LANGUAGE I/O
Our Solution for Multilingual Customer Support

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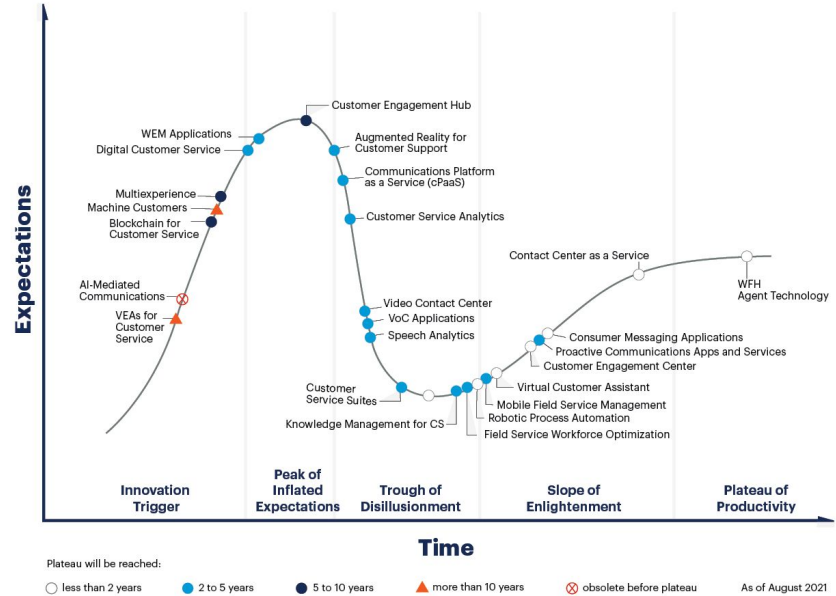
Context

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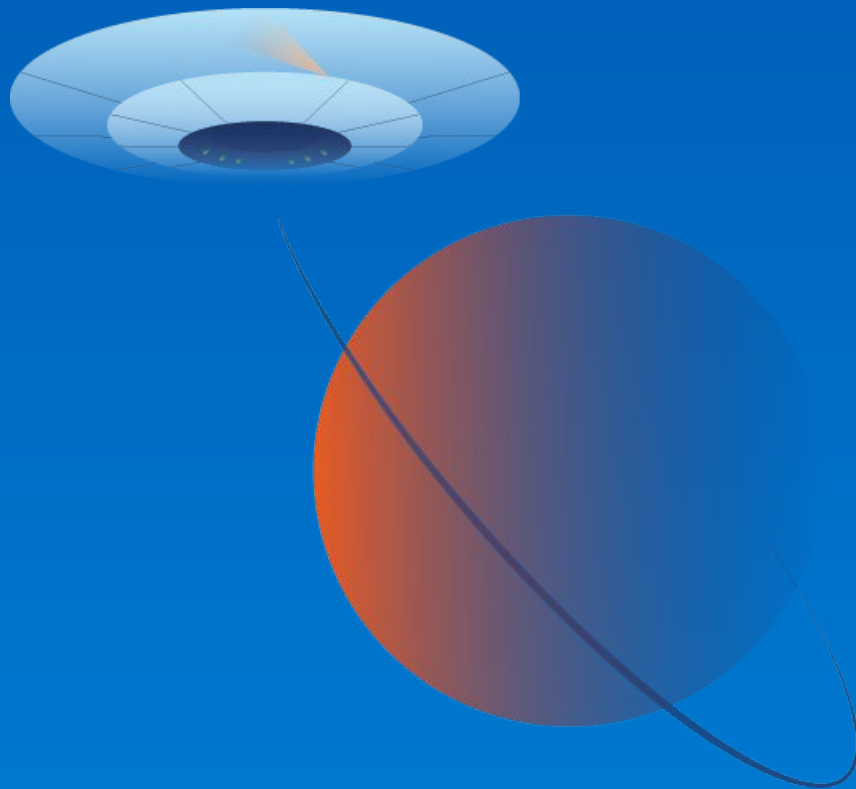
Trends

