

Language Capabilities

Bold360 offers self-service and live agent interactions in almost every language with our patented Natural Language Processing (NLP) and native integrations.

Self-Service with Artificial Intelligence

Our Natural Language Processing goes beyond keyword matching and understands the real intent behind the question, no matter how it is asked.

Deliver personalized customer information in every AI interaction for a more meaningful experience.

Fully Conversational AI

- Retains intent throughout the entire conversation so you can ask follow-up questions without repeating your intent
- Can drive the conversation forward by asking additional questions
- Has innate knowledge of speech entities such as numbers, dates, conjunctions, etc. (e.g. tomorrow)
- Available as a conversational chatbot, embedded search bar, or floating widget on your website, mobile app, and messaging channels.

Languages Supported:

Chinese*	Icelandic*
Danish*	Italian*
Dutch	Japanese
English	Korean*
Finnish*	Norwegian
French	Polish*
German	Portuguese (Brazilian)
Hebrew	Spanish
Hindi	Swedish

* Coming soon

Personalized Interaction & Search

- A back-and-forth dialogue delivering one answer for each question asked
- Processes most aspects of natural human language
- Built-in Google Translate API can be turned on to enable engagements in every language that Google Translate offers
- Available as a chatbot, embedded search bar, or floating widget on your website, mobile app, and messaging channels.

Arabic	Greek	Norwegian
Azerbaijani	Hebrew	Polish
Bulgarian	Hindi	Portuguese
Chinese	Hungarian	Romanian
Croatian	Icelandic	Russian
Czech	Indonesian	Serbian
Danish	Italian	Slovak
Dutch	Japanese	Slovenian
English	Korean	Spanish
Estonian	Latvian	Swedish
Finnish	Lithuanian	Thai
French	Malay	Turkish
German	Maltese	Vietnamese

Live Agent Chat Languages

Bold360 comes out-of-the-box with translations in the following languages:



Customer Chat Window

Arabic*	Finnish*	Japanese	Slovakian*
Bengali*	French	Korean	Spanish
Bulgarian*	French (Canadian)*	Malay*	Swedish*
Afrikaans*	German	Norwegian (Bokmal)*	Thai*
Chinese (Simplified)*	Greek*	Norwegian (Norsk)*	Turkish*
Chinese (Traditional)*	Hebrew*	Polish*	Ukrainian*
Croatian*	Hindi*	Portuguese*	Vietnamese*
Czech*	Hungarian*	Portuguese (Brazilian)*	
Danish*	Icelandic*	Punjabi*	
Dutch	Indonesian*	Romanian*	
English (UK)*	Irish*	Russian*	
	Italian		

* You will need to translate branding of the chat windows



Agent Workspace

Dutch	Italian
English	Japanese
French	Korean
French (Canadian)	Portuguese (Brazilian)
German	Spanish
Hungarian	



How does Bold360 know which language to show to a customer?

- 1 Selection made by the visitor on the pre-chat form (stronger than all other parameters)
- 2 Language parameter passed by the HTML snippet
- 3 Visitor's browser language setting
- 4 Visitor's IP

“84% of international consumers say they're more likely to buy from a website with product information in their own language.”

SOURCE: WHY LOCALIZATION MATTERS FOR CORPORATE BUYERS, Common Sense Advisory, July 2014, Copyright © 2014, Common Sense Advisory, Inc.

GeoFluent Integration for AI and Agent Interactions

In today's global economy, it's important to support a global customer base. By engaging your customers in their native language, you boost brand loyalty and cost-effectively support all of your customers regardless of language, location, or device.

GeoFluent by Lionbridge provides real-time, auto-translation capabilities directly within Bold360 via a seamless integration. This integration enables global businesses to significantly broaden their reach without the corresponding costs.

How Does Auto-Translation Work?

GeoFluent identifies and translates branded terms, industry lexicon, slang, typos and communication shortcuts, resulting in higher quality translations and more authentic conversations.

Administrators simply select the languages the agent speaks in order of fluency level. Once a customer engages, messages are automatically translated as long as the language pair (the

customer language and the agent language) exists in your GeoFluent subscription. When the agent and customer share the same language, the auto-translate function switches off by default.

GeoFluent for Bots

Our GeoFluent integration enables companies to engage conversationally via chatbot in almost any language. Artificial intelligence searches your knowledge base for the right answer to the customer's question, and GeoFluent translates the response into the end-user's language. This capability makes it affordable for businesses to scale support to users across the globe.

Improve Agent Efficiency

GeoFluent also supports "language swapping," making it possible for your agents to see when a customer's language has changed and quickly alter the conversation to adapt to the new language. With "language swapping," your agents deliver messages in the customer's preferred language, which improves the likelihood of resolution and boosts brand loyalty.

Key Benefits of GeoFluent Integration

- Real-time, auto-translated chats
- Engage customers in their native language on any device
- Supports more than 40 languages including English, French, Spanish, German, Italian, Portuguese, Russian, Arabic, Traditional and Simplified Chinese, and Japanese

