

BELLSYSTEM24 Starts New “BELLQuick24LCC for Bilingual” Service, Responding to Increasing Demand to Support International Tourists

A low-cost call center service provided in English, Chinese, and Korean

BELLSYSTEM24, Inc (Representative Director, President, CEO: Tsuge Ichiro; Headquarters: Chuo Ward, Tokyo; Referred to below as “BELLSYSTEM24”) began providing a multilingual call center service today called “BELLQuick24LCC for Bilingual,” responding to the needs of people running services who want to have a phone-line for handling a small number of inquiries in different languages –a need that has grown with the increase in foreign tourists.

According to the Japanese Government’s Japan National Tourism Organization, 2016 had the largest number of foreign nationals coming to Japan, called “inbound tourists,” since data gathering began in 1964, with approximately 24.03 million foreign tourists coming to Japan. Furthermore, it is said that more than 40 million inbound tourists will visit Japan in 2020. Along with the increasing demands for inbound tourism, it is predicted that interpretation and multilingual needs will grow even greater for services that involve inbound tourists, including hotels and transportation in particular.

BELLSYSTEM has responded to the needs of client companies until now, placing multilingual personnel in large contact centers, but needs for multilingual call support with limited times and numbers of calls have also risen. These needs include wanting to have interpretation available in a three-way conversation just when a call occurs, needing support for foreign tourists only late at night, wanting to respond to inquiries from overseas late at night due to time differences, and more. By using BELLQuick24LCC for Bilingual, client companies can have specialized support at a low cost without having to use their own multilingual staff.



■ **Basic details about the BELLQuick24LCC for Bilingual service**

Example: 100 calls per month (inbound) accepting calls every day from 9:00am-6:00pm

- **Initial Launch Fee: 50,000 yen (Occurs only in the first month)***
- **Monthly Fee: 139,000 yen (Base Price of 87,000 yen + 52,000 yen *Package of 100 calls or less per month)**
 - *950 yen added for each call starting with the 101st call**
 - *The base price is for English. Chinese and Korean require a separate quote**
 - *Three-way conversation requires a separate quote**

*There is currently a sale where the initial preparation fee for BELLQuick24LCC of 50,000 yen is free from January 19th (Thursday) and March 31st 2017 (Friday).

BELLSYSTEM24 has the largest footprint of call centers in the country, using its operational footprint to provide CRM services that combine the latest technologies with a proven track record and accumulated know-how in a variety of industries. BELLSYSTEM24 will continue to develop and provide services that offer new value in the area where client companies and customers interact.

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