

# Language I/O<sup>®</sup> Incident Translation for Oracle



0320

## Respond to Incidents in Any Language by Using “Smart” Translation

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

“We have been using Language I/O to help handle our incident volume in non-English languages, supporting 24 languages total. Language I/O allows our English-speaking support reps to help our customers in non-English languages so that they don't have to wait forever to get an answer from us. Language I/O is now a core piece of our support plan and the team is also fantastic to work with.”



The screenshot shows the 'LinguistNow Agent Response Editor' interface. On the left, incident details are visible: Subject (Japanese), Reference # (180424-000000), Status (Unresolved), Assigned (Heather Morgan Shoemaker), and Disposition (Call-back). The main area shows a translated response in English: 'Dear \$contacts name first, Thank you for contacting \$name. Please find our response to your questions regarding \$incidents ref\_no below. I would be happy to help you add an audio note to your profile! Just follow the instructions in this article I'm linking to below.' Below the response, there are buttons for 'Respond', 'Re-Translate', and 'Translate'. A 'Translation Type' dropdown is set to 'Machine'.

Directly plugs into the incident workspace.

Combines human and machine translation.

Need a human retranslation?

Customer support. Any language. Anywhere.



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