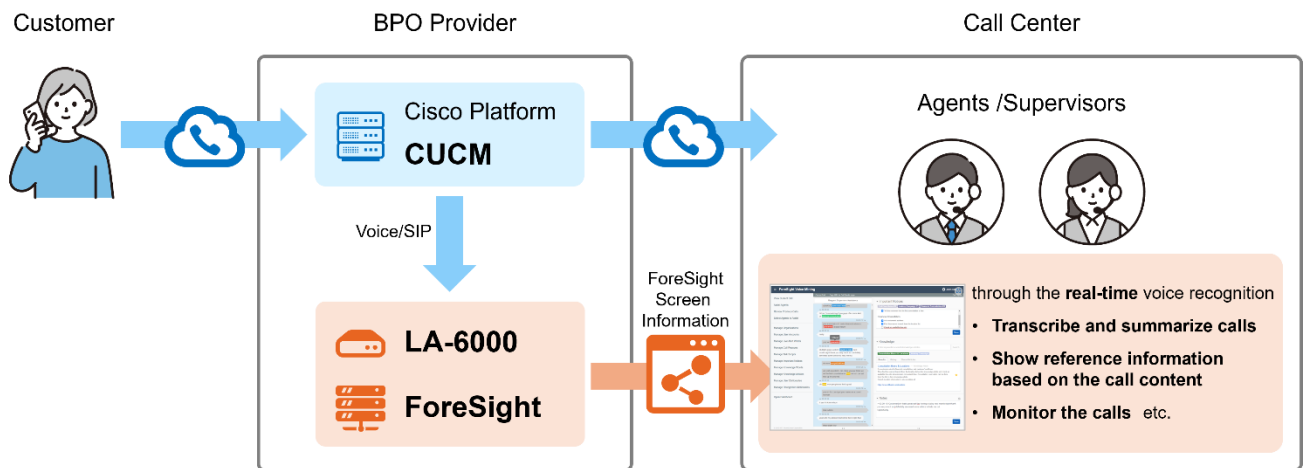
[About ForeSight Voice Mining]

The AI call center solution ForeSight, developed by NTT TechnoCross, leverages cutting-edge voice recognition, emotion analysis, and language processing technologies pioneered by NTT's research laboratories. Powered by generative AI, ForeSight excels at real-time voice recognition, accurately capturing industry-specific vocabulary in sectors like insurance and finance, as well as unique phrases specific to individual organizations. Its robust features include real-time transcription, call summarization, automatic display of relevant manuals based on call content, and comprehensive call monitoring. By empowering agents and supervisors, ForeSight significantly enhances call center performance. Currently available in Japan, North America (United States and Canada), and the UK, ForeSight serves over 56,000 seats (as of the end of July 2024).

[About NextGen's LA-6000]

NextGen provides the voice recording and capturing system, LA-6000, to numerous domestic customers, including government agencies. In this collaboration with NTT TechnoCross, NextGen has developed CUCM integration features for LA-6000 and realized its implementation for the US BPO provider.

[Future Outlook]

NTT TechnoCross and NextGen will continue to enhance ForeSight based on customer needs and expand the call center product lineup centered around ForeSight to improve CX and EX for customers in the United States and the other regions.

*1: Business Process Outsourcing refers to the practice of outsourcing specific business functions to external service providers.

*2: LA-6000 is a software-based voice logger (call recording device) provided by NextGen, which supports VoIP (Voice over Internet Protocol) from small to large-scale networks.

- ForeSight Voice Mining is a registered trademark of NTT TechnoCross.

- The company and product names mentioned in this document are trademarks or registered trademarks of their respective companies.

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[Reference]

NTT TechnoCross Company Overview

NTT TechnoCross is a software development company that provides optimal solutions to customers by combining NTT's cutting-edge technologies with excellent technologies and services around the world. We support customers in various fields such as consulting, system design, development and operation & maintenance, and overcome customers' challenges together.
Website: https://www.ntt-tx.com/

NextGen Company Overview

NextGen started its business in 2001 with the theme of IP-based and software-based voice network system. As a pioneer in voice communication on IP networks, including the introduction of Japan's first commercial IP telephony, we excel in building efficient and flexible voice network systems and interconnecting different communication carriers and services. Currently, we provide DX solutions utilizing cloud PBX, voice recording, voice capturing, voice recognition & AI, CPaaS, as well as IP wireless solutions, cloud voice service platforms, consulting for the introduction of local 5G, development and

construction of mobile core systems, security diagnosis, and maintenance support for these solutions and services.

Official Website: https://www.nextgen.co.jp/

Official Facebook Page: https://www.facebook.com/NextGen.Inc