



Digital
Language
Partners

Introducing...

Livechat 

...seamless translation to empower teams, reduce cost, and improve experience

Cut costs & increase language capability fast

Handle web chat conversations effectively and seamlessly in over **100** languages. **Livechat+™** will help you to reduce costs, expand your service capability, and improve your customer experience across international markets.

Livechat+™ is built on the latest world-leading, AI-enabled, translation processing software. This empowers your live chat teams to converse globally real-time chats without the need to have the language skills.

Who needs it?

- ✓ Making services more accessible – customer/residents where English isn't a first language
- ✓ Business that needs to reduce cost
- ✓ International operations
- ✓ Multilingual live chat teams
- ✓ Companies that struggle to find people with the right language skills

Livechat+™ will help you handle your contact at a fraction of the time and cost it takes traditional multilingual web chat teams.

+40%
operational
cost savings
delivered in
½ the time*

**Based on comparisons with a 10x language Live Chat operation*

The features

Under the hood **Livechat+™** is driven by the latest Generative-AI innovations and neural networks. When it comes to real-time translation it's x3 times more accurate than other translation machines, able to learn and continuously improve.

- AI-powered live chat translation
- Automatic language detection
- Default Agent language setting can be set individually
- AI Agent assist - suggests 'best answers' (based on keywords)
- One-line link, to be easily integrated to the client webpage
- Unlimited customer interactions*
- Advanced Security (Data encrypted at rest, and in transit)
- Stability of 99.9% Uptime SLA
- Customization for client banding
- User management interface
- Template responses
- Custom dictionaries – bespoke to product names etc
- Post-chat survey capability
- Reports, analytics

*Fair use policy or pricing model developed on pay-as you use

The screenshot displays the 'Chat conversations' interface. At the top, it says 'You can find here all chat conversations history'. Below this is a table with columns: Status, Date, ID, Lang., Name, Subject (Original), and Subject (Translated). A yellow callout bubble points to the table with the text: 'The translation is fully automatic. The language can be changed at any time, even during the conversation'. On the right side, there is a language selection menu for 'Edith Steuermann(192)'. The menu lists various languages including German, English, Spanish, French, Bulgarian, Czech, Danish, Greek, English (British), English (American), Estonian, Finnish, Hungarian, Indonesian, Italian, Japanese, Korean, and Lithuanian. The 'German' option is currently selected.

Status	Date	ID	Lang.	Name	Subject (Original)	Subject (Translated)
●	2023-04-19 18:15:37	194	🇨🇳	Jia Jianhong	我可以获得帮助吗?	Can I get help?
●	2023-04-19 18:13:10	193	🇰🇷	Ping Dong-Hyun	약속을 잡고 싶습니다	I want
●	2023-04-19 18:10:44	192	🇩🇪	Edith Steuermann	Wie viel kostet das neue iPhone?	How m
●	2023-04-19 18:08:18	191	🇮🇹	German anni Lombardozi	Ho scelto il numero di scarpe sbagliato	I chose
●	2023-04-19 18:05:43	190	🇫🇷	Guillaume Cellier	Je souhaite retourner ma commande	I wish
●	2023-04-19 18:03:08	189	🇪🇸	Jose Angel Ramirez	¿Dónde esta mi pedido?	Where
●	2023-04-19 18:00:17	188	🇫🇮	Benjam Mäkilä	Tilin hallinta	Accou
●	2023-04-19 17:57:54	187	🇨🇪	Věroslav Rušil	informace o výrobku	produ
●	2023-04-19 17:55:49	186	🇬🇷	Panikos Markopoulos	Χρειάζομαι τεχνική υποστήριξη	I need
●	2023-04-19 17:54:14	185	🇭🇺	Surány Attila	Számlázási információk	Billing

The benefits



Reduce Cost

- Recruitment - sourcing language capabilities
- Training - cut onboarding times
- Overall head-count
- Deliver more for less
- Reduce Attrition



Improve Performance

- Reduce AHT
- Increase contact handling rates
- Access real time reporting dashboards
- Consistent SLAs – irrespective of language
- Improve CX through immediate feedback
- Real-time data to improve QA

