

Language I/O[®] Chat Translation for Zendesk



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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 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

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

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

Customer only sees agent responses in customer's language

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 support. Any language. Anywhere.



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