1. Digital Customer Service

2. Knowledge Management for CS

3. Customer Service Analytics

Hype Cycle for Customer Service and Support Technology 2021
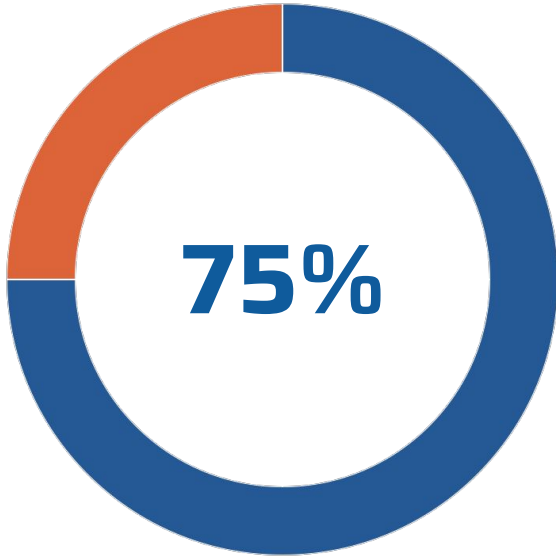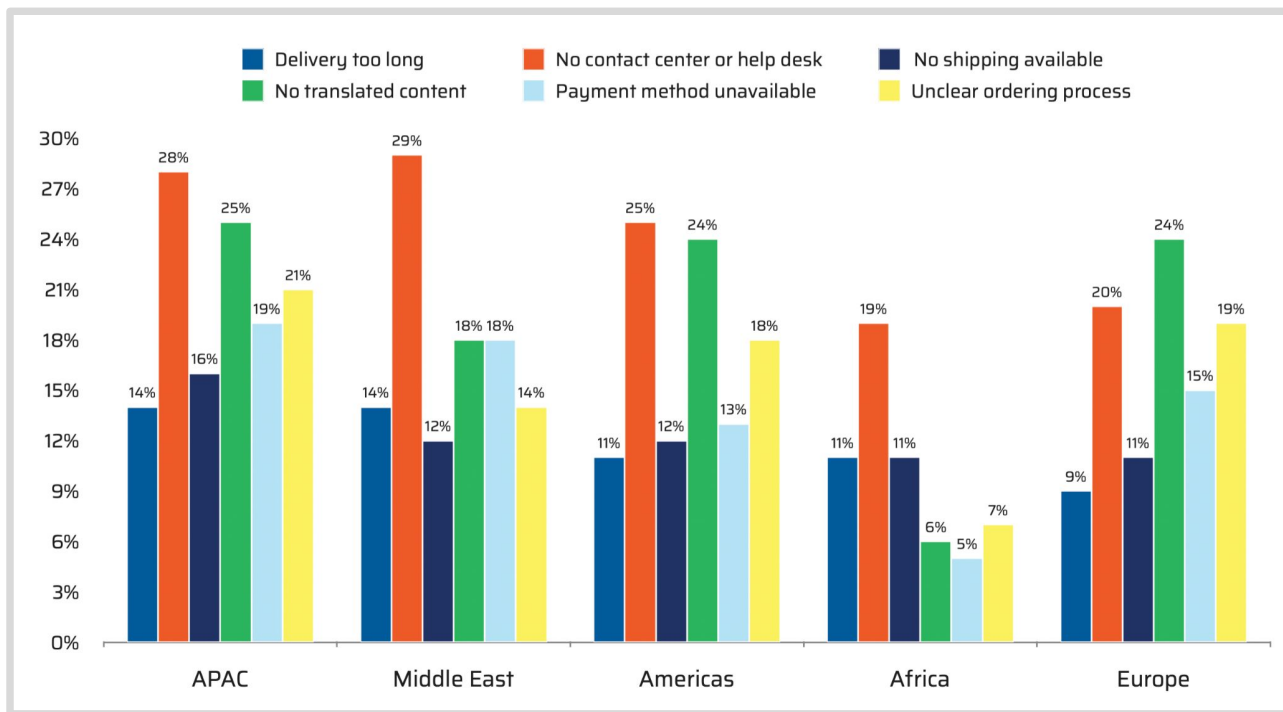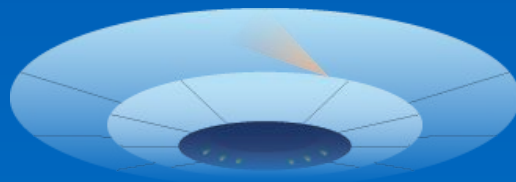
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75% of B2B and B2C buyers surveyed agreed they would be more likely to repurchase from a brand if the after-sales care is in their native language.
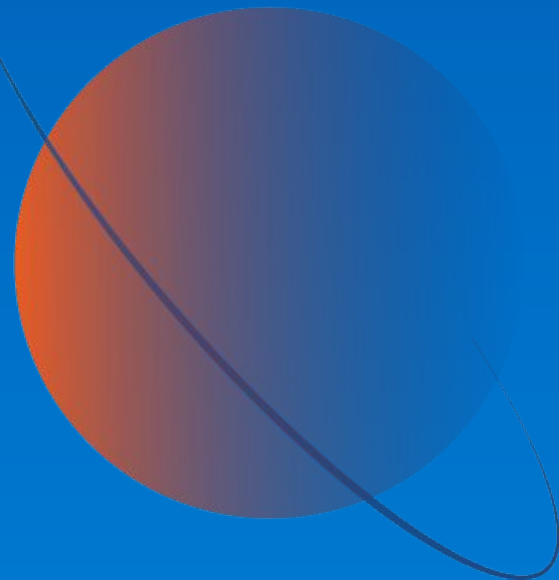
-CSA Research

