

TRANSCRIPTION & TRANSLATION



Edify CX removes language barriers and lag time from agent-customer interactions with AI-powered real-time transcription and translation in 100+ languages across channels. Edify CX automatically detects a customer's native language before the start of a live interaction and begins translating to the desired list of languages, including the agent's preferred primary language defined in their user profile settings. Transcription and translation streamline the customer experience by eliminating language and accent as barriers between agents and customers who are connecting via phone, SMS, or web chat.

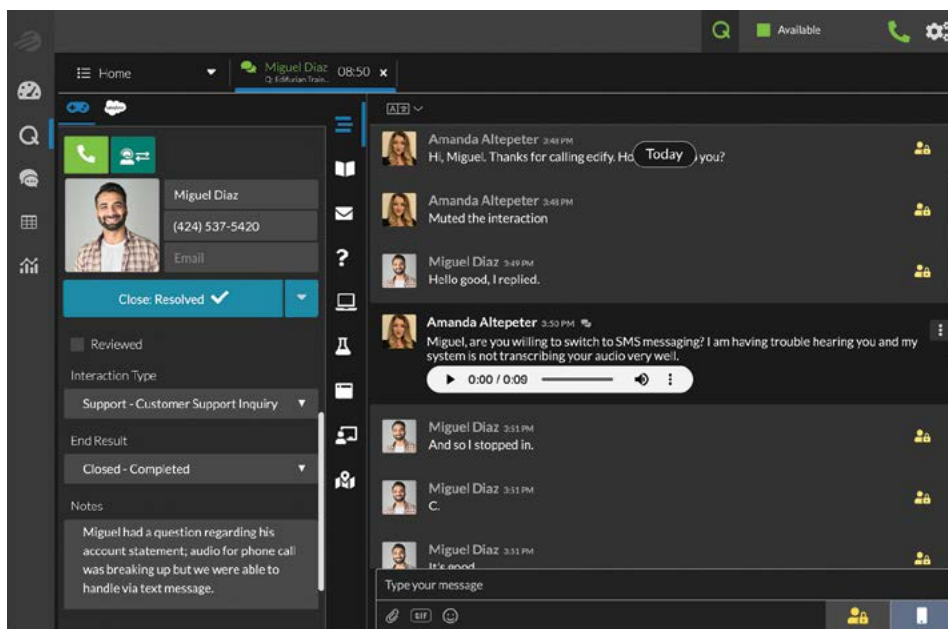
AT-A-GLANCE

Real-time transcription & translation in 108 languages

Set a language preference or choose by interaction

Live phone call & post-call recording transcription

Set up without IT using no-code workflows



Now agents can quickly review & respond to customers in any language, thereby improving first contact resolution (FCR) & customer experience.

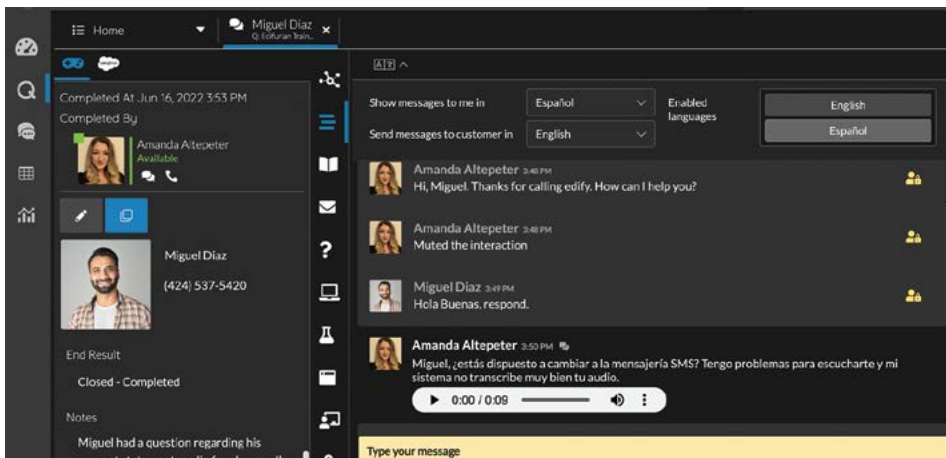
WHAT IT DOES

- Lets agents set a preferred primary language or choose manually on a case-by-case basis
- Detects the language of record & translates inbound messages or audio for agents to receive
- Sends agent responses in customer's preferred language
- Uses transcriptions to analyze sentiment of interactions
- Provides a live overview of the conversation in text, allowing managers to supervise interactions without barging in



SETTING IT UP

Setting up live transcription and translation requires you to configure a few simple, drag-and-drop workflows that detect the incoming language, translate the message to the desired list of languages, and post the translated message to the feed of the interaction for the agent to review and respond to. A similar, second workflow is used to process the agent's response to the customer's request. Once these workflows are published and ready to implement, enable live transcription settings and configure each of the necessary queues to apply these inbound and outbound workflows. Once these settings and workflows are saved to the queues, the change is instantaneous. Agents will notice that customer interactions have audio transcriptions available along with the ability to convert posted messages to another language and respond with an audio file on a live call.



Break down communication barriers between supervisors & teams by empowering them to coach in any language.

WHAT'S IN IT FOR YOU

Edify CX's real-time transcription and translation capabilities offer a wide range of benefits:

- Improves first call resolution (FCR) & average handle time (AHT) as any customer can converse with any agent regardless of language, dialect, or accent
- Eliminates the need for staffing multilingual agents
- Elevates user & customer experiences by enabling them to select their primary language from both their profile settings as well as a menu for each interaction
- Eliminates frustration & friction
- Improves real-time coaching & performance management
- Transparent, usage-based pricing that you can forecast
- Supports diversity & inclusion initiatives

ABOUT EDIFY

Edify connects businesses with customers and employees with each other, making enterprise communications as easy as personal ones. Its flagship product, Edify CX, unites contact center (CCaaS), unified communications (UCaaS), and real-time communications platform (CPaaS/API) functionality in a single cloud-native solution that facilitates continuous conversations. Edify is also a Google Chrome Enterprise Recommended solution for the contact center.



SAMPLE USE CASE

Native Spanish speaking customer reaches native English speaking agent



Inbound audio is transcribed & translated from Spanish to English



Agent reads English transcription, types a response, & plays back an audio file to the customer in Spanish



Customer feels instantly understood



Agent wraps interaction without ever having transferred the customer



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