

# GeoFluent by Lionbridge Integration

Breakdown language barriers and broaden your reach

## 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

GeoFluent by Lionbridge provides real-time, auto-translation capabilities directly within BoldChat via a seamless integration. This integration enables sales and customer service staff to engage with online and mobile customers in their native language. Global businesses and businesses with multilingual customer bases can significantly broaden their reach, boost brand loyalty and cost-effectively support customers, regardless of language, location, or device.

## Engage Customers in their Native Language

In today's global economy, it's important to support a global customer base. By engaging your customers in their native language through a localized website and live chat experience, you build brand loyalty and support all of your customers more effectively and consistently, regardless of language or device.

GeoFluent identifies and translates branded terms, industry lexicon, slang, typos and communication shortcuts, resulting in higher quality translations and more authentic conversations. GeoFluent supports more than 40 languages, including English, French, Spanish, German, Italian, Portuguese, Russian, Arabic, traditional and simplified Chinese, and Japanese.

## Improve Agent Efficiency

By utilizing GeoFluent your agents can choose to preview translated text and make adjustments, if needed, before sending to the visitor – ensuring your agents are sending the right message and effectively communicating with all customers.

Additionally, GeoFluent supports “language swapping,” making it possible for your agents to see when a visitor'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 quality of the conversation and boosts brand loyalty.

## How Does Auto-Translation Work?

GeoFluent uses the following parameters for auto-translation: visitor language, agent languages, and language pairs. Administrators simply selects the languages the agent speaks in order of fluency level in the operator settings of BoldChat.

Once a chatter engages, the visitor language is determined by the chat window's language setting or by the visitor in the pre-chat form. Messages are automatically translated as long as the language pair (e.g. translating Spanish to English or German to Arabic) exists in your GeoFluent subscription. When the agent and chatter share the same language the auto-translate functionality switches off by default.

## Pricing

Setup fee for first language	\$5,000
Setup fee for each additional language	\$5,000
GeoFluent license fee/month/user	\$200

[FOR MORE INFORMATION, VISIT BOLDCHAT.COM](http://BOLDCHAT.COM)