



LANGUAGE TRANSLATOR

# NetTranslate

## Language Should Never Be a Barrier to a Great Customer Experience.

Every conversation matters. Whether it's a customer needing urgent support in Spanish, a business partner negotiating in French or a client making enquiries in Mandarin, your ability to communicate clearly defines the quality of your service. But language differences shouldn't stand in the way of exceptional customer experiences.

NetTranslate is an advanced, real-time translation solution that allows businesses to communicate naturally across multiple languages, without interruptions, delays or extra software. Integrated directly into your phone system, messenger and web chat, it provides instant two-way translation for voice calls and text chats in over 70 spoken languages and 100+ written languages. No clunky third-party apps. No manual translations. Just seamless, professional conversations that feel as natural as speaking the same language.

### How NetTranslate Works

#### **Step 1: Speak, Type or Listen as Usual**

Your team communicates in their native language, while customers speak or type in theirs. No need for additional apps or external translators.

#### **Step 2: Instant, Real-Time Translation**

NetTranslate processes voice and text conversations in real time, delivering fast, seamless translations without delays or unnatural pauses.

#### **Step 3: Clear, Accurate Communication**

Thanks to network-level integration with our NetX SIP or your SIP provider, NetTranslate ensures high translation accuracy, low latency, and superior audio quality—so conversations feel natural and professional.

#### **Step 4: Effortless Global Engagement**

Whether you're delivering customer support, expanding internationally or managing global partnerships, NetTranslate guarantees that your business is always understood—without limitations or miscommunications.

# Business Benefits of NetTranslate

## No More Language Barriers



Communicate effortlessly with customers, partners and suppliers in many different languages. NetTranslate removes language obstacles, helping businesses enter new markets and connect with a diverse audience.

## A Better Customer Experience



Let customers speak in their preferred language, while your team responds in theirs—creating effortless and natural conversations. Clear communication builds trust, strengthens relationships, and increases satisfaction across all interactions.

## Security & Compliance You Can Trust



NetTranslate ensures secure, encrypted translations and supports optional transcription for compliance. Maintain accurate records, meet GDPR and industry regulations, and ensure your business remains fully protected.

## Built for Speed



Built on NetX SIP, NetTranslate processes translations directly within the telecom network, ensuring minimal latency and high-quality audio. No lag, no interruptions—just seamless, real-time conversations. *\*Keeping your existing SIP solution is optional\**

## Empowering Agents



Agents can focus on service, not translation hurdles, making conversations faster, smoother, and more effective. With NetTranslate handling the language, your team can resolve issues quicker and serve more customers efficiently.

## Scalable & Affordable



Whether you're a startup expanding into new markets or a global enterprise handling high call volume, NetTranslate scales with your business. Eliminate the need for costly interpreters and multilingual hires, reducing operational expenses.

# 29%

of businesses lose customers due to a lack of multilingual support.

# 68%

of consumers would switch to a different brand that supports their native language.

## Features

### Real-Time Translation

### Network-Level Integration

### AI & NLP Accuracy

### Multi-Channel Integration

### Minimal Delay & High Audio Quality

### Multi-Device & Carrier Integration

### Customisable Language Options

### Scalability & Deployment

### Customisable Number Display

## Description

- Supports voice & text translation.
- Translates **70+ spoken languages\*** & 100+ text chat languages\*
- Works with NetX SIP service
- Native telecom network processing
- Low latency, high performing audio
- Contextually accurate translations
- Understands accents and regional variations
- Learns and improves with AI
- Integrated with phones systems
- Works across messenger & web chat
- Delivers translations within 1–2 seconds
- Provides crystal-clear audio quality
- No data storage
- End to end encrypted translations
- Supports language-specific call extensions
- Enables customisable language workflows
- Scales to handle high call/chat volumes
- Supports on-premise, private cloud, and SaaS
- Adaptable to business growth
- Can be integrated into any SIP-based phone system
- Compatible with contact centre
- Real-time transcription enabled
- Creates detailed conversation logs

\***Afrikaans, Albanian, Amharic, Arabic, Armenian, Assamese, Aymara, Azerbaijani, Bambara, Basque, Belarusian, Bengali, Bhojpuri, Bosnian, Bulgarian, Catalan, Cebuano, Chichewa, Chinese (Simplified), Chinese (Traditional), Corsican, Croatian, Czech, Danish, Dhivehi, Dogri, Dutch, English, Esperanto, Estonian, Ewe, Filipino, Finnish, French, Frisian, Galician, Georgian, German, Greek, Guarani, Gujarati, Haitian Creole, Hausa, Hawaiian, Hebrew, Hindi, Hmong, Hungarian, Icelandic, Igbo, Ilocano, Indonesian, Irish, Italian, Japanese, Javanese, Kannada, Kazakh, Khmer, Kinyanwanda, Konkani, Korean, Krio, Kurdish (Kurmanji), Kurdish (Sorani), Kyrgyz, Lao, Latin, Latvian, Lingela, Lithuanian, Luganda, Luxembourgish, Macedonian, Maithili, Malagasy, Malay, Malayalam, Maltese, Maori, Marathi, Meiteilon (Manipuri), Mizo, Mongolian, Myanmar (Burmese), Nepali, Norwegian, Odia (Oriya), Oromo, Pashto, Persian, Polish, Portuguese, Punjabi, Quechua, Romanian, Russian, Samoan, Sanskrit, Scots Gaelic, Sepedi, Serbian, Sesotho, Shona, Sindhi, Sinhala, Slovak, Slovenian, Somali, Spanish, Sundanese, Swahili, Swedish, Tajik, Tamil, Tatar, Telugu, Thai, Tigrinya, Tsonga, Turkish, Turkmen, Twi, Ukrainian, Urdu, Uyghur, Uzbek, Vietnamese, Welsh, Xhosa, Yiddish, Yoruba, Zulu.**



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Britannic are an award-winning specialist in business communications, systems integration, digital transformation and managed services. Their leading technical expertise and consultative approach has helped UK businesses to digitally transform their contact centres, customer experience, and communications with innovative technologies and services such as: Conversational AI, Workflow and Process Automation, Omni-channel communications, Interaction Analytics, Next Generation Networks and SIP Routing, UCaaS, CCaaS, and Video Interaction Management, to increase efficiencies, personalise interactions, introduce automation and reduce cost.

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