

# 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 100+ languages



Over 1 million messages translated each month



# CX Translate Top Features and Benefits

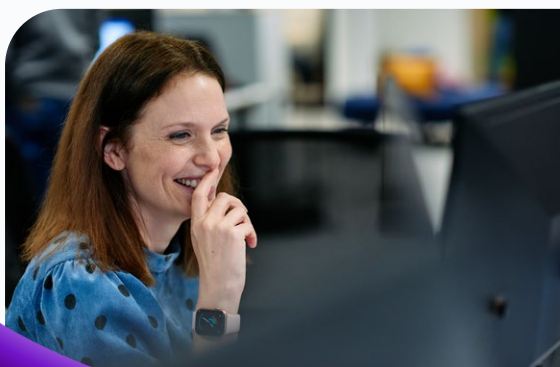


## Feature



## 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 112 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.



## Contact Us

Contact us to demo the application:

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