helpshift + KantanAI
Artificial Intelligence. Done Differently.

The Next Generation of Multilingual Support
Unlock the power of global support with Helpshift and KantanAI

MONETIZE
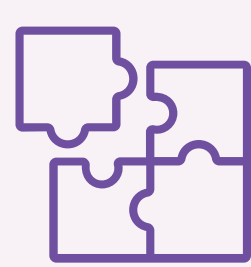Launch faster around the world

REDUCE COSTS
Optimize agent capacity with automation in any language

HAPPIER USERS
Improve CSAT & agility to scale

Create Memorable Customer Experiences
Helpshift + KantanStream remove language as a barrier to global customer experiences, keeping the conversation flowing in your customers' native language.

Integration Overview

- KantanStream connects into your Helpshift dashboard, instantly allowing the agent and bots to handle tickets or chats from any customer in any language.

- When a ticket or chat is created KantanStream auto detects the language and automatically translates it for the agent in a matter of seconds in the Helpshift UI. The agent now reads the tickets, responds as usual; however all the text, images or articles used are translated back into the native language for the end user.

- The end users get the support they need in their language and the agent has a complete view of both source ticket content and translated messages.

- FAQ translation

- Agent and user message translation

- Agent dashboard translation

Key Benefits

- Launch & support app/game faster in more languages

- Reduce cost (optimize agent headcount & eliminate staffing challenges)

- Increase FCR (First Contact Resolution) by understanding your customer issues immediately, avoiding costly translation overheads

- Improve TPH (Tickets per Hour) by empowering any agent to serve any ticket, in any language

- Improve CSAT (Customer Satisfaction) by keeping the conversation flowing in your customers native language

- Enhance business agility by shifting the hiring focus away from language expertise to product and service knowledge

Features

- Latest Neural Machine Translation technologies combined with AI to deliver always-on, scalable, translation services

- Omnichannel integration—multilingual capabilities for Live Chat, Ticketing, FAQ Select-service content and Chatbot services

- AI determine the quality of machine translations and route translation improvement tasks to professional translators, and/or on-premise multilingual agents

- Dashboard Analytics—detailed management dashboards, for a breakdown of all chat, ticketing, and agent metrics

- Private/Public Communities—For highly secure, regulated usage scenarios

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AI-powered machine translation helps you provide cost-effective multilingual customer service across all your digital channels.
KantanStream combines artificial intelligence and human expertise to give businesses and their customers the ability to understand each other, make smarter choices and have richer experiences. KantanStream enables progressive organizations to serve customers in their native languages, with always-on, scalable translation services.