

Language I/O[®] CHAT

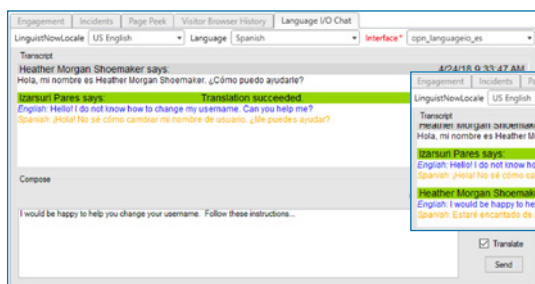
0518

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

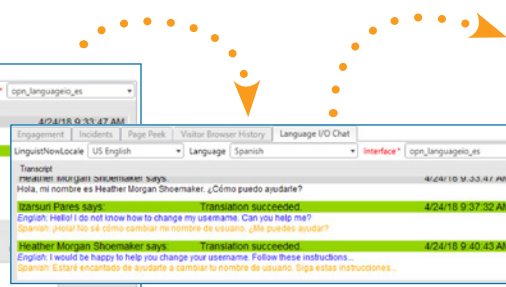
- Integrates with Oracle Service Cloud (RightNow)
- Allows your monolingual agents to chat with customers in any language
- Detects the incoming language and automatically chooses the machine translation engine that will provide the most accurate translation
- Switches between numerous translation engines dependent on your specific needs
- 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
- 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

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/?nid=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.

Language I/O
1603 Capitol Ave, Suite 211
Cheyenne, WY 82001
P: +1 (781) 990-1282
E: sales@languageio.com

