MIRAIT ONE

[MIRAIT ONE SYSTEMS Corporation]

Commencing Sale of "Casting Table 4.0" WFM Tool for Contact Centers on September 20

Including Call Navi function for improving precision of call volume predictions and work from home management functions further improving convenience

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MIRAIT ONE SYSTEMS Corporation (head office: Minato-ku, Tokyo; President: Akihiko Tamura), which is a Group Company of MIRAIT ONE Corporation, has developed the new product "Casting Table 4.0" with enhanced functions as a tool for work force management (WFM) optimizing management of call centers, and will commence sales on September 20, 2022.

Casting Table is software for efficiently controlling management of contact centers such as predicting the future number of calls and optimally assigning operators based on actual data such as the number of calls received. In addition to call volume prediction and shift creation, attendance management and operator evaluation are also possible, providing total support for all processes in personnel management.

In the updated Casting Table 4.0, the provision of service will commence with improvements to existing functions, and the addition of new functions.

■ Features of "Casting Table 4.0"

(1) Call Navi

Actual values need to be revised call volume changes due to weather conditions such as typhoons and heat waves because Casting Table predicts call volume based on actual call volume.

The new Call Navi function in Casting Table 4.0 automatically calculates a Call Navi value excluding the impact of weather from actual call volume, enabling actual values to be corrected with a single click.
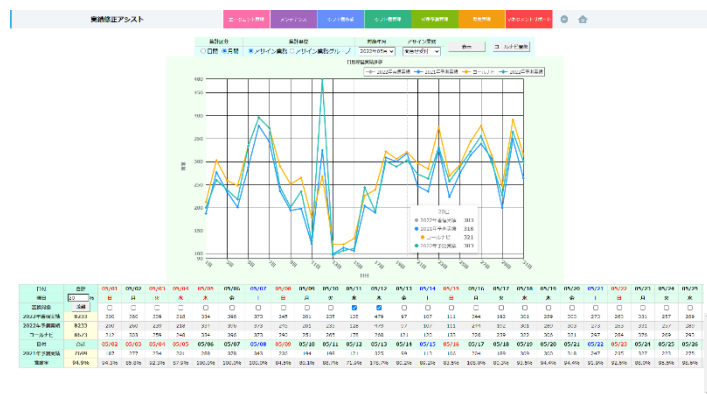
(2) Support for work from home

The call center industry has recently been shifting toward work from home, and management operations have become increasingly complex in many cases. Shift rosters prepared with Casting Table 4.0 can display the work format (work from home, work in center, etc.) and can be updated according to operators' conditions. A memo function has also been added, enabling basic communication between managers and operators.

(3) Strengthening of predictive functions (improvement of calculation of number of personnel required for e-mail operations and setting of public holidays)

The number of personnel required for e-mail operations is calculated by registering the target number of e-mails to handle. Furthermore, days following public holidays and past public holidays can be freely set in addition to public holidays in call volume prediction, enabling prediction with higher precision.

About MIRAIT ONE Corporation

MIRAIT ONE Corporation was launched on July 1, 2022 through the integration of MIRAIT Holdings Corporation, MIRAIT Corporation, and MIRAIT Technologies Corporation. MIRAIT ONE has established "co-creating an exciting future through challenges and technology" as its purpose (significance of existence), and is engaged in the resolution of issues faced by customers and society and regional revitalization by promoting initiatives such as urban development and regional development, corporate DX and GX, green business and global business based on the technical capability cultivated until now in telecommunications facility construction and the civil engineering business.

About MIRAIT ONE SYSTEMS

MIRAIT ONE SYSTEMS was reorganized as MIRAIT ONE's strategic system integration subsidiary on July 1, 2022 with the aim of further expanding the business domain and increasing profitability of the system integration business in the MIRAIT ONE Group by providing more flexibility and to enabling the enhancement of Group synergies. The company will work with the desire to continue to embrace challenges as a group providing advanced system technology capabilities befitting of the strategic system integration subsidiary of the MIRAIT ONE operating and holding company.