

# Language I/O<sup>®</sup> CHAT

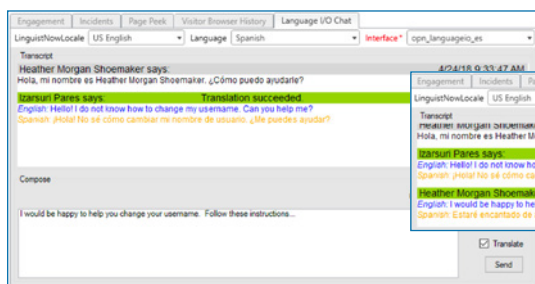
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## Chat with Customers in Real Time in 150 Languages Directly in Oracle Service Cloud (RightNow)!

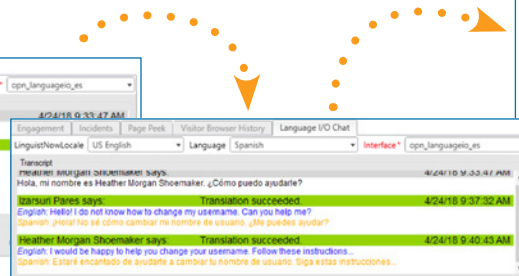
- Integrates with Oracle Service Cloud (RightNow)
- Allows your monolingual agents to chat with customers in any language
- Detects the incoming language and automatically chooses the machine translation engine that will provide the most accurate translation
- Creates, translates and uses a glossary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

**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/?ncid=mobilenavtrend>



The agent responds to chats in any language.



Trainable machine translation engines ensures quality.



The customer only sees the translated chats.



Customer support. Any language. Anywhere.

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