

Language I/O® Support Translation for Zendesk



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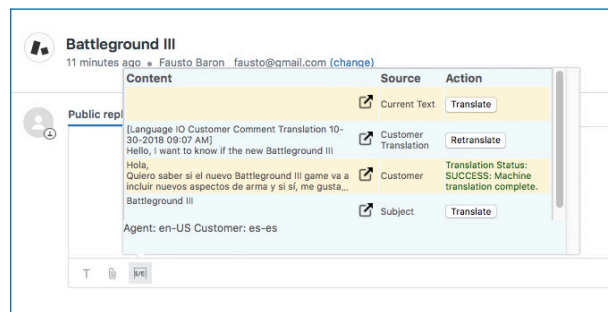
Respond to Tickets in Any Language by Using “Smart” Translation

- Integrates with Zendesk Support
- Respond to global Support tickets like a native
- Available in 150 languages, 24/7/365
- Efficiently combines machine and professional human translation
- Supports numerous machine translation engines to fit your specific requirements
- Imposes your product and industry glossaries so that machine translation gets your terminology right the first time
- Uses professionally translated pre-defined ticket responses to minimize costs
- 72 percent of our customers don't need to hire additional support staff after implementing Language I/O software
- Provides top tier security by using encryption to protect customer data

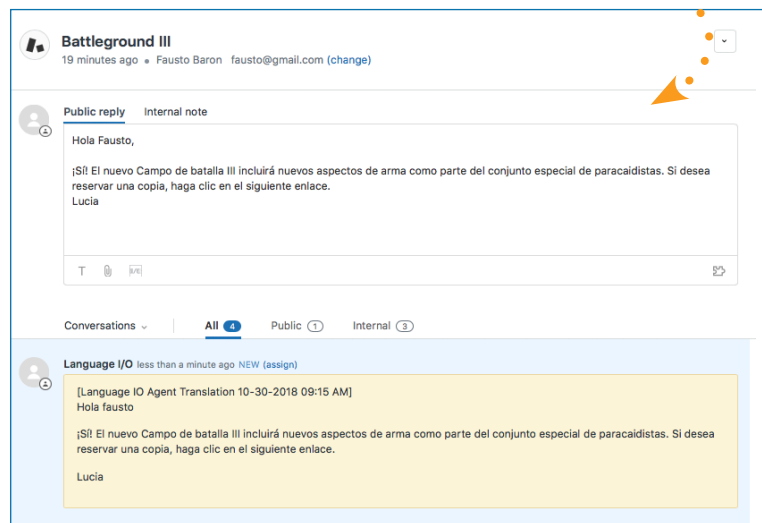
75% of buyers are more likely to purchase your product if you provide support in their language.



Language I/O translates the incoming customer email into the agent's language using MT technology.



If there is a problem with the initial MT, a “retranslate” button allows the agent to request a new translation—provided via a new MT engine OR rapid-human translation services.



Language I/O translates the agent's response back into the customer's language using either human or MT services. The agent can now post the response!

Customer support. Any language. Anywhere.



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