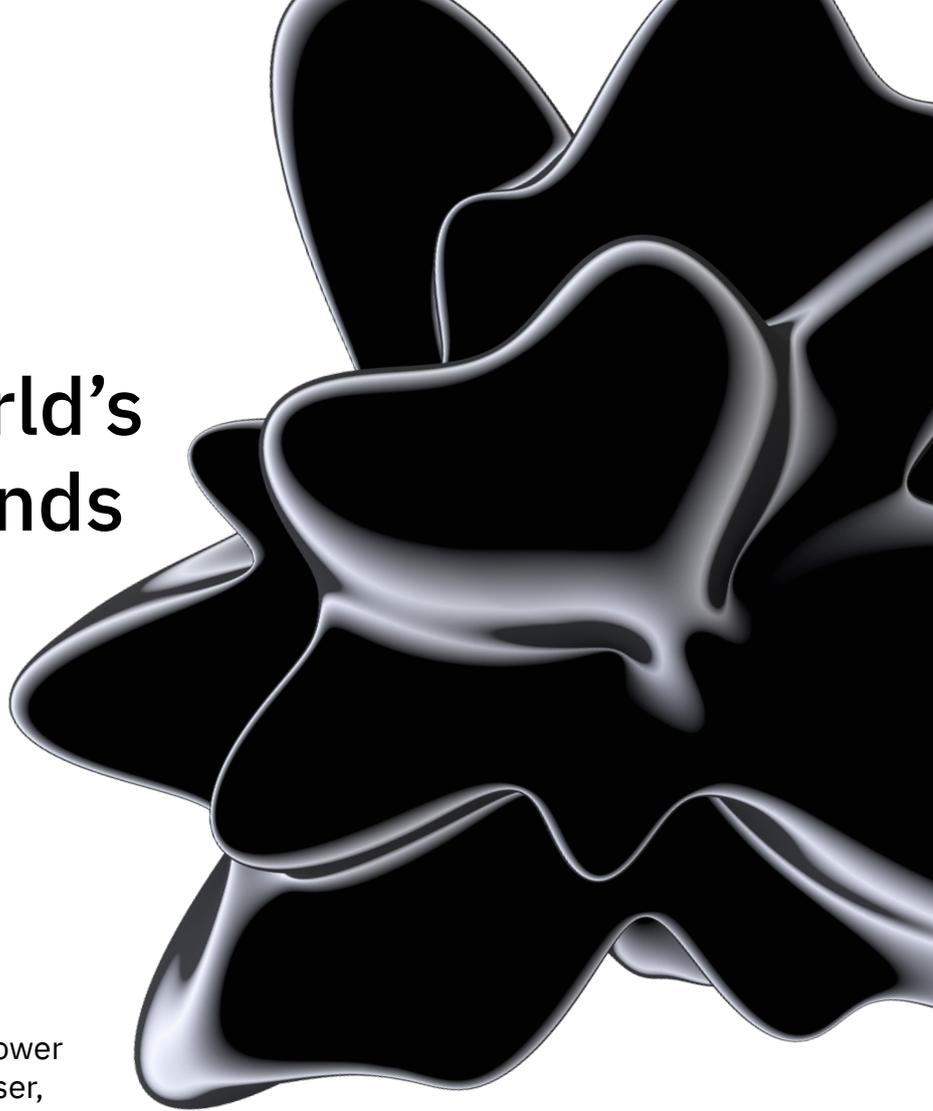


Helping the world's most-loved brands delight their customers. Now, with AI.



The world's most ambitious brands put their customers first. We're the global, client-obsessed CX partner using the power of people and AI to help them build closer, more meaningful relationships.

Transcom embarked on its digital transformation journey five years ago, and today we take immense pride in the fact that our exceptional brand partners, on average, utilize **five to ten** of our innovative digital solutions each. We were pioneers in our industry, introducing conversational digital tools like Whatsapp and chatbots, as well as incorporating automation, machine learning, gamification, and VR training.

Our unwavering dedication to prioritize our clients and stay at the forefront of driving their objectives has become our obsession. We put people first, yet we also acknowledge being adaptable to technology is the key to success. The advent of generative AI has profoundly impacted both consumers and business leaders by expanding the realm of possibilities.



acknowledged by our brand partners in 2023.



achieved by our Digital CX Advisory consultancy services.

Our role in your success.

Advisor.

We advise CX leaders on how to leverage the latest and best in AI tech — and any new opportunities on the horizon.

Integrator.

We're people-first and technology agnostic, which means we know exactly how to turn human talent up a notch with pioneering AI.

Transformer.

We turn classic customer support into future-ready CX hubs, using GenAI, data-driven insights, and custom solutions to deliver unparalleled value.

Our solutions.

Auto-pilot solutions.

Supercharging your CX by automatically, efficiently, and intelligently resolving customer and agent requests on every channel.

Co-pilot solutions.

Helping agents be even closer to your customers, by equipping them with a new superpowered sidekick — AI.

Analytics & Data.

Taking analytics to a level unseen. Transform vast, untapped, raw data into actionable, predictive, and proactive insights.

While there exist countless use cases for applying AI, we have particularly emphasized the solutions that our clients have identified as yielding immediate benefits.

These solutions have demonstrated an ability to generate just around the corner ROI, requiring minimal deployment effort and IT implications. Additionally, it's worth noting that real-time translation in voice and text, as well as voice AI bots, have emerged as highly sought-after solutions, as exemplified by our success with our Automated Translation tool.

Why work with us?

We know great CX. And you shouldn't settle for less.

We're big enough to matter, smart enough to care. To leave no stone unturned, to challenge convention, to put you first. That's how we create brilliant experiences, enhanced by AI, that you and your customers will love.

Talk to us.
We'd love to hear from you.

Get in touch

Transcom

