

Executive Summary:

LiveTranslate offers real-time translation that removes communication barriers between agents and customers, ensuring multilingual voice communications are facilitated quickly and efficiently. With LiveTranslate, agents can provide frictionless customer experiences that resolve issues faster and help create more satisfied customers.

LiveTranslate

Real-time translation that improves customer experience and drives operational efficiency

In today's global economy, businesses have an unprecedented opportunity to reach more markets than ever before. To realize this quickly, they must find a way to not only communicate with their customers across multiple channels, but in their preferred language.

Contact centers must support the diverse languages spoken by their customers, requiring them to hire costly interpreters and multilingual agents who are unable to provide the seamless interactions that customers expect. As a result, organizations risk poor customer experiences, high costs, and lost business.

LiveTranslate dissolves language barriers, allowing agents and customers to communicate with each other in their native language instantly, without the need for complicated processes or costly specialists. The result is reduced operational costs and streamlined customer wait times, eliminating the need for human translation, increasing efficiency, and improving customer satisfaction.

Features

Custom Grammar

In addition to the over 130 languages supported out-of-the-box, LiveTranslate allows businesses to build custom dictionaries that enhance their AI translator, ensuring that brand and industry terms are always translated faithfully.

Clarification Seeking

As LiveTranslate transforms speech to text, it assigns a confidence score to each of its transcriptions. If the confidence score for a particular transcription falls below a pre-set value, LiveTranslate will prompt the speaker to repeat themselves and will not begin translation. This prevents miscommunications by proactively clarifying speech so that there is no unnecessary back-and-forth in the conversation, reducing handle times.

Long Translation Note

If the speaker is talking for an extended period of time, the listener will hear a message communicating that translation is in progress, mitigating frustration over communication gaps, perceived inattention, and dropped calls.



Benefits

Improve customer experience

LiveTranslate facilitates quicker and easier customer interactions that promote satisfaction and loyalty.

Increase operational efficiency

LiveTranslate increases operational efficiency by reducing hiring costs and accelerating time to market.

Empower agents

LiveTranslate supports agents as they focus on customer experience, rather than overcoming communication barriers.

Improve the customer experience

OmniAgent provides a consistent customer experience by combining reliable, virtual agent technology with conversation intelligence insights.

Challenges and Capabilities

Contact center leaders

LiveTranslate eliminates the cost of hiring and training interpreters and multilingual agents, reducing operational expenditures and contact center headcount while simultaneously allowing organizations to seize on new business opportunities.

Experience management leaders

LiveTranslate removes common friction points to facilitate quicker and easier customer interactions. When agents can focus on providing excellent customer experiences instead of overcoming communication barriers, customers are more likely to leave satisfied and become repeat customers.



Request a demo today

For more details about the CallMiner platform contact your Sales Director or sales@callminer.com

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