CC Architect.Inc

Company Description

CC Architect Inc. is a specialized provider of Unified Communication and Contact Center solutions.
We design, build, and implement a wide range of communication platforms including cloud-based and on-premises PBX systems, IP telephony, SIP servers, IVR, CTI integration, and CRM connectivity.
Our services span from launching new call centers to improving operations, enhancing quality, conducting load testing, and driving automation—ultimately supporting our clients in elevating their customer experience (CX).
We also supply communication hardware such as IP phones and VoIP gateways from both domestic and international manufacturers, leveraging strong technical expertise and execution capabilities to deliver the optimal communication environment.

Strengths & Key Features

● **Experience with everything from small centers to large-scale operations with over 1,000 seats.**
We excel in cloud migration and hybrid deployments—"big or small, we can handle it all."

● **Hands-on with cutting-edge technologies** such as Genesys Cloud, Cyara, 3CX, SIP/UC platforms, AI voicebots, speech recognition, automated responses, and generative-AI integrations.
Testing and experimenting with new technology is part of our everyday workflow.

● **A team of engineers skilled at blending open technologies × telecommunications × AI.**
We have a strong culture of exploring new tools and frameworks—an exciting environment for tech-driven talent.

● **A flat, open culture where young engineers' ideas are welcomed.**
Opportunities to get involved in PoC experiments, product evaluation, and cloud service comparisons with real testing environments at your disposal.

● **We don't just "install and leave." We stay involved throughout operations, optimization, and long-term improvement.**
From AI-driven quality enhancement to automation and cloud migration, we work alongside clients to solve challenges together—making the work both meaningful and rewarding.

Company Details

Head Office
Japan

Main Business
・クラウド型コンタクトセンターシステム構築 ・NWコンサルティング・設計・設定 ・ユニファイドコミュニケーション機器(IP電話・GW・その他周辺機器)の販売 ・オフィス向けソリューション構築

President
武田　淳

Established
2008年4月15日

Capital
1000万円

URL
https://cc-arc.com/

Offices

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