Real-Time Speech Translation

AI Innovation

ABOUT US : Klassifier

Effortless AI Analysis

Founded in 2016, Klassifier simplifies the transformation of voice and text data into actionable insights through diverse AI models, enabling users to seamlessly process and analyze data without any coding.

Industries We Serve

We serve industries like telecommunications, insurance, and finance. In telecommunications, we collaborate with a leading company in Turkey to address business needs and optimize operational efficiency.

Our Expertise and Services

We provide enterprise software solutions and advanced artificial intelligence services, offering scalable, customized solutions to streamline operations and unlock insights across industries.

PROBLEM: Feasibility of Real-Time Voice Translation for Native Language Communication

40%-60%

Global customer interactions involve language differences, leading to communication challenges.

90% or more

Required for real-time translation systems to meet customer expectations, as lower accuracy leads to miscommunication.

72%

Customers are more likely to switch brands after poor communication experiences.

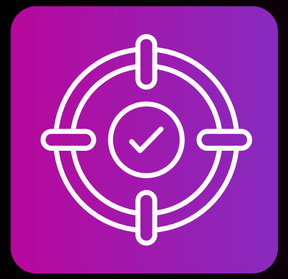
20%

Decrease in customer retention can result from unresolved language barriers.

SOLUTION:
Klassifier’s Real-Time Voice Translation

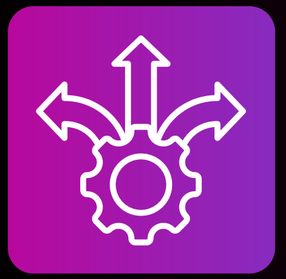
Real-Time Translation

Converts speech from one language to another instantly, ensuring natural and fluid conversations.



High Accuracy

Leverages AI to understand context, reducing translation errors and improving clarity.



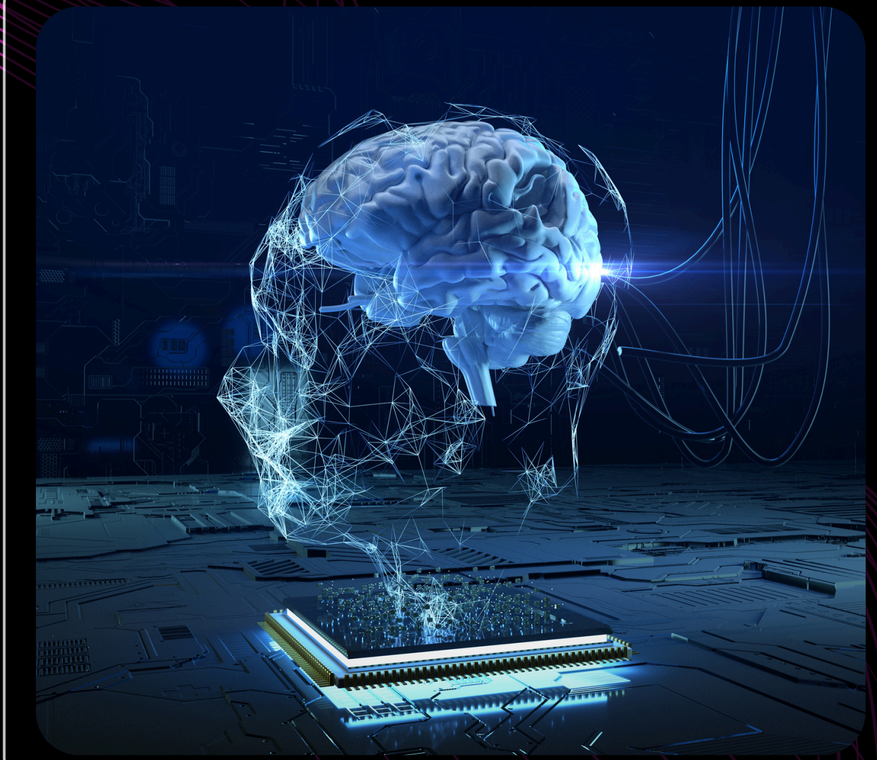
Integration Flexibility

Easily integrates with existing systems, ensuring seamless adoption without the need for significant infrastructure changes.

Multilingual Support

Supports over 50 languages, enabling businesses to effectively cater to diverse global audiences and enhance communication across regions.

ANTICIPATED OUTCOMES



90%-95%

Translation accuracy ensures clear understanding between agents and customers.

30%-40%

Increase in positive feedback due to seamless conversations in native languages.

