

Language I/O[®] RESPONSE



0319

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.”

LinkedIn

The screenshot shows the 'LinguistNow Agent Response Editor' interface. It displays a workflow for handling an incident. The top section shows incident details: Subject (Japanese), Reference # (180424-000000), Status (Unresolved), Assigned (Heather Morgan Shoemaker), and Contact (Tetsuo Kimura). Below this, there are tabs for Messages, Contacts, Details, Time Billed, Tasks, Attachments, Audit Log, Related Incidents, and Language I/O. A 'Load LinguistNow Response' button is visible. The main content area shows a translated message 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}'. At the bottom, there are buttons for 'Save / Translate' and 'Translation Type' (Machine/Human).

Directly plugs into the incident workspace.

Combines human and machine translation.

Need a human retranslation?



Customer support. Any language. Anywhere.

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