

Translator Bot on ServiceNow



Remove language barriers and improve your KPIs

Extend the value of your investment in ServiceNow by making **you're your** platform more accessible. See your quality of service and user satisfaction improve significantly as language barriers are removed and employees communicate in their native language.

Digitization is transforming the way we work and live. High customer and employee expectations increase the pressure on IT departments to enhance service quality and deliver more business value. Timely, high quality communication with employees and customers across different geographies has become a challenge in an increasingly global world. Employees work better and are happier using their native language. Traditional approaches, such as employing bilingual staff and the use of translation services are still widely used, but they are expensive, slow and limited.

Translator Bot, built on the ServiceNow platform removes language barriers and enables your employees to work in their native language. It creates opportunities for you to expand into new markets; deliver a better quality of service faster; improve organizational agility; reduce costs.

shaping tomorrow with you

FUJITSU



How Translator Bots delivers value to your organization

1

Challenge

With dependence on technology increasing, your service desk is becoming the core driver for business growth. **There is increased pressure on you enhance service quality, but you have limited resources. You cannot afford to have multi-lingual helpdesks across the globe,** but language is a barrier to improving service quality.

Outcome

Your users and service desk operators will be able to raise and reply to tickets in their native language or use dynamic translation at the click of a button. The speed of the reply to tickets will be faster because they are using their native language and the quality of the **Reply** will be better. User satisfaction increases as your costs of operating the service desk decreases.

2

Challenge

You need to improve organizational agility, to be capable of responding quickly to external and internal events. Introducing a new HR policy and translating it into multiple languages is time consuming and expensive. Inevitably international operations are always weeks or months behind your head office.

Outcome

You will be able to produce a document in the author's native language and instantly distribute to employees across the world in any language at the click of a button. Document format pre-translation is protected. You will be organizationally agile, responding quickly to events and rapidly implementing policies globally.

3

Challenge

ServiceNow offers localized language support, but you have customized your ServiceNow platform and now your 'out of the box' localization doesn't work. You would also like to exploit new applications available in the ServiceNow store, but they do not support the languages you need for your business.

Outcome

All applications on your ServiceNow platform can be easily translated into a language, selected by the user. We can deliver the translated application to you or you can do it yourself. You can now select any application in the ServiceNow store and offer it to your employees in multiple languages. Digital transformation accelerates and user satisfaction significantly improves.

Large global manufacturer

A strategic plan to centralize IT and establish a centralized platform to support users across the globe was driven by existing poor user satisfaction; no coherent ITSM processes; and a need to reduce costs. Language barriers were an inhibitor to achieving this. User satisfaction was dependent on multi-lingual support staff, but the costs were prohibitive.

» **Fujitsu co-located onsite with the customer team. Together we built a multi-language platform providing dynamic translation between IT support and their users, transforming the employee experience** «

- The need for common standards and processes



Key features of OT Secure Operations

Feature	Description
Conversation Translation	End-users and support representatives can read and reply to tickets in their native language or use dynamic translations making any user multilingual in their ability to communicate on the platform.
Document Translation	Documents can be submitted in the contributor's native language and shared with end-users who can consume it in their preferred language at the click of a button. The format of document pre-translation is protected.
Platform Translation	All applications across your platform can easily be translated into any language. Translator Bot enables the localization and translation of any table, record, UI message and creates a re-usable translation dictionary that can be re-used preventing redundant translation.
Notification Translation	Administrators can easily send notifications in the user's choice of language or in a fixed language. Our notification module provides both an automatic translation feature or a user preference driven multilingual notification setup.
Unlimited Text Translation	Translator Bot provides unlimited text translations, you can easily translate large documents, such as a service manual or an HR Policy document (over 5000 characters). Our solution ensures that the content retains its original format such as HTML links, diagrams and images after translation.
Data privacy & GDPR compliant	Any personal or sensitive data is extracted before sending content out for translation, and then replaced when it returns. You can be sure that all personal data stays inside your company.
ServiceNow Store Apps translation	Applications in the ServiceNow store, which may not be available in your chosen language, can be translated into any language.
Analytics & Insight into the User Experience	Translator Bot's reporting module provides insights on the UX-experience and the volume of translations occurring across different modules via our Translation caching and Translation Activity Log. You can audit and track what and when information has been sent to whom, and by which users.

How does Fujitsu support and deliver?

Fujitsu's Translator Bot is an out-of-the-box solution available in the ServiceNow store. We can also provide application translation as a service, where we deliver your translated application at a fixed price. Using Translator Bot we can show you how to significantly improve your user experience and improve the quality of your service.

Fujitsu is a global leader delivering a better working experience, we have implemented Translator Bot in our own company to significantly improve the quality of support for our users and our customers

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Low risk, high impact and a rapid return on investment

The power of Fujitsu and ServiceNow together

Fujitsu is an expert in helping organizations reimagine the employee experience to deliver a happier, more inspired workforce. We have both a deep understanding and the practical experience of delivering multi-lingual applications. We have implemented Translator Bot on our own ServiceNow platform to improve the quality of our service. Translator Bot is dependable, it works, and it has a rapid return on investment.

If you're already using ServiceNow, we can show you how to maximize its impact. We have the strategic vision to make the complex simple. The answer to uncertainty we all face today is to be capable of adapting at pace, you depend on your employees to achieve this; they are your most valuable asset, they will be happier and more able to work at pace in their native language. There are few solutions that can be implemented with such ease that will truly transform the employee experience.

CTA clickable link to email or telephone »

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