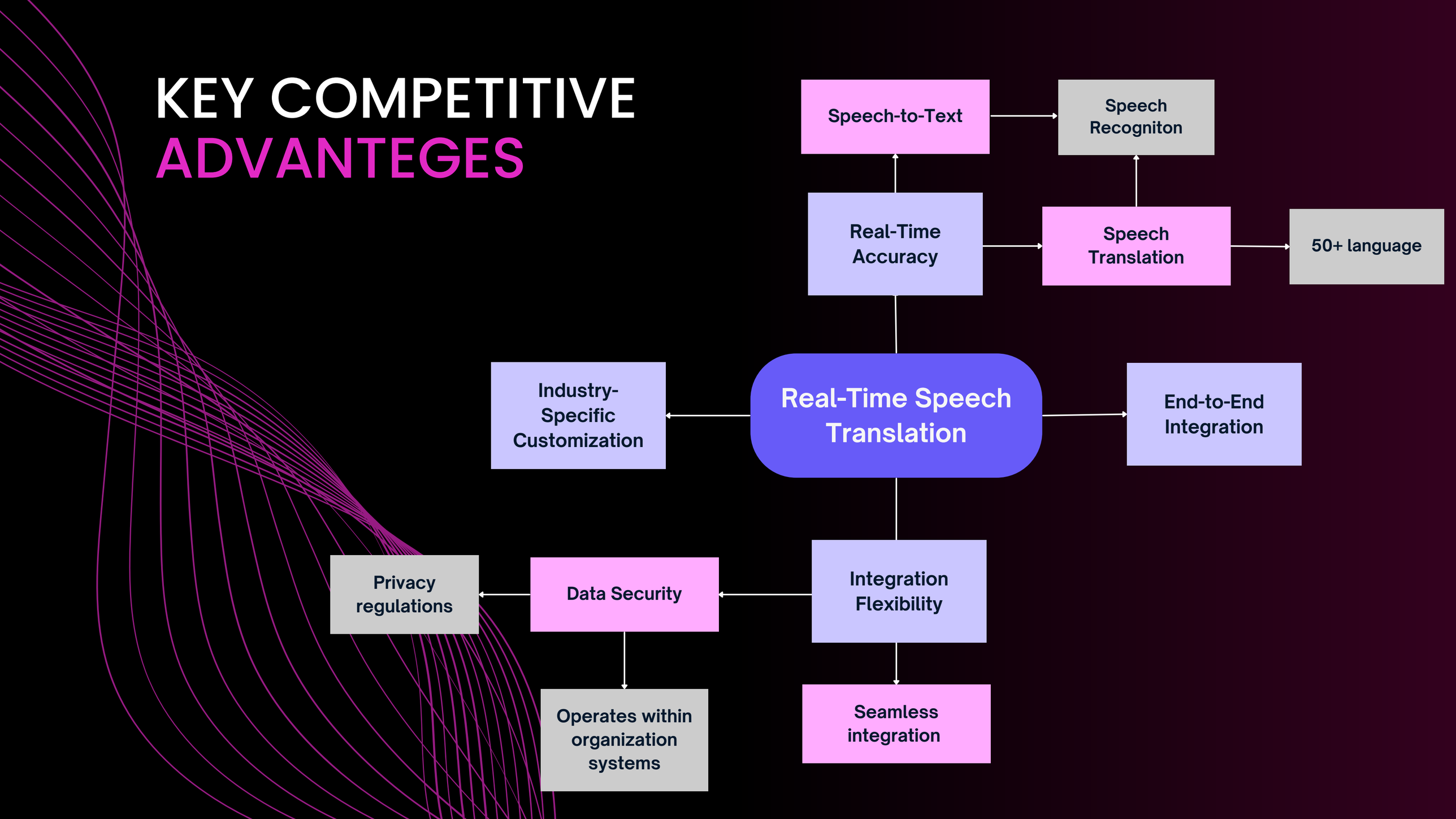
20%-30%

Faster resolution as agents and customers can communicate without language barriers.

$1,500-$3,000

Annual savings per agent by reducing the need for bilingual staff through improved operational efficiency.

KEY COMPETITIVE ADVANTEGES



USE CASE: Enhancing Customer Support with Real-Time Voice Translation

Problem

Language barriers during customer calls lead to miscommunication, delays in issue resolution, and reduced customer satisfaction.

Solution

Platform’s Real-Time Voice Translation bridges language gaps by providing seamless, accurate translation during voice and phone calls.

EXAMPLE SCENARIO

A global tech support company faces challenges in managing multilingual customer interactions. To overcome these issues, they integrate Klassifier's real-time voice translation into their system.

With our solution customers can comfortably communicate in their native language, while agents respond in their preferred language without any delays. The platform translates conversations in real time, ensuring accurate and context-aware communication.

For example, a French-speaking customer contacts the support team, and the English-speaking agent uses Klassifier to seamlessly understand and resolve the issue.

The process not only enables clear communication but also significantly reduces the time required to address the problem, improving customer satisfaction and loyalty.

THANK YOU

https://klassifier.com

engin.ozer@nevitech.com