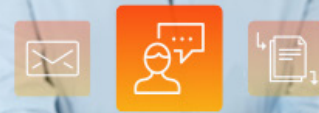


# Language I/O® Chat Translation for Salesforce



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## Chat with Customers in Real Time in 150 Languages Directly in Salesforce Service Cloud®!

- Apps available for both classic and native Salesforce Lightning chat translation
- Integrates with Salesforce Service Cloud
- Allows your monolingual agents to chat with customers in any language
- Detects the incoming language and automatically chooses the machine translation engine that will provide the most accurate translation
- Allows customers to see translated chats while the agents can see chats in any languages
- Switches between numerous translation engines dependent on your specific needs
- Creates, translates and uses a glossary of terms specific to your company and industry as the preferred translation instead of a standard “out-of-the-box” translation
- Provides an archive of chats in both languages
- Provides top tier security by using encryption to protect customer data
- Archives all transcripts into a Salesforce Service Cloud case so monolingual supervisors can review the session
- 72 percent of our customers don't need to hire additional support staff after implementing Language I/O software

**56% of people would rather message a business than call customer service, and 67% expect to message businesses even more over the next two years.**

<https://techcrunch.com/2017/09/01/what-messaging-means-for-the-future-of-customer-care/?nid=mobilnavtrend>

The agent responds to chats in any language.

The transcript is saved in both languages.

The customer only sees the translated chats.

## Customer support. Any language. Anywhere.

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