



Multilingual Translation

Manage your WhatsApp Business channel with DigiDesk. Featuring intelligent distribution, real-time KPIs, advanced sentiment & textual analysis, and many more advanced features.

Interactive Analysis

Track customer comments, across multiple languages, with the opportunity to automatically translate all text into English. Any foreign language comment will still have a country flag to instantly switch between native and English text.

Tabular Views

It is still important to record and store both the native language comments and the English translation. That is why, whether you're using our Data Overview or Audit Trail, you will still be able to easily access both at a click of a button.

Text Analytics

Through translation, we now offer our full range of Word Clouds and Key Word tracking widgets for multi-lingual campaigns and foreign languages. Easily review and compare text analytics, with support for over 100 languages.

Automated Sentiment

Our automated sentiment engine is primarily based on English text. But, through translation of foreign language comments, we can now offer accurate sentiment analysis for all multi-lingual reviews and comments.

Engagement & Replies

Depending on settings, agents can review all customer comments in English, whilst still being able to switch seamlessly to the foreign text. Agents can even craft replies in English and click a 'Translate' option to reply to customers natively.

On-Demand Reporting

All of our standard Reports will enable the user to review comments, across multiple languages, in a default of English text. Alternatively, the user can select from a filter to still display the native, foreign language comments.

"We display Live wallboards within the contact centre and at the clients' offices, tracking agent performance and displaying verbatim feedback from customers. I would highly recommend working with Digidesk's innovative and dynamic team!"

DAN WEST // COMDATA