

UNBABEL. SUPPORT, TRANSLATED.



Unbabel is an AI-powered language operations platform that enables customer service teams to effectively communicate with customers in any language. Unbabel easily plugs into the most popular CRMs and Chat platforms to automate translations in near real-time across digital support channels like chat, email, or FAQs.

With the efficiency of augmented machine translation and the local nuance of our post-editors, Unbabel empowers all your agents to communicate with customers in any language, giving you increased flexibility, productivity, and lower operating costs.

Trusted by the world's leading enterprise brands, Unbabel helps you build more meaningful relationships with customers, worldwide.



Benefits

UNBABEL. SUPPORT, TRANSLATED.

DELIVER CONSISTENT EXPERIENCES WORLDWIDE

Provide a consistent standard of support and build deeper, more meaningful relationships with your customers, regardless of the language they speak.

INCREASE TEAM EFFICIENCY AND PRODUCTIVITY

Use the power of AI to give your agents the ability to speak any language—improving response times and removing language as a barrier to your team's growth.

BUILD A MORE FLEXIBLE TEAM AND IMPROVE WORKFORCE PLANNING

Create flexibility so any agent can be allocated to support any channel or location, and use data and analytics to best allocate teams at peak times across languages and channels.

ENHANCE GLOBAL BRAND REPUTATION, DRIVING GROWTH AND LOYALTY

Positive multilingual support experiences build trust as a global brand and increase customer retention and loyalty, while giving you the ability to expand your influence beyond your native market.

REDUCE OPERATIONAL COSTS

Minimize the need to hire a large team of native-speaking agents and optimize your location strategy to intelligently allocate your team where they are needed most.

Trusted by Top Global Enterprises



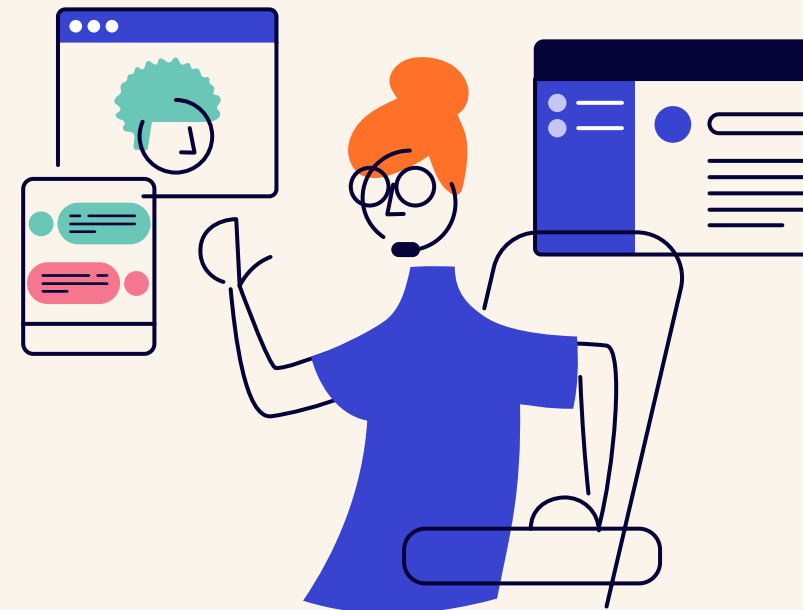
logitech

ABInBev

Panasonic



Booking.com



How it Works

UNBABEL. SUPPORT, TRANSLATED.

A seamless translation flow, built into the tools your team uses

Unbabel uses augmented machine translation to automate multilingual support and provide organizations with a faster, more efficient, and more effective way of translating content between languages. Our editors help review and refine the output of machine translation to ensure accuracy and high-quality translations that have the polish of a native speaker.

For global organizations, this means fast, cost-effective translations that empower your customer service team to provide the same standard of support, no matter what language your customers speak.

"We've seen CSAT scores jump as much as 10 points, and in one instance, we increased issue resolution by 20 percent."

VINCENT O'BRIEN
EMEA Support Delivery Manager



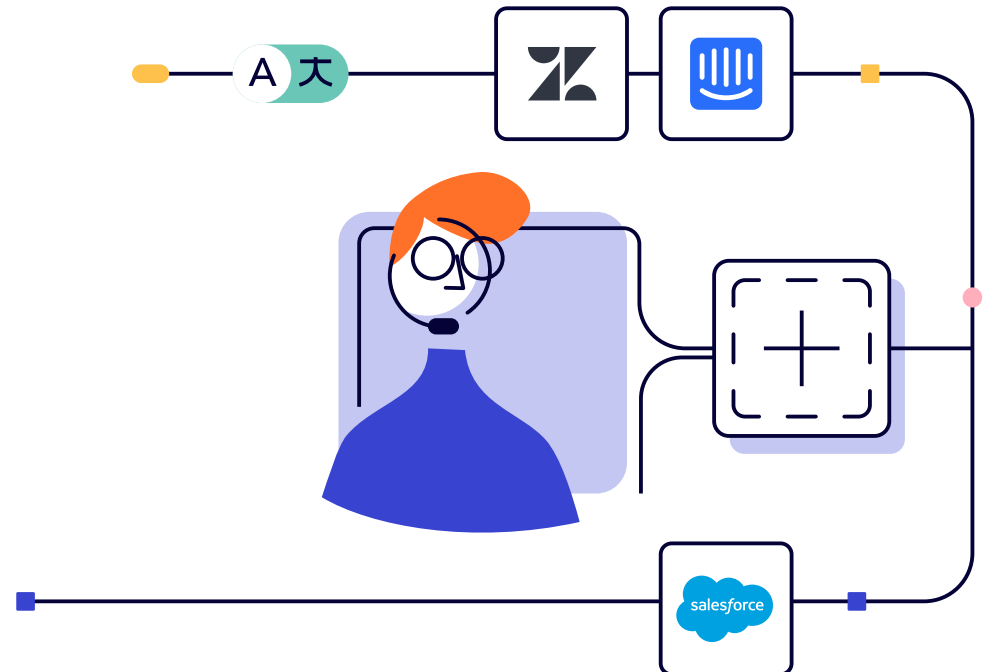
We work where you work

Our platform integrates with CRM and chat platforms you already use

Unbabel's native, plug-and-play integrations make it easy to start translating with minimal disruption.



WixAnswers



Built for Enterprise

UNBABEL. SUPPORT, TRANSLATED.



SECURE

Fully GDPR and CCPA compliant with robust data encryption and anonymization, our platform ensures the utmost privacy and security.



PERSONALIZED

Your customized translation engine recognizes your unique brand voice, and learns from customer interactions and editor input over time.



SCALABLE

We grow alongside companies, adding new languages based on demand so you can grow and expand into new markets.



TRUSTED

We partner with major BPOs and support providers to offer multilingual customer support around the globe.



DEDICATED

We're with you every step of the way, offering premium customer support and a dedicated customer success team.



SEAMLESS

Unbabel integrates with the major customer service platforms you already use, or we offer custom APIs to fit your needs.



VISIT US AT [UNBABEL.COM](https://unbabel.com)

Questions? We're here to help.
Go to [UNBABEL.COM/CONTACT](https://unbabel.com/contact)

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