Lingpad App for Freshdesk

Helping Well-known Brands Win at Customer Support

About Lingpad

Lingpad is a cloud-based, AI-powered professional, translation management system (TMS) for global businesses and organisations to automate and manage their localisation processes better.

Lingpad is designed to help diverse teams work together on a single dashboard with advanced project management features.
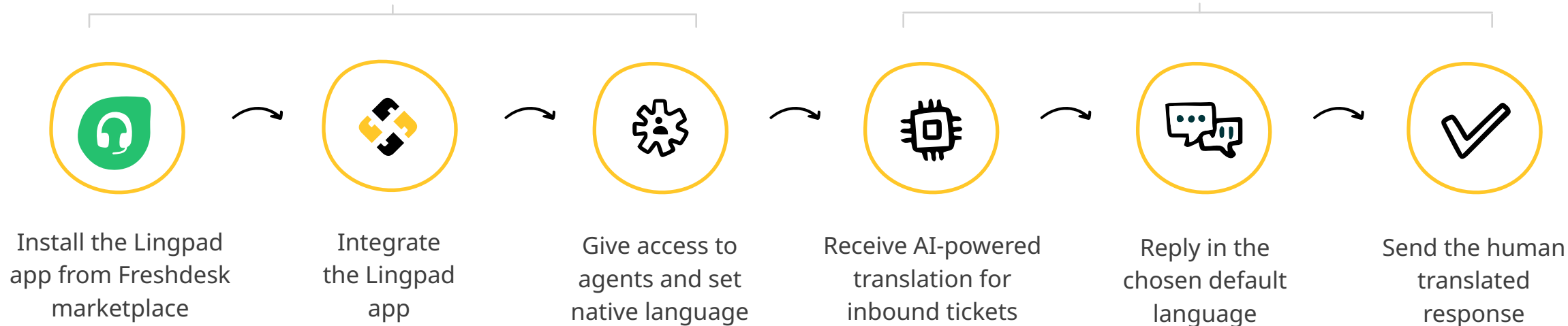
Getting Started

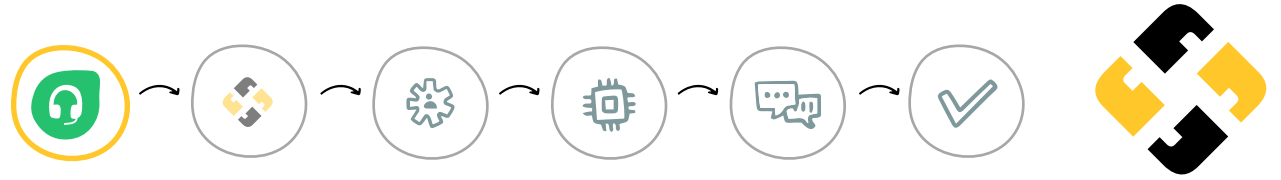*Follow these steps to install, integrate, and use the Lingpad app for Freshdesk.*

App Installation:
Instructions for Admins

Using the App:
Instructions for Agents

Install the Lingpad app from Freshdesk marketplace

Integrate the Lingpad app

Give access to agents and set native language

Receive AI-powered translation for inbound tickets

Reply in the chosen default language

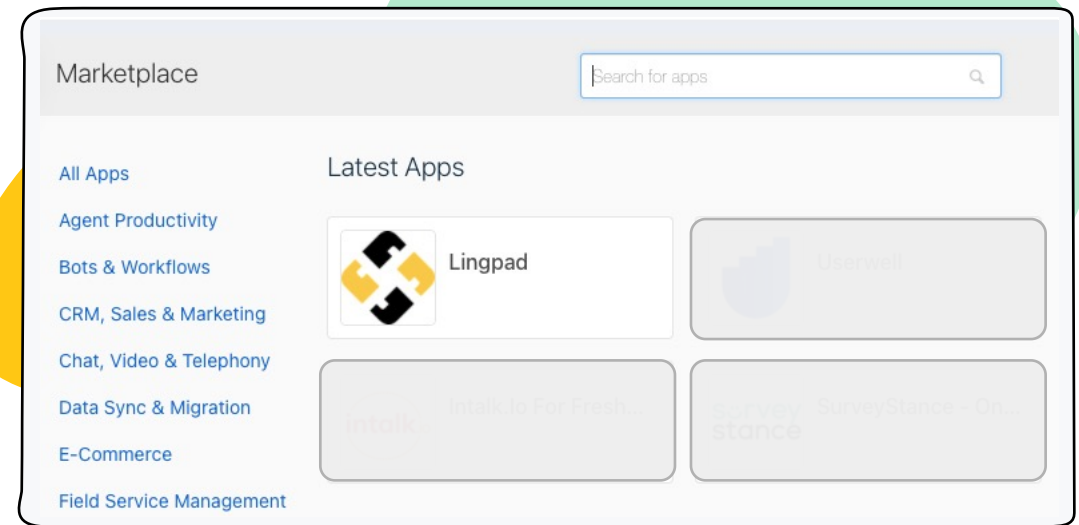Send the human translated response
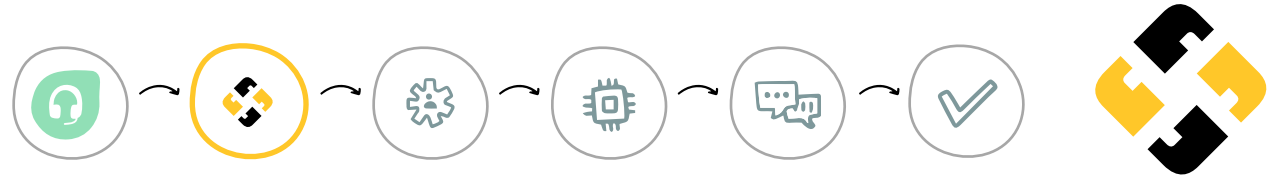
Step 1

App installation: Steps for admin

Install the Lingpad App From Freshdesk Marketplace

- Go to Freshdesk's Settings
  (located in the left menu)

- Select Apps and click on Get More Apps and find the Lingpad app on Marketplace.