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For European markets, **Nimdzi** found that having "no translated content" is the main customer service concern, and the second biggest concern for both the APAC and the Americas.
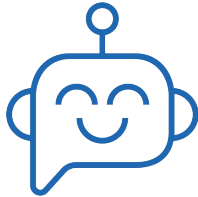
Our AI-enabled Solution

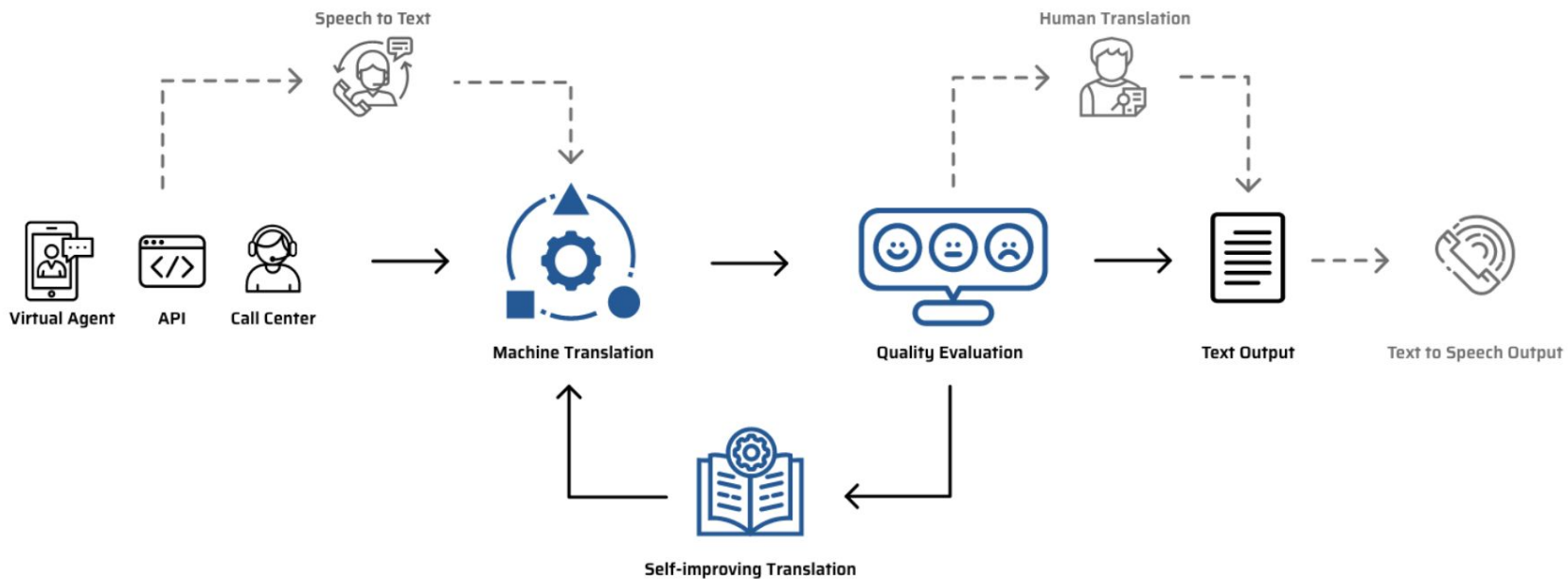Multilingual Support Agents
For Real-Time Support

