Tips for Using Language Technology to Drive CSAT Scores Up & Call Volume Down

Using Translation Software

Many translation software solutions, such as SYSTRAN, have the ability to translate large amounts of content quickly and efficiently, and in multiple languages. The software integrates directly with your customer support applications to:

- Translate entire knowledge centers into multiple languages to improve self-service

- Give customers the ability to interact with support representatives in their native language

- Translate customer voice and feedback to provide more meaningful insights

- Reduce support costs by decreasing the need for translators or multilingual staff

Presented by: **SYSTRAN** LANGUAGE TRANSLATION TECHNOLOGIES

The Leading Supplier of Language Translation Software

What is your organization's challenge?

- ☑ Not enough budget or resources to provide consistent service
- ☑ Trouble expanding customer service team fast enough to support new regions or languages
- ☑ Difficulty increasing deflection rate among multilingual customer base
- ☑ Tasked with ensuring customer service data remains secure

Ways to Utilize Translation Software to Serve Customers:

Use the lines below each solution to write down ideas for your organization:

Translating Knowledge Base and FAQs:

1. Increase your deflection rate by translating your self-service knowledge centers into multiple languages.

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2. Improve satisfaction with the self-service experience by setting expectations up front.

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3. Scale customer service into new regions by supporting additional languages.

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Live Chat and Messaging Translation:

4. Respond to customers in multiple languages in real-time.

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5. Reduce overhead and increase productivity without hiring more people.

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6. Ensure customer information is secure by utilizing a solution that is not hosted

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To learn more about translation software,
contact Craig.Stern@systrangroup.com