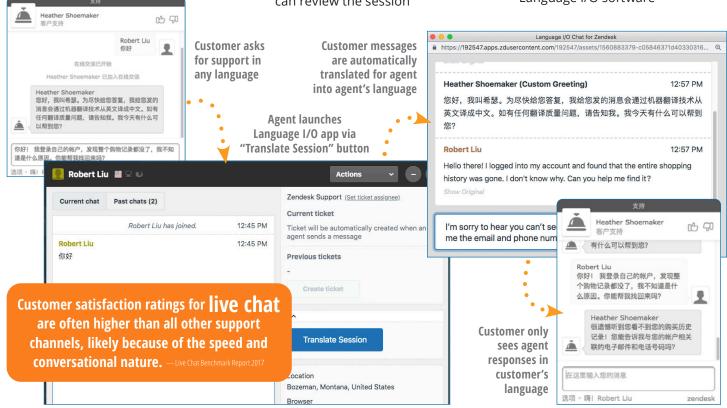
Language I/O® Chat Translation for Zendesk



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

- Language I/O 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 pretranslated 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 "outof-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 support. Any language. Anywhere.

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