Chatbot

Email
and
Cases

Live Chat

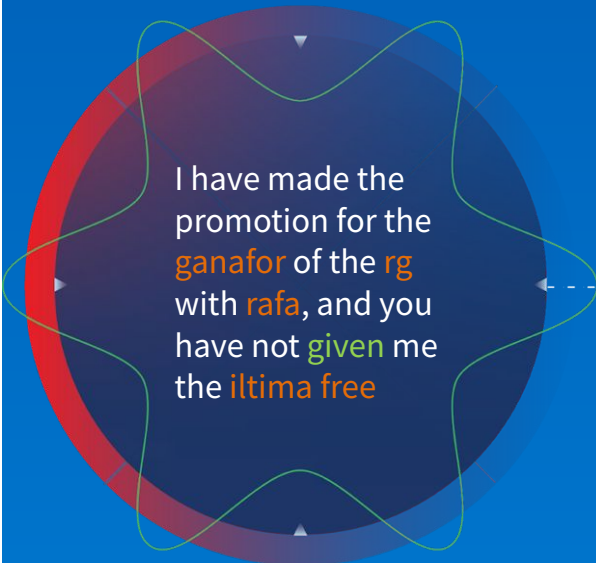# Key Steps in Multilingual Customer Service

Key components

→   CRM Integrations: Salesforce, Oracle, Zendesk, Service Now

→   Optimum MT selection per customer per content type

→   Self-Improving Glossary to handle terminology

→   Translation Quality Estimation and routing to human translation

→   Security: no data stored!

→   Setup in no time: less than 24 hours

Details on Translation Quality Estimation

➜ Adaptive threshold per customer per language pair

➜ Continuously evolves with active learning technologies

➜ Using linguistic information as well as Language I/O's metadata

➜ Improves engine selection technology

➜ End goal is to minimize human processing
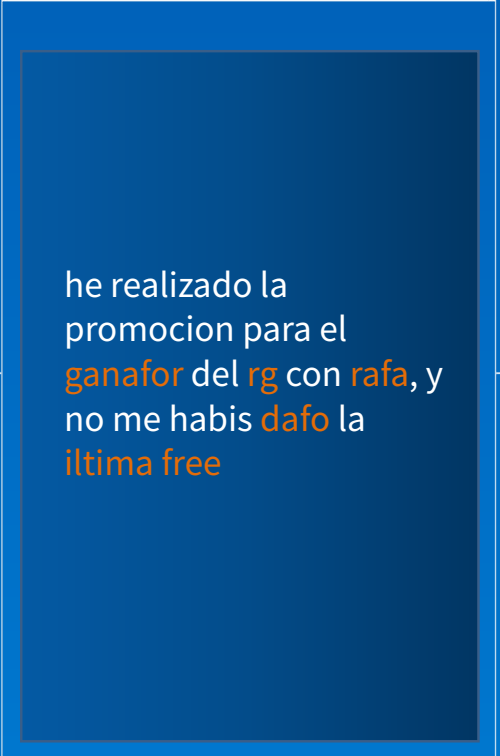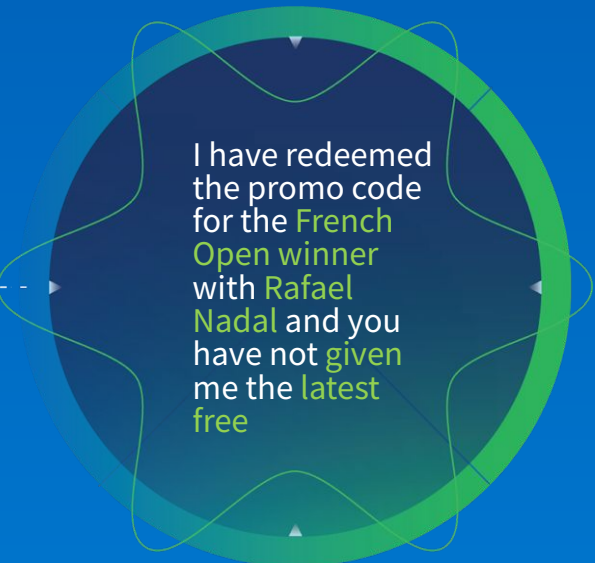
Secure Self-Improving Glossary

