Improve Global Collaboration and Efficiency With Xurrent Auto Translation

DATA SHEET

As enterprise service management goes global, service users and providers need to work and communicate in their own native language.

Xurrent addresses this need through a unified ITSM platform that embeds auto-translation, deterministic automation, Sera AI, and seamless integration via iPaaS, in every subscription.

This lets teams collaborate across languages and systems. In practice, auto-translation removes language friction in the service conversation, Sera AI supports service desk productivity by automating ticket classification, routing, knowledge creation, and insights within Xurrent's workflows, and Xurrent iPaaS connects third-party systems so service processes can continue across the tools an organization already uses.

The Xurrent platform supports over 70 different languages, and Xurrent's auto-translation feature improves efficiency by allowing enterprise employees and the experts who support them to work in their preferred language. Because auto-translation operates directly in Xurrent notes, the app, and the Self Service portal, users do not need to leave the service workflow to understand or respond to a request.

For IT service desk teams and support organizations, this means they do not have to hire support specialists who speak multiple languages. Requests can be assigned by service expertise, availability, and workflow priority rather than by language coverage alone, which can reduce support costs for service providers.

Auto-translation also helps organizations meet language requirements in countries such as Canada and Belgium, where employers may be legally required to give employees the ability to work in the official languages of those countries. By letting each person select a preferred language, presenting the Xurrent user interface in that language, and translating notes written in other supported languages, auto-translation gives organizations an operational mechanism for supporting official-language communication in the service management process.

Auto-translation removes language barriers

Every person can specify their preferred language in Xurrent, so Xurrent presents its user interfaces in that user's chosen language.

Xurrent can also automatically translate any note written in a language other than the user's preferred language. This removes communication barriers and lets the requester, support specialist, and other collaborators continue working in the same record while reading and responding in the language they understand best.

The auto-translation option is switched on by default. When a new person's record is created, the auto-translation box is checked. This applies regardless of whether the person's record is:

- Registered manually in the user interface
- Uploaded through an import
- Generated using the REST API

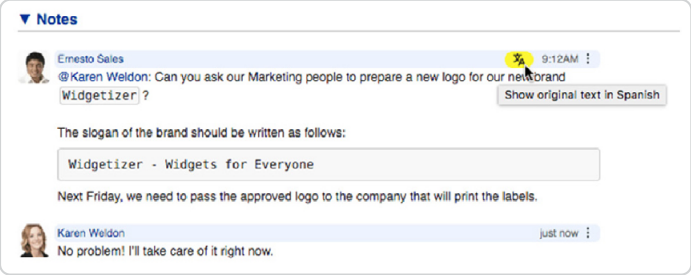
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People can switch the auto-translation option on or off in their personal preferences by going to **My Profile**. This gives each user control over how translated notes appear in their own service management experience.

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A specialist can also activate or deactivate this feature by pressing the **Actions** button in the toolbar and selecting the auto-translation menu option. This lets service desk teams manage auto-translation for users when they support a large, distributed workforce.

By default, **auto-translation** is switched on for everyone. To make sure users know a note has been translated automatically, a yellow button with the translation icon appears in the note's header. Clicking the yellow button displays the original text, so users can confirm what was originally written while still benefiting from translation in their preferred language.



Multilingual users can select additional languages in the **Do not translate** field to prevent notes written in those languages from being translated by Xurrent.

Xurrent supports over 70 languages to date, and more languages will be added over time based on customer needs. Within the supported language set, this breadth of coverage helps global organizations standardize service management while local teams and employees work in the languages they use every day.

Xurrent auto-translation also works in the Xurrent app and the Xurrent Self-Service portal. The auto-translation feature is included at no additional cost for all Xurrent users. Together with Sera AI embedded across workflows and Xurrent iPaaS included in every subscription, auto-translation is part of a unified platform model rather than a separate add-on, helping organizations reduce the cost and complexity of multilingual service management, automation, and integration.

CUSTOMER SUCCESS STORY

ACUNMEDYA

For Xurrent customer Acun Medya, language support was an essential requirement. Many Acun Medya employees work only in their mother tongue, spread across 8 countries.

With Xurrent, employees can write issues or requests in their own language, while support teams respond in their own language, and everyone understands each other clearly. This is auto-translation in practice: the requester and the support team stay in the same service workflow, but each side communicates in the language that works best for them.

Acun Medya currently has 110 service instances in Xurrent across nine different functions. More than 2,000 employees worldwide are supported in Xurrent in their own language.

Read the success story ↗

Get started with Xurrent today.

Xurrent is a service-oriented platform designed to be the ITSM solution for tomorrow. We replace incumbent service management systems with a new model, focused on a service-centric approach which we believe is better suited to drive the agility, connectivity, and visibility today's IT leaders need. Our multi-tenant, highly scalable, secure cloud platform raises productivity, empowers your teams, and transforms your business into an agile, service-driven enterprise.

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