

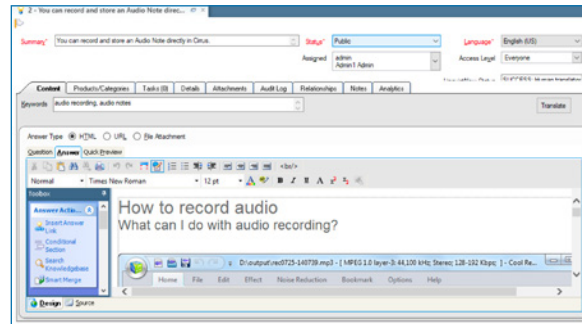
Language I/O[®] Answer Translation for Oracle



0320

Automate Human Professional Translation of Your Articles

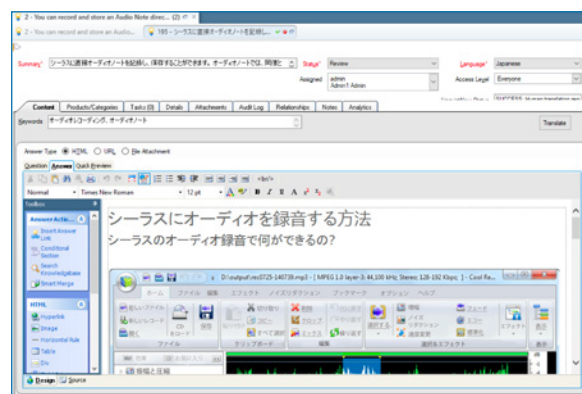
- Integrates with Oracle Service Cloud (RightNow)
- Translates your FAQ content to increase CSAT scores and reduce costs
- Automates the FAQ translation process with a click of a button
- Automatically localizes embedded links
- Supports more than 150 languages
- Saves money and cuts time-to-market
- Incorporates glossaries so approved translations of product names and tricky terminology are adhered to
- Remembers and reuses previous translations to reduce cost, improve quality, ensure consistency and minimize turn-around time
- 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



Plugs directly into the answer workspace.

Initial	Segments	Words	Word %	Characters	Characters %	Characters excluding spaces
Total count	48	328	100%	2,081	100%	1,805
Non-translatable	0	0	0%	0	0%	0
Translation memory matching						
ICE match	30	137	42%	927	45%	822
Leveraged match	9	86	26%	567	27%	491
95-99% Fuzzy match	0	0	0%	0	0%	0
85-94% Fuzzy match	0	0	0%	0	0%	0
75-84% Fuzzy match	1	27	8%	169	8%	144

Remembers previous translations and uses glossaries to ensure accurate translations of your specific terminology.



The translation is automatically pushed into Oracle Service Cloud with localized links.

"Installation of the bolts on the product was flawless, like I didn't even know it happened. I woke up one morning, came to work one day, and there was a translate button. It's totally flawless."



Customer support. Any language. Anywhere.



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