

CXone Mpower SmartSpeak

Language Translation

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SPEAK TO YOUR CUSTOMERS IN THEIR LANGUAGE

NICE CXone Mpower SmartSpeak is the newest set of voice innovations in NICE's Voice as a Service family of solutions. In addition to its cost effective, high quality global voice and data services, NICE continues to push the envelope of sophistication with additional solutions for improved background noise cancellation, regional accent matching, real-time two-way language translation, and more.

SmartSpeak Language Translation provides HIPAA, SOC2, and GDPR compliant real-time, two-way language translation on voice calls in nearly 100 languages and dialects. Contact centers around the globe benefit from always on, fully secure and compliant multilingual conversations at scale.

A PERSONAL TRANSLATOR WHENEVER YOU NEED IT

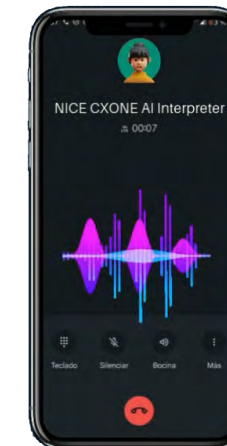
Effective communication is paramount when it comes to providing efficient and satisfying customer experiences. But when it comes to multi-lingual proficiency, many contact centers struggle to provide adequate support, leading to increased hold times, low quality interpretation, and scalability constraints. Degraded customer satisfaction ultimately leads to revenue loss, while remaining competitive in a global market is increasingly difficult.

Using SmartSpeak Language Translation, AI-powered translation and transcription of spoken and written words transcends language barriers and linguistic differences in real-time. Customers converse in the language of their choice, while agents continue to converse in their native language concurrently.

Spanish Speaker CSR



AI Interpreter



English Caller



SmartSpeak Language Translation Features

- 24/7 Availability
- 96+ Languages and dialects
- 95%+ Accuracy
- Fast, easy integration
- No app or internet required
- Secure and compliant
- HIPAA, SOC2 and GDPR Compliant

SmartSpeak Language Translation Benefits

- Improved Handle Time & Resolution
- Enhanced Customer Trust & Loyalty
- Expanded Market Opportunities
- Reduced Operational Costs
- Improved Customer Experience