

REMOVING LANGUAGE BARRIERS IN CONTACT CENTERS

Imagine a solution where customers can express their needs in their native language, and agents can remove language barriers with real-time multilingual support in contact centers.

Hello. I need help!



Hola necesito ayuda!



CHALLENGE

In today's world, communication challenges arise when individuals from different native languages interact with call center agents. For instance, when a tourist contacts the police call center in Dubai, she may be speaking in English, while the call center agent speaks in Arabic. This language barrier can hinder effective communication, causing delays, misunderstandings, and potentially compromising experience.

SOLUTION

SESTEK Virtual Translator leverages advanced Speech Recognition (SR) technology to analyze and detect the language spoken by callers. 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. This enables a more efficient call center with enhanced support and the ability to serve customers in multiple languages in real time.

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 smooth service experience.

FEATURES

Multilingual Service

The technology empowers 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.

TECHNOLOGIES USED

On-premise Deployment

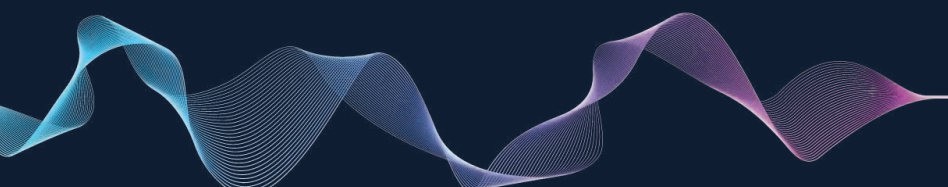
Voice Activity Detection (VAD) is used to identify when speech begins and ends within an audio input. By distinguishing between spoken words and background noise or silence, VAD ensures that the system processes only relevant portions of the audio.

Speech Recognition

SESTEK Virtual Translator uses speech recognition technology to capture spoken language and convert it into text. This process involves analyzing audio input, identifying linguistic patterns, and accurately transcribing the spoken words into written form. With a market-leading **speech recognition accuracy rate of over ~98%**, SESTEK Virtual Translator ensures more precise analysis, providing correct and on-target insights.

Text-to-Speech

SESTEK Virtual Translator uses text-to-speech (TTS) technology to convert translated text back into spoken language. This feature generates natural-sounding audio output, ensuring the translation is easy to understand.

[See How it Works](#) 