



Connected Conversations.

The Enterprise Playbook for Scalable, Secure Multilingual *VOICE* Support



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Introduction.

Why voice support is the final frontier of global CX.

When a customer picks up the phone to call your support line, they expect more than answers. They expect to be understood both literally and emotionally.

In an age where self-service tools, chatbots, and automated workflows dominate customer interactions, voice support remains one of the last truly human experiences in customer service. And when your customers speak dozens of languages across time zones, cultures, and product lines, voice becomes one of the most complex and valuable channels in your CX strategy.

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While digital channels, such as chat and email, have advanced rapidly with machine translation, voice support has largely been left behind. The reason is simple: **real-time conversation across language barriers is incredibly hard to get right.**

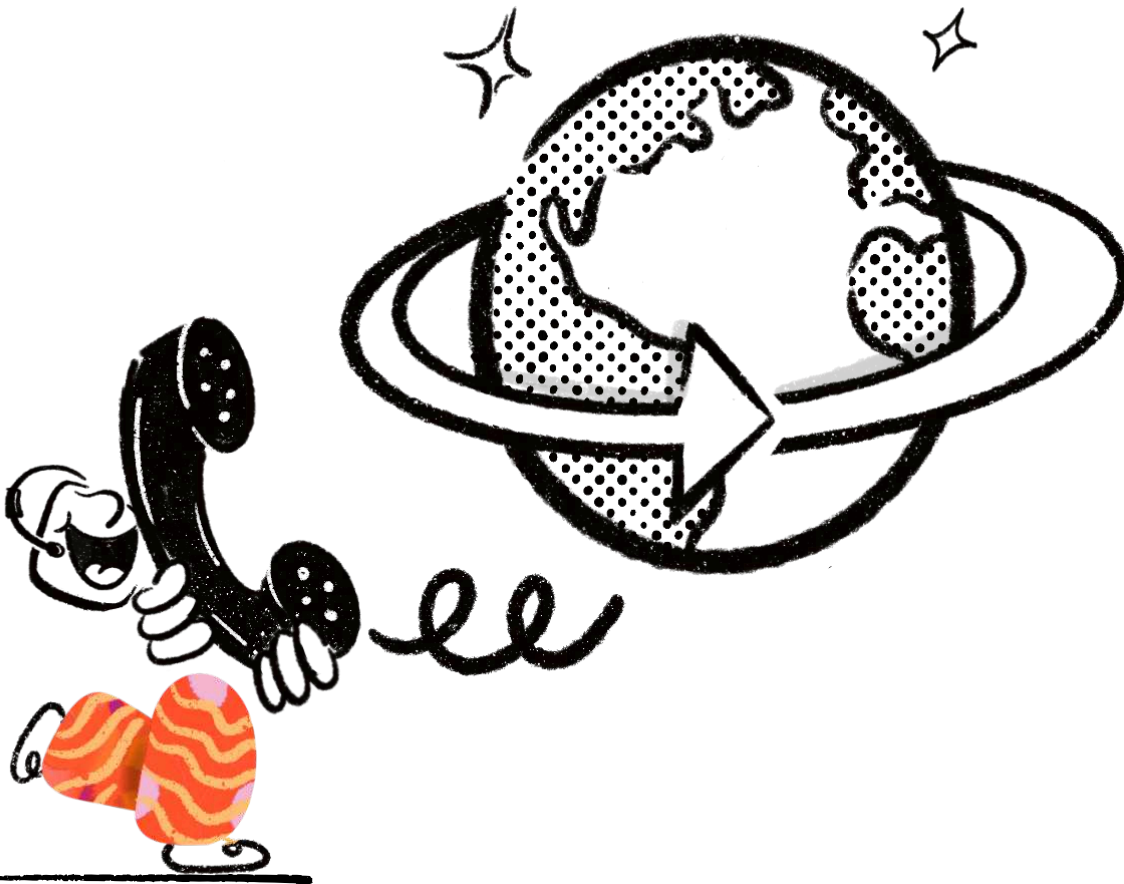
Real-time voice translation requires more than just accurate translation; it requires speed, security, and emotional fidelity. And yet, the stakes for voice support are rising.

Live voice support is often the go-to channel for urgent issues and emotionally charged situations. Whether it's resolving a payment dispute, walking through a product outage, or you are out of the country, your hotel doesn't have your reservation and since you are in a different time zone you are routed to someone who struggles with your native language.

Not only are you likely weary from travel, the interaction is stressful. Now imagine if any agent could easily and fluently help you rectify your reservation and get you checked in after a long flight.

