

April 2, 2020  
Osaka Gas Co., Ltd.  
NTT Communications Corporation

## Osaka Gas to Partner with NTT Com to Launch an AI-automated Voice Response Service at Its Contact Center

—For More Convenient Reception of Requests to Reschedule Visits for Gas Facility  
Inspection—

In April 2020, Osaka Gas Co., Ltd. (President: Takehiro Honjo; hereinafter, “Osaka Gas”) will start a response service where AI automatically handles phone calls from customers requesting to reschedule visits for gas facility inspection (hereinafter, the “Service”). The Service utilizes the Voice DX Consulting Model\* (hereinafter, the “Solution”) provided by NTT Communications Corporation (President: Tetsuya Shoji; hereinafter, “NTT Com”).

In addition to conventional call handling by human call-takers, Osaka Gas will adopt the Solution that uses NTT Com's original technologies, aiming to further improve the convenience of telephone response at its contact center and enhance customer satisfaction.

### 1. Background

In line with the progress of digitalization, Osaka Gas has expanded its contact points for customer support by adopting systems of response through a website and live chat, in addition to the conventional telephone response at the contact center.

NTT Com has been promoting “Smart Customer Experience” as one of its priority business fields, which utilizes digital transformation (DX) to strengthen points of contact with customers.

For customer response that satisfies all customers, Osaka Gas will aim with NTT Com to further improve the convenience of customer contact services and work to automate telephone response at the contact center.

### 2. Overview and major features of the Service

Overview:

Osaka Gas will offer the AI-automated voice response service to handle telephone calls from customers, in addition to conventional systems of response by human call-takers, through a website, and via live chat.

- Start date: Friday, April 3, 2020
- Reception hours: 9 a.m. to 7 p.m. from Mon. to Sat, 9 a.m. to 5 p.m. on Sun. and national holidays
- Phone number: 0120-099-209 (toll-free within Japan only), an exclusive line for receiving requests to reschedule gas facility inspection
- Objective: To receive requests for changing the times and dates of visits for gas facility inspection

Major features:

(1) Automated voice response on the phone friendly even to those who are unfamiliar with complicated operation of the phone

This telephone response service enables smooth rescheduling through a natural conversation with AI and is accessible to elderly customers who are unfamiliar with entry with buttons on the phone.

(2) Automation of the entire work process from taking phone calls to arranging rescheduled visits

The entire work process necessary to reschedule the visits is automated through the coordination between the speech recognition, AI engine, and voice synthesis functions optimized with NTT Com's original technologies and Osaka Gas's work arrangement system.

### **3. Future prospects**

Osaka Gas and NTT Com will analyze usage of the Service to continuously improve the quality of the Service and further improve customer convenience and satisfaction through extended reception hours and more.

Moreover, we will utilize the Solution for purposes other than receiving requests to reschedule visits for gas facility inspection, thus enhancing customer satisfaction with the contact center.

- \* The Voice DX Consulting Model is a solution that automates the entire process from response to customers at the contact center to administrative work by combining a voice-interactive AI engine with an API.

#### **■ Related link**

- “NTT Com to Provide a Contact Center DX Solution that Combines Voice-interactive AI with RPA” (November 2018) (in Japanese)  
<https://www.ntt.com/about-us/press-releases/news/article/2018/1120.html>

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