Our Solution for Multilingual Customer Support

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Trends

1. Digital Customer Service
2. Knowledge Management for CS
3. Customer Service Analytics
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
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.

<table>
<thead>
<tr>
<th>Region</th>
<th>Delivery too long</th>
<th>No contact center or help desk</th>
<th>No shipping available</th>
<th>No translated content</th>
<th>Payment method unavailable</th>
<th>Unclear ordering process</th>
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<tbody>
<tr>
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Our AI-enabled Solution
Multilingual Support Agents
For Real-Time Support

- Chatbot
- Email and Cases
- Live Chat
Key Steps in Multilingual Customer Service

1. **Speech to Text**
   - Virtual Agent
   - API
   - Call Center

2. **Machine Translation**

3. **Quality Evaluation**

4. **Text Output**
   - Text to Speech Output

5. **Human Translation**

6. **Self-improving Translation**
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

Create Glossary from Customer Data
Pre-Production

Customer Glossary

Translation Requests

Mask Personal Data

Detect Potential Glossary Terms

Protect Glossary Terms (for Accurate Translation)

Machine Translation
I have made the promotion for the ganafor of the rg with rafa, and you have not given me the 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.

he realizado la promocion para el ganafor del rg con rafa, y no me habis dafo la iltima free.
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
Thank you, questions?

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