



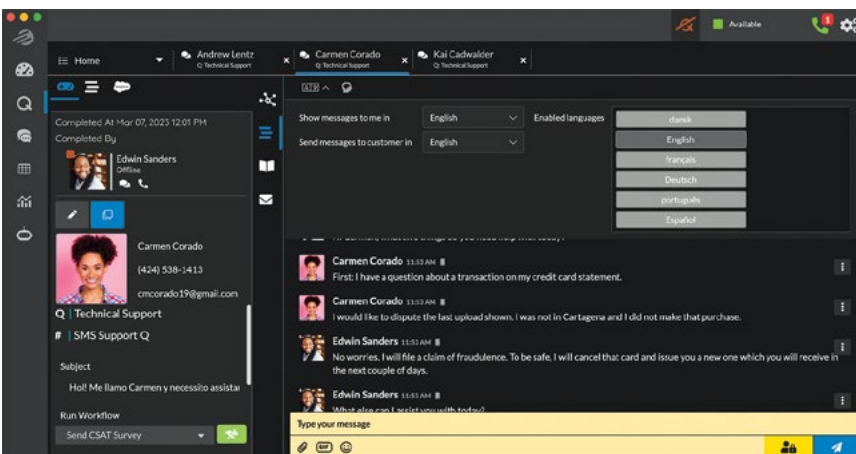
# Transcription & Translation



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. Through AI-powered, smart workflows, 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. By enabling transcription and translation services for your customer service agents and managers, you open the possibility of allowing anyone, anywhere in the world to support your business. No longer do you need to search for multilingual candidates now that everyone can support your customers with ease and efficiency.

## What's in it for you

- Improves first call resolution (FCR) & average handle time (AHT)
- Eliminates the need for staffing multilingual agents
- Elevates user & customer experiences by automating language preference population
- Eliminates frustration & friction
- Improves real-time coaching & performance management
- Transparent, usage-based pricing that you can forecast
- Supports diversity & inclusion initiatives



*Enable translation & empower your agents to efficiently assist any customer regardless of language spoken, then watch your FCR rates begin to improve.*



## Translate

Simplify communication between customer & agent when each party speaks a different language by automatically translating messages back & forth



## Review

Make quality assurance of globally distributed agents easy by allowing users to toggle between languages for the translation that works best for them

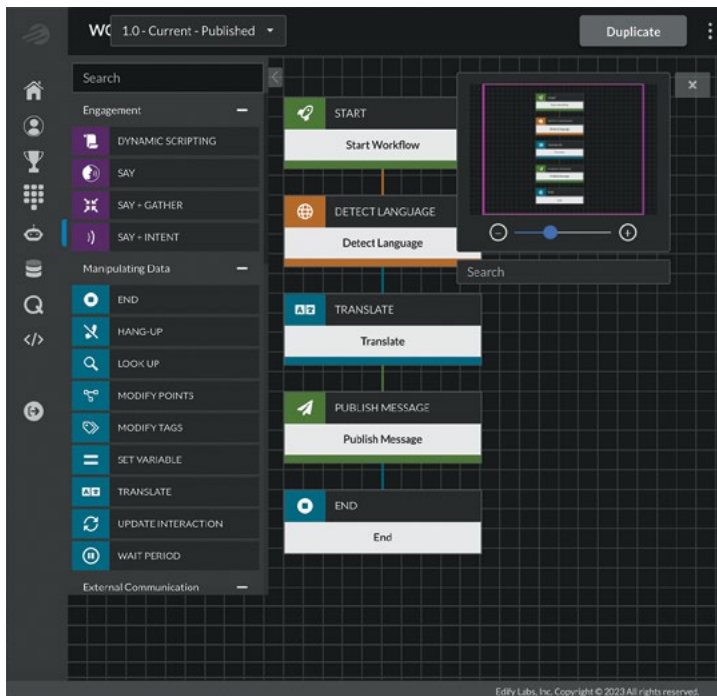


## Transcribe

Transcribe live customer calls in real-time allowing coaches & supervisors to monitor agent performance without conferencing into one call at a time

## 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.



*Enabling transcription & translation is as simple as linking a few workflow modules together & connecting to a queue.*

## Features

- Real-time conversation transcription
- Translations available in 108 languages
- Preference-based language selector
- Manual translation menu
- Live phone call & post-call recording transcription
- Set up without IT using no-code workflows



## About Edify

Edify connects businesses with customers and employees with each other, making enterprise communications as easy as personal ones. Built from the ground up as a single, cloud-native solution, Edify's flagship products, Edify CX (CCaaS), Edify EX (UCaaS), and real-time API communications (CPaaS) work together to facilitate continuous conversations across your business. Now, customers and employees can easily move among channels in one window, just like they do every day on their phones. Companies choose Edify for its global availability, no-waste pricing, and full-stack 100% SLA uptime guarantee. Edify is also a Google Chrome Enterprise Recommended partner for the contact center. Learn more by visiting [edify.cx](https://edify.cx).