DRAFT — contains [TBD] placeholders. The owner must review and complete them before this document is shared.

TechMirai — AI voice agent for call centers

Overview for internal approval (稟議)

What it is

コールセンター・電話窓口向け AI音声エージェント (AI voice agent for call centers and phone desks).

AI gives first-line response to routine, busy-time and after-hours calls, records and summarizes them, and passes what needs a person to staff. Call-center operators can offer it as their own service.

How it works

A customer calls → operators are busy or it is after hours → AI answers from approved knowledge → AI records, transcribes and summarizes → complex or sensitive cases go to a person.

Next morning, staff see caller details, transcript, summary, urgency, callback status and a recommended action in a dashboard.

AI supports human operators; it does not replace them.

Proof of concept (PoC) flow

検証 Validate → 効果測定 Measure the effect → 導入判断 Decide on adoption → 本番開発 Production development.

Target task: [TBD]. Duration: [TBD: X weeks]. Partner provides: [TBD]. TechMirai delivers: [TBD].

No results are claimed. Suggested measures: response rate, completion rate, transfer rate, callback rate, incorrect-answer rate, missed-call reduction, handling time, after-call work, operator review, abandonment.

Privacy summary

Forms require consent before sending. Demo calls require a recording and transcription notice and active agreement before any microphone use.

Retention period: [TBD]. Who can access data: [TBD]. The full privacy policy is [TBD: pending professional review].

Contact

Company: [TBD: legal company name]. Contact person: [TBD]. Email: [TBD]. Web: /contact

No prices are published. Commercial terms are discussed in consultation.