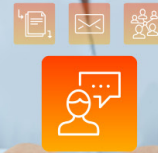


Language I/O[®] CHAT



0619

Chat with Customers in Real Time in 150 Languages, Directly in Zendesk!

- Language I/O Chat allows your monolingual agents to chat with customers in any language
- Integrates with Zendesk
- Detects the incoming language and automatically chooses the machine translation engine that will provide the most accurate translation
- Can switch between numerous translation engines depending on your specific needs
- Supports configurable pre-translated welcome messages in the customer's native language
- Archives all transcripts into a private note in the related Zendesk Support Ticket so monolingual supervisors can review the session
- 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
- While the customers only see the chats translated into their own language, the agent has the option to see the chats in both the agent's and customer's language.
- 72 percent of our customers don't need to hire additional support staff after implementing Language I/O software

Customer asks for support in any language

Customer messages are automatically translated for agent into agent's language

Agent launches Language I/O app via "Translate Session" button

Customer satisfaction ratings for live chat are often higher than all other support channels, likely because of the speed and conversational nature. — Live Chat Benchmark Report 2017

Customer only sees agent responses in customer's language

I'm sorry to hear you can't see the email and phone num

Heather Shoemaker (Custom Greeting) 12:57 PM
您好, 我叫希瑟。为尽快给您答复, 我给您的消息会通过机器翻译技术从英文译成中文。如有任何翻译质量问题, 请告知我。我今天有什么可以帮到您?

Robert Liu 12:57 PM
Hello there! I logged into my account and found that the entire shopping history was gone. I don't know why. Can you help me find it?

Robert Liu 你好

Heather Shoemaker 很遗憾听到您看不到您的购买历史记录! 您能告诉我与您的帐户相关联的电子邮件和电话号码吗?



Customer support. Any language. Anywhere.

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