For enterprises operating globally, delivering voice support in every customer's preferred language is essential. It's crucial for delivering equitable, high-quality service. It's also essential for winning and keeping business in competitive international markets.

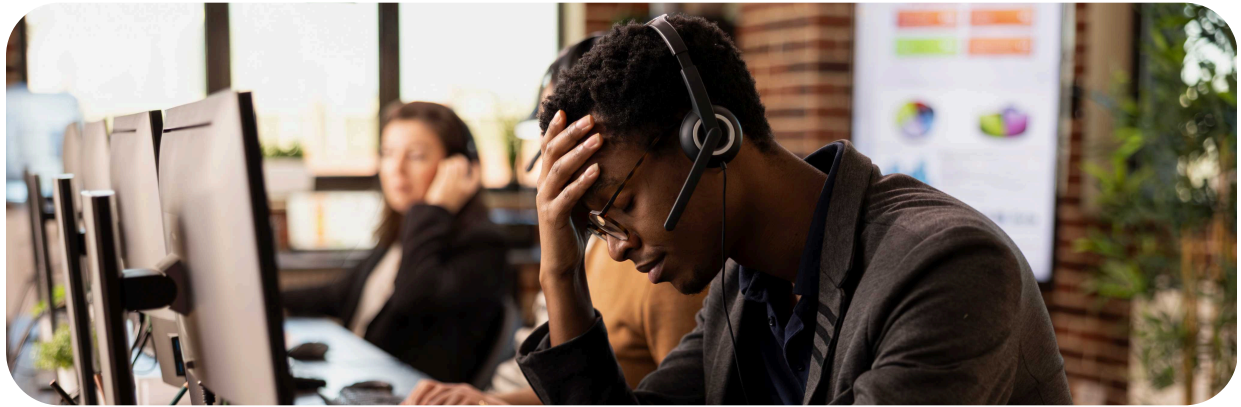
This playbook explores how leading enterprises are modernizing voice support with secure, real-time, AI-powered multilingual translation and why it's time to rethink outdated assumptions about how voice service should scale.



The Problem. Traditional Voice Support Breaks Under Global Pressure.

Let's be blunt: traditional approaches to multilingual voice support were never designed for the scale, speed, and complexity of today's global enterprises.

Most organizations default to one of two options, each with its own limitations:



⚠ PROBLEM

Hiring Bilingual or Multilingual Agents

This approach works when language demand is predictable and concentrated in a few major regions. But for most enterprises, it quickly becomes unsustainable.



Training and attrition add cost.

Language-specific agents often require dedicated onboarding, and when they leave, that language capacity goes with them.



Labor costs are high. Recruiting, hiring, and retaining agents who are fluent in target languages and trained on brand/product context can be expensive, especially in hard-to-source languages.



Coverage is inconsistent. It's nearly impossible to maintain full coverage for every language across every shift, resulting in long wait times or callbacks for non-English speakers.

The result? Over-staffing in some languages, under-staffing in others, and a disjointed, inequitable experience for international customers.

⚠ PROBLEM

Using Third-Party Interpreters

This model addresses coverage but introduces friction and risk.



Compliance risk increases. Every additional party involved in a live call is another point of potential data exposure, especially for industries like healthcare, fintech, and insurance.



Customer experience suffers. Callers are placed on hold while interpreters are added, and conversations feel less natural due to delays and lack of direct connection.

