

# What is CX Translate?

CX Translate translates conversations with customers in real time in Genesys Cloud.



## What makes it different?



Simple to use, easy to enable, with a massive return on investment



Automatically translates Message interactions like Web Chat & Whatsapp in real time



Embedded in the Genesys Cloud agent interface



Supports 70+ languages



Over 1 million messages translated each month



# CX Translate Top Features and Benefits

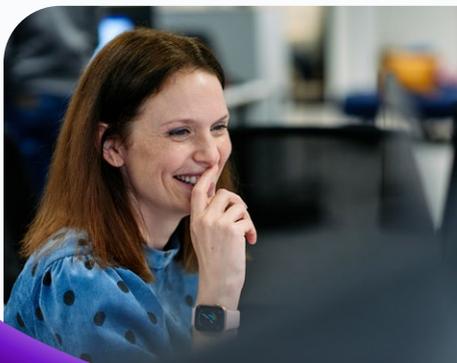


## Feature



## Benefit

|  |   |
|--|---|
| Real-time translation                                      | Translation within seconds gives your agents the ability to chat with customers in multiple languages simultaneously  |
| Integrated with Genesys Agent Browser Desktop and Workflow | The agent gets one place to focus on the interaction with the customer, and you can take advantage of your existing processes and workflows, which means that it's easy to use and manage   |
| Integrated Canned Responses                                | Your existing standard responses work in every language   |
| Customer language auto-detection                           | Automatically detects the language the customer is using, so that you can offer multi-lingual services from one place   |
| Transparently support Addresses, Numbers, Emojis           | Doesn't get in the way of the customer providing important information  |
| Multi-provider   | CX Translate is able to use a variety of different translation services, so that your customer service always works, you can take advantage of the best services available, and you will be able to take advantage of new developments in AI. |
| Supports 74 languages                                      | CX translate support all languages you care about now and in the future   |
| Resilient, Evergreen service                               | CX Translate keeps going even in the face of issues with public cloud providers, and is always available and up to date   |
| Custom Keep-words  | Keep-words are words or phrases which are not translated, so you can ensure that Brand names are always used correctly, ensuring a consistent voice to your customers   |
| Informal and formal language settings by customer language | The ability to configure whether to use formal or informal language across languages or queues ensures a consistent voice   |
| GDPR compliant   | Kerv will process Subject Access Requests and redact PII on request   |
| Secure as standard   | CX Translate is covered by our ISO27001 accreditation, and we have all the security controls in place that you would expect. Data is encrypted at rest and in transit.  |



## Pricing

From £18.75 per agent per month

## Contact Us

Contact us to demo the application:

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