



The **Complete**
Service Management Platform

Improve Global Collaboration and Efficiency With 4me Auto Translation

As organizations and their enterprise service management become increasingly global, it is important that service users and providers are able to work and communicate in their own language. **The 4me® platform already supports 54 different languages**, and 4me's Auto Translation feature can significantly improve efficiency by allowing enterprise employees and the experts who support them to work in their preferred language.

For support organizations, this means that they do not have to hire support specialists who speak multiple languages. This can drive down the support costs for service providers considerably.

It also eliminates a problem for organizations that operate in countries such as Canada and Belgium, where they are legally required to give their employees the ability to work in the official languages of those countries.

Auto Translation removes language barriers

Every person can specify their language in 4me. This ensures that 4me's user interfaces are presented in the user's preferred language. In addition, 4me can automatically translate any note written in a language other than the user's preferred language, removing potential communication barriers and increasing efficiency.

The Auto Translation option is switched on by default. This means that when a new person's record is created, the Auto Translation box is checked. This is the case regardless of whether this person's record is registered manually in the user interface, uploaded by means of an import, or generated using the REST API.

People can switch the 'Auto Translation' option on or off in their personal preferences when they go to 'My Profile'. A specialist can also activate or deactivate this new feature by pressing the Actions button in the toolbar and selecting the 'Auto Translation' menu option. By default, this option is switched on for everyone.

To make sure that users are aware that a note has been translated automatically, a yellow button with the translation icon is presented in the note's header. Clicking on the yellow button causes the original text to be presented.

The screenshot shows a 'Notes' section in the 4me interface. The first note is from Ernesto Sales, mentioning Karen Weldon and asking for a new logo. A yellow button with a translation icon and the text 'Show original text in Spanish' is visible. Below the note, the translated text is shown: 'The slogan of the brand should be written as follows: Widgetizer - Widgets for Everyone. Next Friday, we need to pass the approved logo to the company that will print the labels.' The second note is from Karen Weldon, stating 'No problem! I'll take care of it right now.'

Multilingual people can select additional languages in the 'Do not translate' field to prevent notes written in those languages from getting translated by 4me.

To date, 54 languages are supported in 4me. **More languages will continue to be added over time based on customer needs.** 4me Auto Translation also works perfectly in the 4meApp and 4me Self Service portal. The Auto Translation feature is free of charge, so there is really no reason not to use it.

CUSTOMER SUCCESS

For 4me customer Acun Medya, language was an essential function. Many Acun Medya employees only work in their mother tongue. With 4me, everyone is now able to write their issue or request in their own language, and support teams respond in their own language. Everyone understands each other. Acun Medya currently has 110 service instances in 4me for nine different functions. Over 2,000 employees worldwide are supported in 4me in their own language.

[Read the success story](#)