LANGUAGE I/O
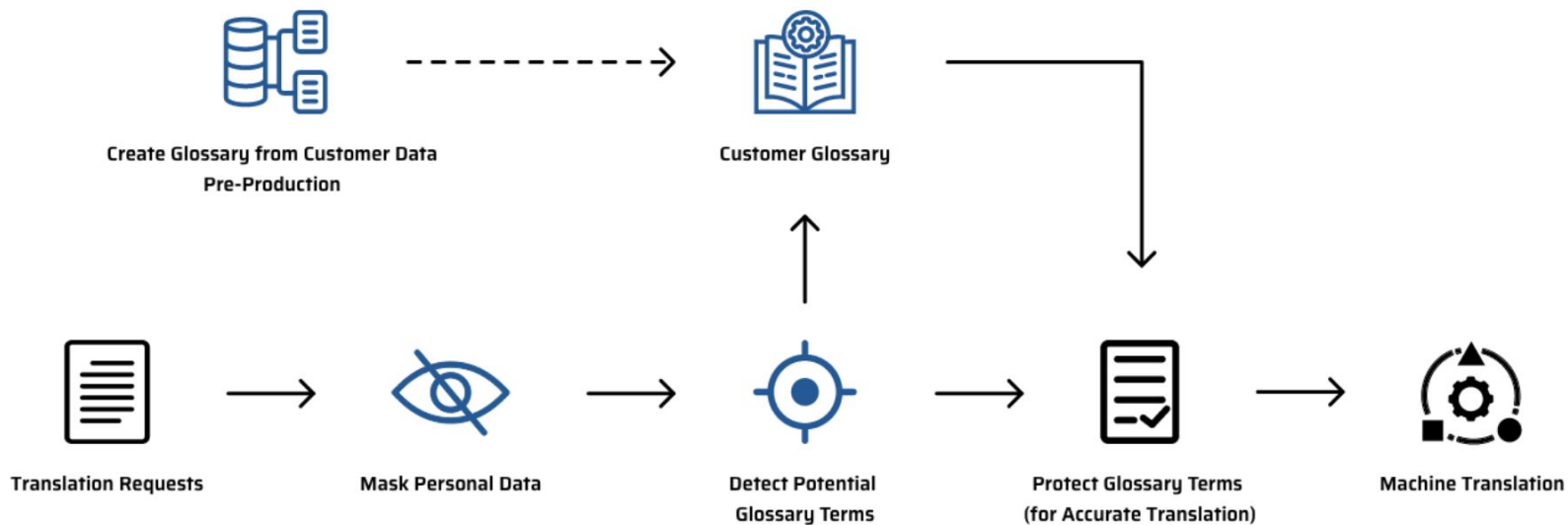
I have made the promotion for the ganafor of the rg with rafa, and you have not given me the iltima free

Support chat translated by Google

he realizado la promocion para el ganafor del rg con rafa, y no me habis dafo la iltima free

