

# Language I/O<sup>®</sup> RESPONSE

1018

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

- Integrates with Zendesk Support
- Respond to global Support tickets like a native
- Available in 150 languages, 24/7/365
- Efficiently combines machine and professional human translation
- Supports numerous machine translation engines to fit your specific requirements
- Imposes your product and industry glossaries so that machine translation gets your terminology right the first time
- Uses professionally translated pre-defined ticket responses to minimize costs

**75% of buyers are more likely to purchase your product if you provide support in their language.**

**Battleground III**  
8 minutes ago • Fausto Baron fausto@gmail.com (change)

Source	Action
Customer	Translate
Subject	Translate

Agent: en-US Customer: es

Language I/O translates the incoming customer email into the agent's language using MT technology.

**Battleground III**  
11 minutes ago • Fausto Baron fausto@gmail.com (change)

Source	Action
Current Text	Translate
Customer Translation	Retranslate
Customer	Translation Status: SUCCESS: Machine translation complete.
Subject	Translate

Agent: en-US Customer: es-es

If there is a problem with the initial MT, a “retranslate” button allows the agent to request a new translation—provided via a new MT engine OR rapid-human translation services.

**Battleground III**  
19 minutes ago • Fausto Baron fausto@gmail.com (change)

Public reply Internal note

Hola Fausto,

¡Si! El nuevo Campo de batalla III incluirá nuevos aspectos de arma como parte del conjunto especial de paracaidistas. Si desea reservar una copia, haga clic en el siguiente enlace.  
Lucia

Conversations ▾ | All 1 Public 1 Internal 3

Language I/O less than a minute ago NEW (assign)

[Language IO Agent Translation 10-30-2018 09:15 AM]  
Hola fausto

¡Si! El nuevo Campo de batalla III incluirá nuevos aspectos de arma como parte del conjunto especial de paracaidistas. Si desea reservar una copia, haga clic en el siguiente enlace.  
Lucia

Language I/O translates the agent's response back into the customer's language using either human or MT services. The agent can now post the response!



Customer support. Any language. Anywhere.

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