

Product FAQs:

- How many languages do you support?

We currently support 104 languages.

- What is your accuracy and how do you verify that?

Approximately 99% accuracy for our top 25 languages and above 97% for the remaining languages. We have outside certified human translators review our translations every few months to make any needed edits to our language libraries.

- How long is the integration process?

Document Translation - No integration needed, instant translations

Video Subtitling/ Video Dubbing - No integration needed, instant translations

LetzChat Unite - No integration needed, instant translations

Website Translation - Quick 3 lines of code integration, takes 30 seconds to plug-in.

SMS/ Chat Support - 1-5 days depending on who the client uses as their SMS/ Chat provider.

Live Video Subtitling - 1-5 days depending on the client's video backend.

- What makes the translations from LetzChat different from Google Translate?

What makes us different is a combination of user experience and simple integration.

Users don't need to do anything at all for our translations to occur - the ease isn't comparable. LetzChat services display translations in the customer's device language. No need to find and click a button to change languages.

All of the LetzChat products are one-of-a-kind. The website plugin, as an example, is only 3 lines of code added to your website. This automatically translates, in real-time, a website's static and dynamic content into the user's preferred language.

Currently, companies rely on the Google Chrome browser, which changes language based on IP address, therefore where someone is physically located. Meaning, anyone in the US would be set to english.

LetzChat's chat support solution enables English-speaking support staff to have instant conversations in 104 languages that are seamless to the customer. We constantly hear of companies using Google translate to copy and paste translated text into their support chat. This is a very slow and inaccurate process. With LetzChat, support staff type in their native language and the text is instantly translated into the language of the customer. Simple, direct and accurate.

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- Is LetzChat less expensive than its competitors?

Yes, Our AI has been trained to have a natural and conversational feel from the beginning. This removes the need for people to do the translations manually, thus reducing the cost.

We do work with certified human translators as well if the client would like the translations proofread.

- Is LetzChat more accurate than its competitors?

Yes, our most popular languages are usually equivalent to human translators, though much faster and cheaper.

- Is LetzChat faster than its competitors?

- Yes, nobody compares to our real-time capabilities. Most of a client's translation needs can be handled instantly - within minutes.

- What is localization and what do you do in relation to it?

Localization is the process of translating content, either written or spoken, into a local language.

We can localize translations based on the users location and determined dialect.

- How is your video dubbing different from what else is out there?

Our video dubbing is different because we can provide an instant turnaround and we are much more affordable.

- What does LetzChat's ideal individual client look like?

An ideal client would be a company or corporation with multiple users or a large engagement platform. Examples might be:

- A very busy/large ecommerce website (adidas.com),
- A company with a large video library or live streaming content (nfl.com),
- A company with users from all different backgrounds (nationwide, Disney, Hospitals/healthcare).

Essentially any client that has unlimited users or an unlimited market. More examples would be:

- Car dealerships
 - Healthcare
 - Education,
 - etc - Anyone capable of/desirous of selling and communicating about their products/services to everywhere and everyone.
- What are some industries that would use the Website translation services
 - Insurance,
 - Healthcare,
 - Education,
 - Consumer goods,
 - Ticketing/venues,
 - Food + beverage,
 - Ecommerce,
 - Sports,
 - Hospitality/travel,
 - Real Estate,
 - etc.
- What are some industries that would use the subtitling services
 - Broadcasters,
 - Podcasts,
 - Sports groups,
 - Insurance,
 - Education,
 - Hospitality/travel,
 - Companies with video libraries,
 - Youtube/social media/marketers.
 - etc.
- What are some industries that would use the Unite service

Any companies/industries that host conferences or conventions. Examples of this might be people who frequently do/use:

 - Video/conference calls,
 - Media/press conferences,
 - Public speak,
 - Education,
 - Travel/hospitality,
- - What are some industries that would use the SMS/Chat translation services

We've seen success in every industry! Anyone who would see increased conversions by talking to a perspective client in their language.

- What are some industries that would use the document translation services

We've seen success in every industry! Anyone who would see increased conversions by talking to a perspective client in their language.

This is especially true of legal needs. Customers who need contracts translated accurately and cheaply would benefit from our services.

- Is there different pricing for large companies? If so, when do I need to involve LetzChat sales?

Yes, we have custom, or "Enterprise" pricing for clients either paying or projected to pay over \$7,500 a month for LetzChat services.

Make sure to get LetzChat involved in the pricing phase, after you've introduced the concepts to them and they seem interested in learning more or moving forward.

You shouldn't bring in the LetzChat team until you've introduced them to what LetzChat does.

Use our sales team to dive in deeper, answer unique questions, talk pricing and get the client signed up.

- Are any companies too big for LetzChat?

No company is too big. We've done some very exciting projects with some of the largest companies in the US.

- Are any companies too small for LetzChat?

No company is too small. Our cheapest website services are under \$150 per month which is a price point most any company can afford!

- Is LetzChat a fit for clients & companies outside the US?

Yes! We already have clients in many countries outside the US.

- Will someone help me close my clients?

Yes, we can help you close clients. You should introduce the concept to them and make sure they seem interested in learning more or moving forward.

You shouldn't bring in the LetzChat team until you've introduced them to what LetzChat does.

Between your knowledge of the services, our presentation slides, marketing materials, videos and website, make sure to cover the basics with the client before we hop on with them.

We should be used to dive in deeper, answer unique questions, talk pricing and get them signed up.