KNOVVU
Virtual Translator

SESTEK

Converting Call Centers Into
Multilingual Communication Centers

Hello. I need help!

Hola necesito ayuda!

Claro, ¿me puede decir su nombre, por favor?

A real-time solution where customers can express their needs in their natural language, and agents can assist them regardless of the language barrier.
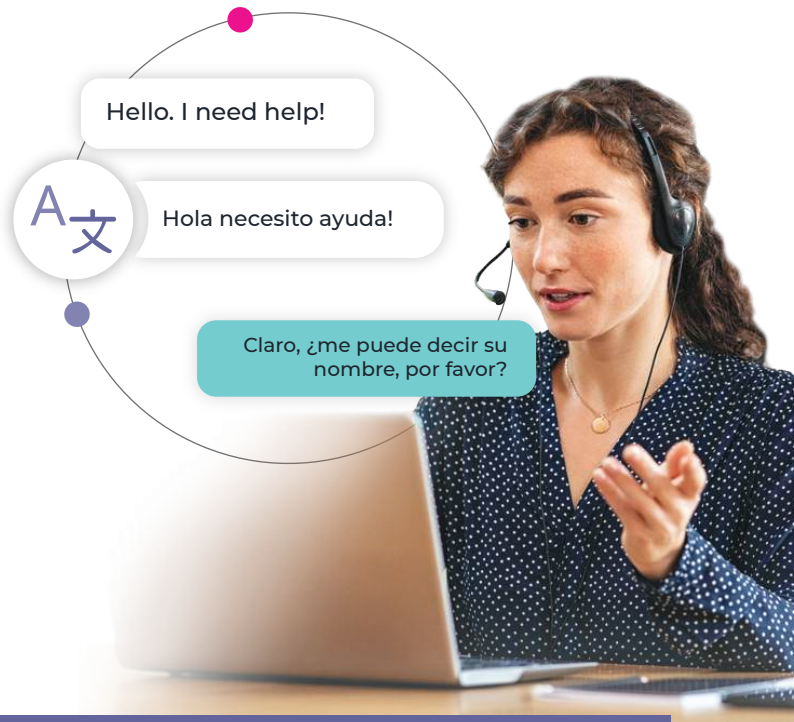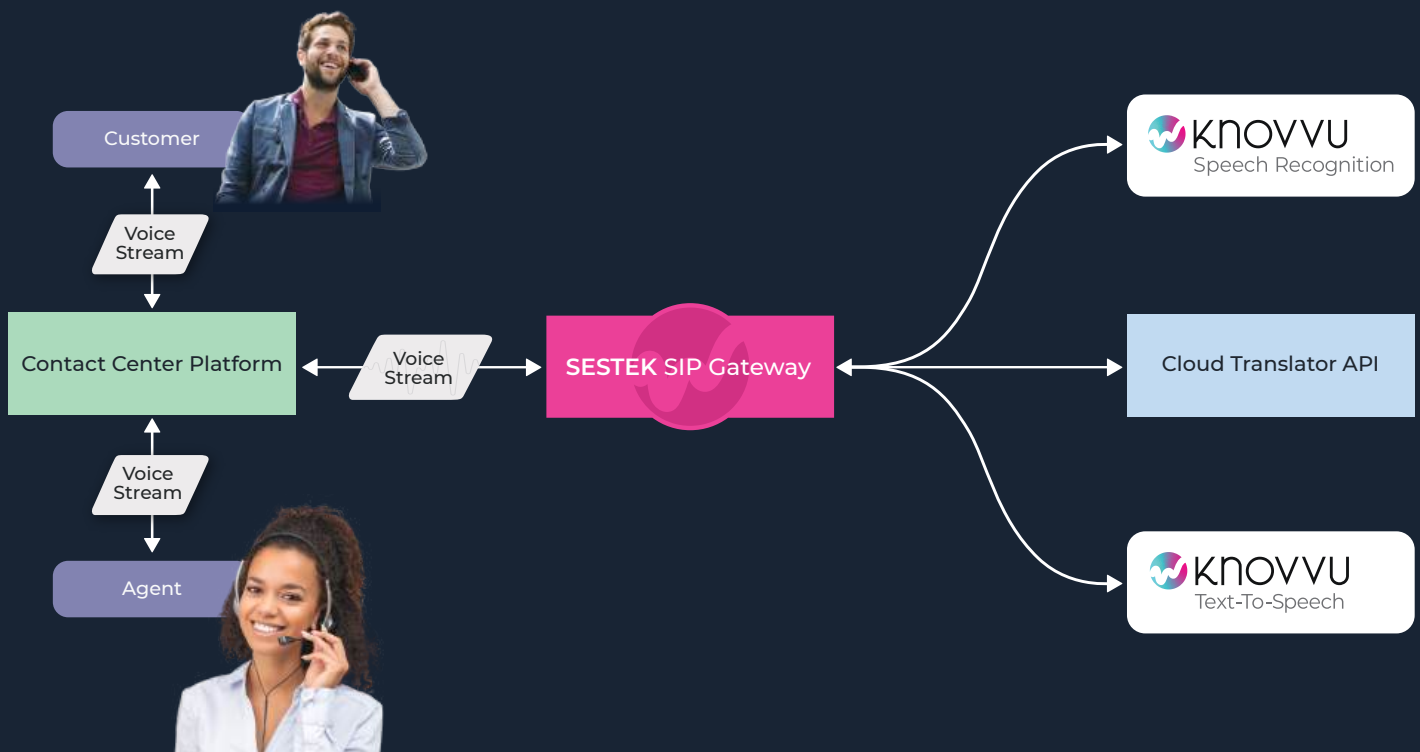
CHALLENGE

In today's world, communication challenges arise when individuals from different countries interact with call center agents. This language barrier can hinder effective communication, causing delays, misunderstandings, and potentially compromising experience.

SOLUTION

By processing the audio input, Virtual Translator identifies the language being spoken, converts the speech to text, translates it to the desired language for the response, and generates a text-to-speech output. For call centers, this means the ability to serve customers in multiple languages in real time.

PRODUCT TOPOGRAPHY

Customer

Voice Stream

Contact Center Platform

Voice Stream

SESTEK SIP Gateway

Voice Stream

Agent

KNOVVU Speech Recognition

Cloud Translator API

KNOVVU Text-To-Speech

BENEFITS

INCREASE EFFICIENCY

Regardless of the caller and agent's native languages, Virtual Translator ensures smooth communication by translating spoken language into text and back into speech, enabling effective interaction in real time.

DECREASED CALL DURATION

With instant language detection and translation, delays caused by language barriers are minimized, allowing for quicker response times in urgent situations. This results in decreased call durations..

ENHANCED AGENT CAPABILITY

Call center agents no longer require proficiency in multiple languages. They can assist customers in their preferred language, offering a consistent service experience..

FEATURES

Multilingual Service

The technology aids in serving a diverse international caller base, enhances caller relations, and transforms operations to be more efficient and customer-focused.

Seamless Conversation Flow

The Translator seamlessly steps back, allowing for a natural conversation flow without unnecessary translation.

Instant Language Recognition

Integrating the translator directly into the IVR eliminates resource dependency, reduces the need for multilingual agents, and ensures seamless language detection by the virtual translator.

Collecting Previous Customer Speech

Customer speech before the translation is activated is collected and stored.

Option to Hear Original Voice

Agents control the text-to-speech (TTS) module, choosing to view transcribed text, hear the caller's original voice, or listen to the synthesized voice.

See How it Works