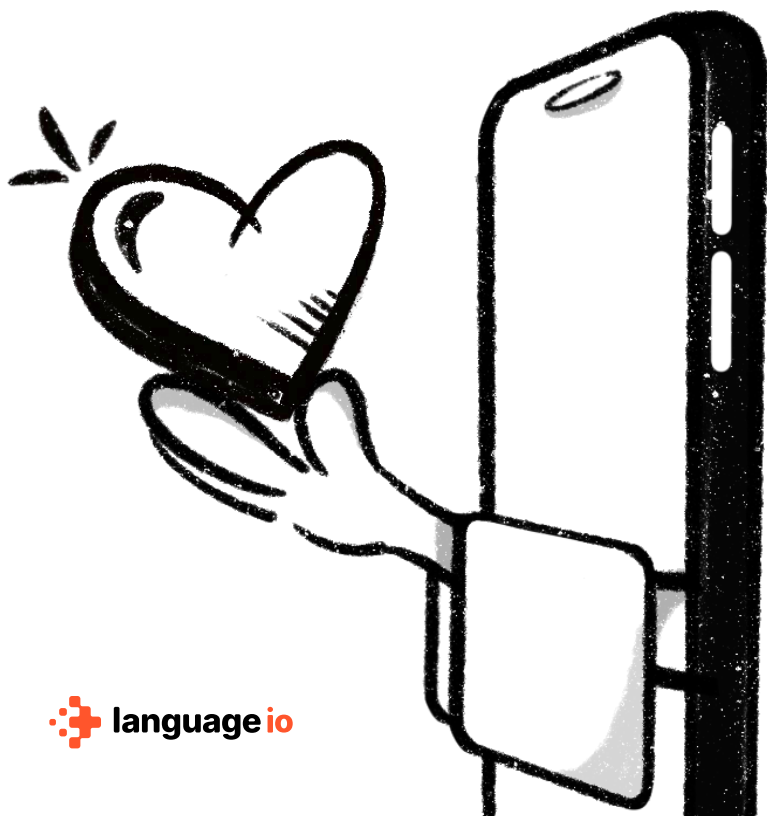


Interpreters may lack brand context. They're unlikely to be trained on your products, policies, or terminology resulting in inconsistent or incorrect translations.

And neither approach scales well. Especially for “long tail” languages (those spoken by smaller customer segments that are still strategically important) traditional models fall short.

When a French-speaking customer in West Africa, a Korean-speaking buyer in LA, or a Polish user in Germany calls your support line, they shouldn't be told to “try chat” or wait for someone to call them back.

Today's customers expect better. **So should you.**



The Solution.

Real-Time AI Voice Translation That is Built for the Enterprise.

Thanks to advances in real-time speech recognition, neural translation, and AI voice synthesis, it's now possible to conduct fluid, two-way voice conversations between customers and agents who don't speak the same language. Language IO's multilingual voice solution combines these technologies in an enterprise-grade platform designed for security, scale, and seamless integration.



Here's what it delivers:



Real-time, bidirectional voice translation with natural intonation, fast response times, and zero awkward lag.



Integrated agent experience so support representatives never have to leave their CRM or call platform to handle translation.



Secure by design with built-in encryption, access controls, audit trails, and data residency compliance to meet even the strictest regulatory requirements.

Abc

Automatic glossary enforcement so critical terms (think product names, security phrases, or industry-specific language) are translated exactly as your brand requires.

This isn't just a digital version of interpretation. It's a smarter, faster, more consistent way to deliver voice support to a global customer base.

And because it's AI-driven, it learns over time adapting to your use cases, your terminology, and your customers.

How it Works: Invisible to the Customer, Seamless for the Agent.

From the moment a customer dials in, the experience feels familiar...because it is.

Even better? The system is designed to be invisible to the user.

The caller never hears a robot voice or has to wait for translations to catch up. It just feels like a natural conversation, only smarter.



The customer speaks in their native language. The AI immediately transcribes and translates their speech into the agent's preferred language.



The agent responds as they normally would, in their own language. Their speech is translated and spoken back to the customer using natural-sounding voice synthesis.



Glossary terms are enforced automatically, ensuring consistent use of brand, product, and legal terms across every language.



Everything happens inside the agent's existing tools whether that's Salesforce, Zendesk, or another CRM or CCaaS platform. No new tabs, no separate software, no extra training.



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The caller never hears a robot voice or has to wait for translations to catch up. It just feels like a natural conversation, only smarter.





Business Impact. This Isn't Just About Language.

AI voice translation doesn't just improve language access, it also improves the entire support operation.

Lower Operational Costs

Eliminate the need for dedicated multilingual agents and costly interpreter services. Enterprises using Language IO's voice solution have reduced multilingual support costs by up to 40%.

That's not just savings, it's a reinvestment opportunity. Those resources can now go toward improving agent tools, expanding global coverage, or supporting other high-impact initiatives.

Global Reach Without the Overhead

AI scales instantly. That means you can launch support in 20+ languages with no hiring ramp-up, no retraining, and no infrastructure changes.

Brands looking to enter new markets or better serve international users can now do so in days, not quarters.

Improved Customer Experience

When customers can speak naturally and feel truly heard, satisfaction soars.

- CSAT and NPS scores rise, especially among non-English speakers who are often underserved.
- First-call resolution improves thanks to smoother communication.
- Call duration often decreases, because there's no need to repeat or clarify.

Better Agent Efficiency

Agents no longer wait for interpreters, translate on the fly, or navigate awkward workarounds. They can focus entirely on resolving issues faster, and with less cognitive load.

Happier agents equals better experiences. That translates into lower attrition, stronger performance, and more consistent outcomes.

