



The Next Generation of Multilingual Support

AI-powered machine translation, refined by a community of editors helps you provide cost-effective multilingual customer service across all your digital channels.

First contact resolution (FCR) of issues is a necessity for contact centres. To stay competitive, you need contact centre software that integrates the latest technologies and multilingual translation tools with productivity features and analytics. 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 organisations serve customers in their native languages, with always-on, scalable translation services. Powered by AI and refined by a community of editors, KantanStream combines the speed and scale of machine translation with the authenticity that can come only from a native speaker.

Create Memorable Customer Experiences

KantanStream removes language as a barrier to global customer experiences, keeping the conversation flowing in your customers' native language.



Tickets

Translate tickets with the authenticity of a native speaker



Live Chat

Create memorable multilingual engagements



FAQ Documents

Translate self-service content quickly



Chatbots

Make your chatbots multilingual

Key Benefits

- 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 agent product and service knowledge

Features

KantanStream combines the latest Neural Machine Translation technologies with Artificial Intelligence, and a community of editors, to deliver always-on, scalable, translation services.

- **Private/Public Communities**—For highly secure, regulated usage scenarios, KantanStream supports both private and Public editor communities
- **Omnichannel integration**—KantanStream delivers multilingual capabilities for LiveChat, Ticketing, FAQ Select-service content and Chatbot services
- **Neural Machine Translation**—KantanStream leverages the power and flexibility of industry leading Neural Machine Translation platforms delivery high-quality, high-speed translations for LiveChat, Tickets and FAQ self-service content

- **Artificial Intelligence**—AI is used to determine the quality of machine translations and to route translation improvement tasks to professional translators, and/or on-premise multilingual agents
- **Seamless Integration**—KantanStream integrates with market leading customer service platforms
- **Continuous Learning**—When used with the adaptive KantanMT platform, KantanStream continuously learns to improve translations by adapting to the feedback from its community of editors



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

About KantanAI

KantanAI is a pioneer in neural machine translation solutions. Its market leading platform, KantanMT, enables global organisations to customise, improve and deploy neural MT solutions at scale. Their KantanStream platform enables modern enterprises to deliver digital content in native languages, with always-on, AI-enhanced, crowd-sourced translation services. KantanStream combines the speed and cost-benefits of machine translation with the authenticity and precision that only a native speaker can deliver.

KantanAI is part of the Keywords Studios Group, the largest provider of global services to the video games, media and entertainment industries. It has offices in over 50 locations and delivers services to 23 of the top 25 games companies.

KantanAI is based in the INVENT Building, DCU Campus, Dublin 9, Ireland.