



March 16, 2021

To whom it may concern

TOKAI Holdings Corporation  
Katsuhiko Tokita, President & CEO  
(Code No. 3167 Tokyo Stock Exchange First Section)

## **Introduced automatic voice response solution to LP gas call center -Improve service quality and operational efficiency by automating telephone reception operations utilizing AI-**

Our consolidated subsidiary, TOKAI CORPORATION (President: Katsuo Oguri; Head Office: Shizuoka City, Shizuoka Prefecture; TOKAI) has introduced CTC-AICON\*, an automated voice response solution utilizing AI provided by ITOCHU TECHNO-SOLUTIONS CO., LTD. (President and CEO: Ichiro Tsuge, Head Office: Chiyoda-ku, Tokyo; abbreviated: CTC) to its LP Gas call center, and has begun automating telephone reception operations.

TOKAI has expanded its LP gas-related business nationwide and is currently used by 670,000 customers (third in the industry). Its call center, which provides customer support, responds to numerous inquiries regarding contract procedures, gas appliances, gas charges, and so on. In order to further improve the quality of customer support, we have introduced CTC-AICON in order to shorten the waiting time for customers and reduce the time required for telephone reception work.

In the future, we aim to raise the automatic reception rate of call centers to 60%, and in addition, we will consider introducing this system at other call centers of the group. Through this, we will strive to improve the service quality of call center operations and customer satisfaction and improve operational efficiency.

Based on the vision of TLC (Total Life Concierge), the Group comprehensively proposes various living infrastructure services such as energy / information communication and CATV that are closely related to people's lives. We will continue to proactively provide products and services required by the local community and society to increase our corporate value as a business that supports the comfortable lives of local residents.

\* For details on "CTC-AICON", refer to the CTC homepage ([https://www.ctc-g.co.jp/solutions/ctc\\_aicon/](https://www.ctc-g.co.jp/solutions/ctc_aicon/)).

\* "CTC-AICON" is a registered trademark of CTC.

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