AI Real-Time Translator

The Challenge

Introducing the Graia AI Real-Time Translator — transforming multilingual call center interactions by quickly detecting and translating spoken languages.

With our market-leading AI technology, your customers can interact with your contact center in their own language, while our solution translates their dialogue in real-time. No integration effort required, just instant usage and a seamless flow in customer and agent experience.

The Solution

In our increasingly globalized world, overcoming language barriers for customer service operations has become a pressing issue for brands. Communication difficulties arise when customers and corresponding agents interact with different native languages. This language gap can lead to misunderstandings, delays, and a diminished customer experience, potentially affecting the overall efficiency of customer service.

Key business outcome

Serve global customers instantly without expanding headcount

Reduce Average Handle Time (AHT) & Increase

First-Contact Resolution (FCR)

Increase CX, CSAT and NPS through more seamless, natural experiences

Flexibility in agent scheduling, no more dependency on bilingual agents.

Reduce agent stress and turnover with AI-powered solutions

Our product differentiators

No integration needed, just plug in Chrome and play

AI Empathy: We provide AI technology that feels like human

Flexibility in LLM, in few clicks start using your preferred source

Auto detection: Callers can change language during conversations

High success in translation accuracy

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Highlighted features

REAL-TIME LIVE VOICE TRANSLATION
Supporting over 100 languages, Graia uses advanced speech recognition and natural-sounding voice synthesis for accurate, brand-consistent translations done under 1 second.

AGENT ASSIST
Graia's AI empowers agents with instant, context-aware response suggestions sourced from your company's knowledge base, scripts, and guidelines.

CONVERSATION SUMMARIZATION
This feature helps in quickly understanding the essence of customer queries or feedback without going through the entire content, enabling faster response times for agents.

SEMANTIC ANALYSIS
This feature informs agents about customer sentiment in text-based interactions for higher level of service and agent empathy

QUICK ACTIONS
This feature enables agents to configure one-click, contextually relevant quick actions for instant responses to customers.

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