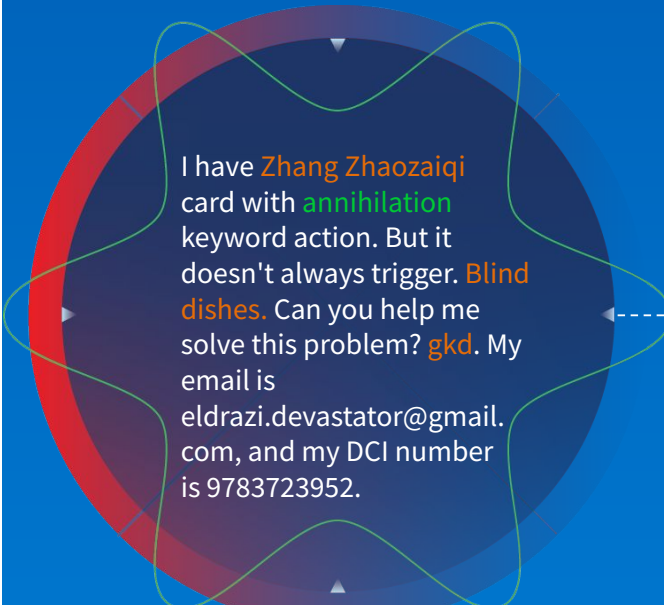I have redeemed the promo code for the French Open winner with Rafael Nadal and you have not given me the latest free
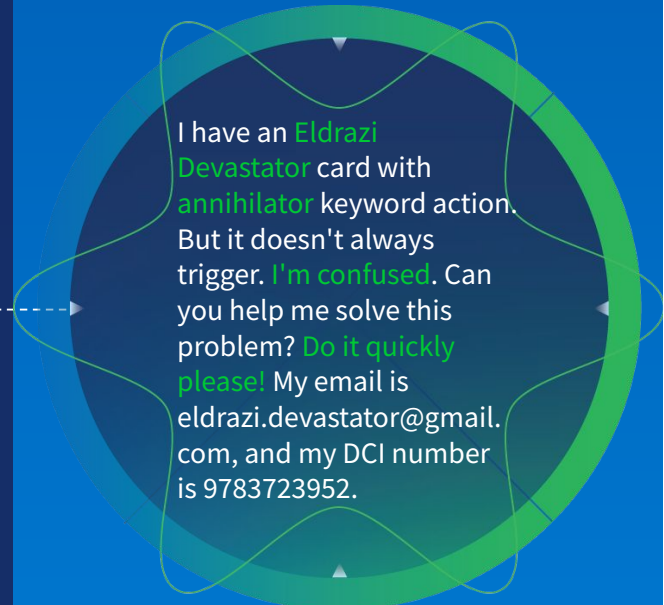
Support chat translated by Language I/O

I have Zhang Zhaozaiqi card with annihilation keyword action. But it doesn't always trigger. Blind dishes. Can you help me solve this problem? gkd. My email is eldrazi.devastator@gmail.com, and my DCI number is 9783723952.

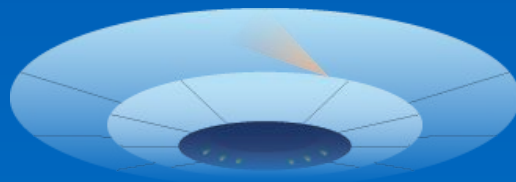我有张毁世奥札奇牌，带歼灭关键字动作。但老是不触发。瞎菜了。能帮我解决这个问题吗？gkd。我的电邮 eldrazi.devastator@gmail.com，我的DCI号是9783472952。

Eldrazi Devastator
Magic the Gathering

I have an Eldrazi Devastator card with annihilator keyword action. But it doesn't always trigger. I'm confused. Can you help me solve this problem? Do it quickly please! My email is eldrazi.devastator@gmail.com, and my DCI number is 9783723952.

The Future

Chatbots

Analytics

LANGUAGE I/O

Thank you, questions?

Silke Dodel

silke.dodel@languageio.com

Diego Bartolome

diego.bartolome@languageio.com