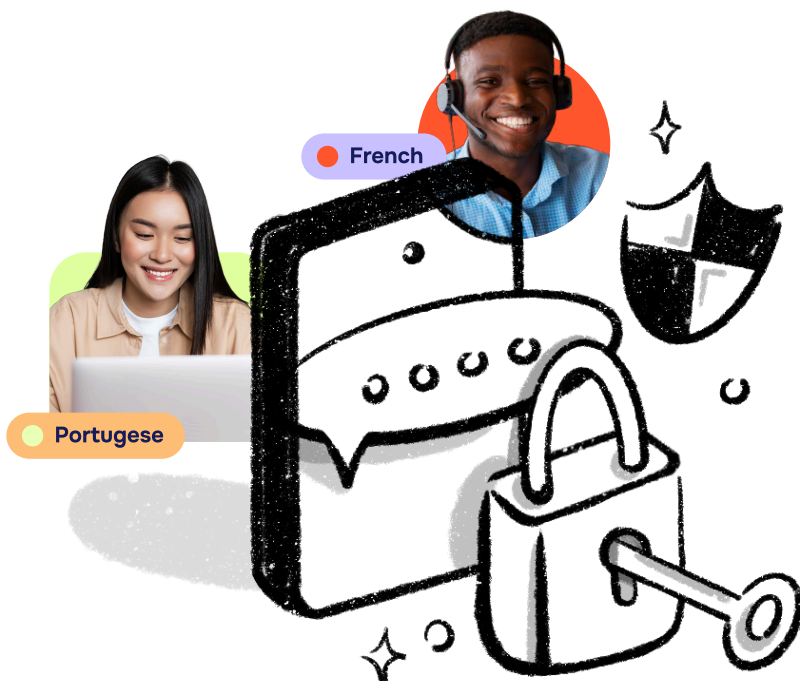
Bulletproof Compliance and Data Security

Voice conversations often contain PII, payment data, health information, and other regulated content.

Language IO's enterprise architecture ensures your multilingual voice interactions are fully secure:

- End-to-end encryption
- Audit-ready logs
- Data residency options for GDPR, HIPAA, and other regional regulations

No third parties. No risky routing. Just compliant, secure multilingual service.



Real-World Impact. A Tech Giant Proves What's Possible.



A leading global SaaS company with users in over 100 countries needed to provide voice support in more languages without increasing costs or hiring constraints.

After launching Language IO's real-time voice solution, they saw:

22%

increase in CSAT for non-English callers

38%

reduction in average handle time

97%

drop in interpreter costs

Full coverage in
25+ languages
including long-tail markets

The result? A faster, more equitable, and more scalable voice experience.

INTEGRATION GUIDE

Built to Fit the Stack You Already Us.



Genesys Cloud



Amazon Connect



Genesys Cloud



Amazon Connect

Unlike legacy translation tools that require clunky add-ons or manual effort, Language IO's multilingual voice solution is built for seamless integration.

We support native deployment across industry-standard platforms.

Agents don't need to learn anything new. They stay in the tools they already use.

And your IT and ops teams get centralized management, analytics, and governance controls. Need to scale, add languages, or customize workflows?

Our flexible APIs and enterprise support model make it easy.

BUYING CHECKLIST

What to Look for in a Voice AI Platform:

If you're evaluating vendors, here's what your team should be asking:

01

Does the platform offer real-time, bidirectional translation without latency?

02

Can it enforce glossary terms and regulated phrases across all languages?

03

Is it natively embedded in the tools your agents already use?

04

What data protection protocols are in place? Is encryption standard?

05

Does it support analytics, QA, and post-call review?

06

Can we test it live before committing?

If any answer is "no," keep looking.



INTERNAL ALIGNMENT

Questions to Drive Organizational Buy-In:

Launching multilingual voice support is a cross-functional decision.

Use these prompts to align stakeholders:

For IT:

- What systems do we use for voice today?
- Are there specific data security, residency, or compliance frameworks we need to follow?

For CX Leadership:

- Where are customer satisfaction and resolution rates lagging by language?
- Which regions or customer segments are most underserved by voice today?

For Support Operations:

- What's our current average cost-per-call?
- How much do we spend annually on interpretation or language-specific staffing?
- What's the onboarding timeline for new multilingual agents today?

The answers will form the foundation of your business case.

The conclusion.

At Language IO, we believe global conversations shouldn't be limited by language or by legacy systems. Our multilingual voice solution helps enterprises connect with every customer, in every market, with confidence, speed, and empathy.

If you're ready to scale secure, high-quality voice support without scaling complexity or cost let's talk. We'll show you what a connected conversation really sounds like.