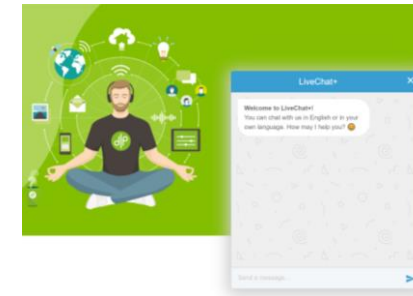
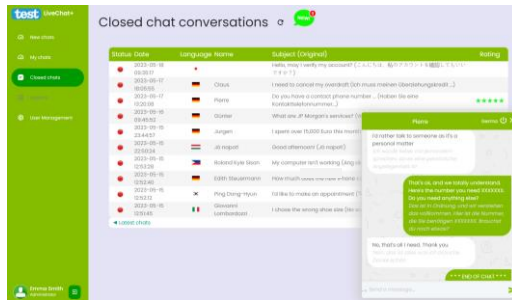



Support Growth

- Channel analysis – by language
- Easy integration to your CRM & comms tech
- Rapidly launch into new markets
- Drive digital adoption
- Introduce new contact streams

Testing the tool

We welcome you to do your own testing on the tool, and we've set-up bespoke logins for you to try it for yourself. To test, you'll need x2 users; the **'Agent'** & the **'Customer'**. Please log-on at the same time to conduct the Chats. Here are some pointers...



- We'll provide you with your test 'Agent' log-in
- Log-in via your username & password
- Click on latest chats to start the customer chat
- Please chat in English (the tool does the translating!)
- Your chats include the English & customer translations
- To close the chat just click on the 
- The chat will be logged in 'Closed Chats' folder

- We'll set-up your bespoke 'customer' Live Chat site
- Click on the Live Chat icon to start a Chat
- Start your Chat in your own language (not English)
- All responses will be in the language you chat in
- To start a new chat simply refresh the web page

Security & Data Protection

The use of AI always generates questions around security, and it's critical our software protects privacy and customer data. Underpinning our products is the Microsoft platform via Azure OpenAI Services. From data access, hosting, and encryption, to compliance, we adopt the highest protocols.



Your data is YOUR DATA!

We take responsible steps to handle all your data in the safest possible way.

We do not unnecessarily collect any personal information, but we cannot prohibit your customers sharing any information with us.

We NEVER sell your data!



Data Security

We are using safe and secure Google Cloud for data hosting.

Google encrypts all customer content stored at rest, without any action from you, using one or more encryption mechanisms



Data Retention

We will retain your data only for as long as necessary for operational purposes (Typically 1 year).

Also, we will retain and use your data to the extent necessary to comply with our legal obligations.



GDPR Compliance

Our Google Cloud-hosted servers are located in London, UK. We allow you to access, correct, amend, delete, or limit the use of your Personal Data. Users can execute any of the above- mentioned rights, by sending an email to us at hello@dlp.global

Clients & partners..

Our rapidly expanding customer base sits across multiple industries and international locations...



“DLP provided their technical and operational expertise which has been invaluable... We look forward to rapidly growing our strategic partnership to benefit our customers both in the UK and internationally over the coming months”



“Their Gen-AI enabled contact software is simply unique. DLP have now given us the capability to handle web chat services in ANY language combined with their incredible virtual assistant capability helps us do what’s right for our customers, it’s a game-changer.”



“Painless process that was quick, easy and has delivered a great result.. But you know what, the best thing to do is hop onto the site and ask it loads of random questions. Seeing is believing after all!”



“A fantastic new contact channel for our website. DLP were brilliant in the way they helped create and deliver our bot Nemo! It’s always available and handles any query so smoothly”



About us

We're an experienced team committed to delivering brilliant results.

Our management team have decades of experience and knowledge across contact centre technology, Customer Service, Sales, CX, and BPOs.

From the very inception of contact centres right through to modern in-app support solutions we've been there.

With specialist knowledge within the travel, comms, retail, and utilities sectors, across B2B & B2C channels. We've managed projects and customers across the UK, EU, USA, & South America.



People • Performance • Partnership



Contact details

To learn more about us, or to request a bespoke demo please get in touch...

<https://www.dlp.global/contact-us>

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