

Full List of the 17 Offerings

Usage Area	Usage Scenario		Zinrai Technology
Knowledge Utilization	Search answers for customer service questions	Search through expert knowledge using simple words Reduces time and effort spent on researching	Domain specific semantic search
Knowledge Utilization	Search for relevant literature in R&D	Performs batch searches of relevant literature Prevents the overlooking of necessary information	Domain specific semantic search
Knowledge Utilization	Search customer information in sales activities	Automates management of customer or regional data Reduces time spent on trying to understand customers	Company information search
Call Center/Inquiries	Operator support	Supports call center operators using AI	FAQ search
Call Center/Inquiries	Operator support	Zinrai visualizes degree of customer satisfaction Supports improvements in quality of responses	Emotion recognition
Call Center/Inquiries	Making customer interaction more sophisticated	Raises sophistication level of customer interactions through automated response support using AI and customer interaction assistance	Chat-bot Machine learning
Call Center/Inquiries	Automated categorization of the voice of customers (VOC)	Automatically categorizes individual VOC, reducing work times while improving the analysis system	Natural language analysis
Call Center/Inquiries	Creates verbal customer guidance for phone inquiries	Zinrai records the verbal guidance Can quickly adjust when guidance changes	Speech synthesis
Work/Life	Brings efficiency to daycare placement selections	Supports optimal placement assignments based on applicant preferences, reducing workloads and maximizing the satisfaction level of applicants	Matching
Work/Life	Supports recommendations that match underlying preferences	AI predicts user preferences to enable matching	Matching
Social Infrastructure	Reduces workloads and optimizes monitoring work	Smart city monitoring using AI technology	Image recognition Deep learning
Social Infrastructure	Support visual inspection of experts	Supports inspections of social infrastructure Automates imaging studies that require expert knowledge	Image recognition Deep learning
Maintenance	Detects warning signs of anomalies in facilities	Temperature measurement and advance detection of anomalies in facilities using optical fibers	Advance detection Anomaly analysis
Maintenance	Supports worker safety management	Supports the creation of safe workplaces with remote worker monitoring	Heat stress estimation algorithm Machine learning
Manufacturing	Product anomaly detection	Detects anomalous products using deep learning	Image recognition Deep learning
Digital Marketing	Subtitle creation support	Creates subtitles for presentations and speeches, reduces text creation time	Speech-to-text
Digital Marketing	Effective use of video and audio data	Improves voice recognition rate by eliminating noise using deep learning	Deep learning