- Then, click Install.

Marketplace

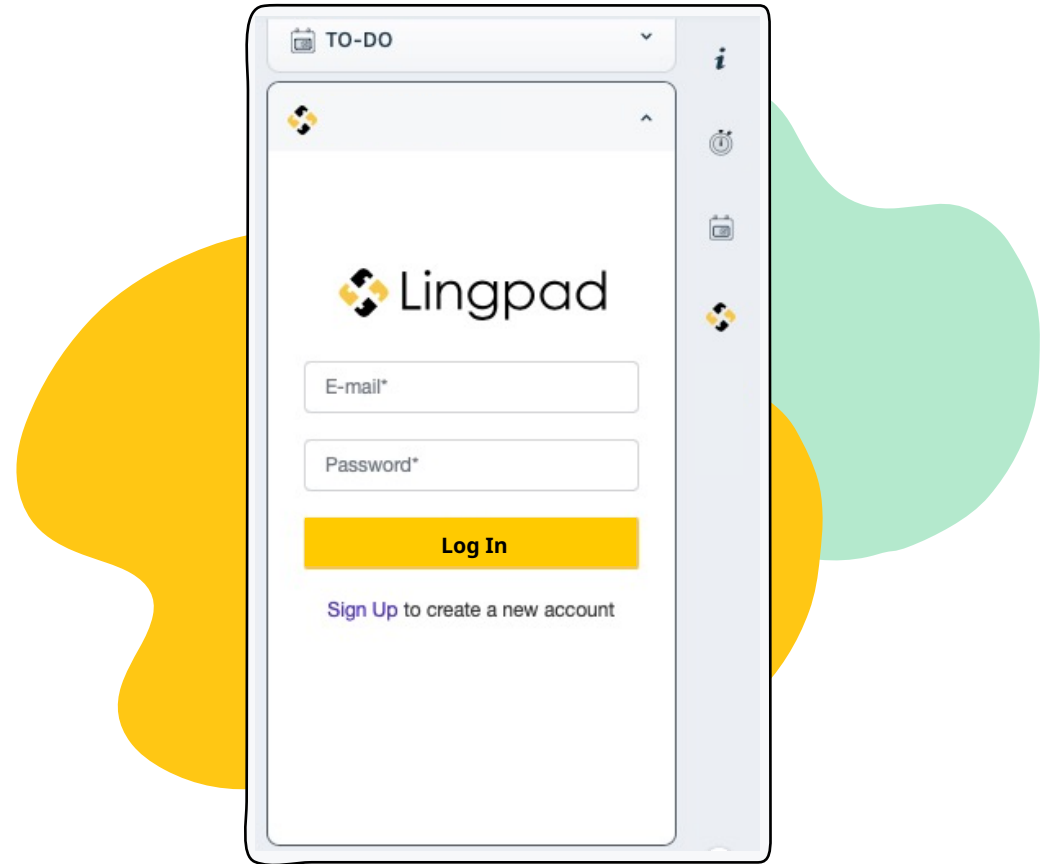Search for apps

All Apps
Agent Productivity
Bots & Workflows
CRM, Sales & Marketing
Chat, Video & Telephony
Data Sync & Migration
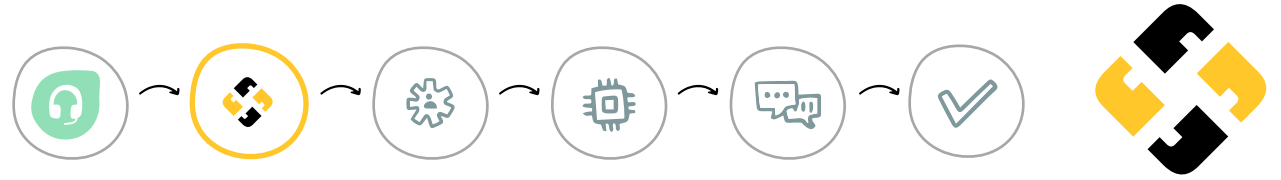E-Commerce
Field Service Management

Latest Apps

Lingpad

Integrating the Lingpad App

Once the app is installed, open any ticket you would like to translate and locate the app on the right under Apps

Sign up and Log in to the Lingpad App

Log In: If you have a Lingpad account, log in with your details and put in the API key from your Freshdesk profile.

Sign Up: To create a new Lingpad account, click Sign Up. Put in the API key from your Freshdesk profile. You will receive a password on your registered email address. Please log in with your email and password.

www.lingpad.com

support@lingpad.com
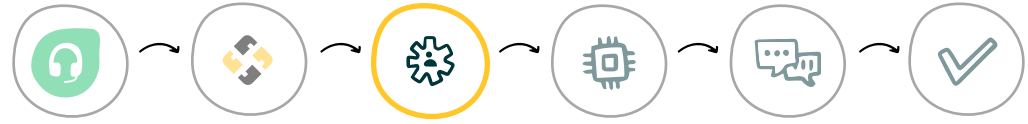
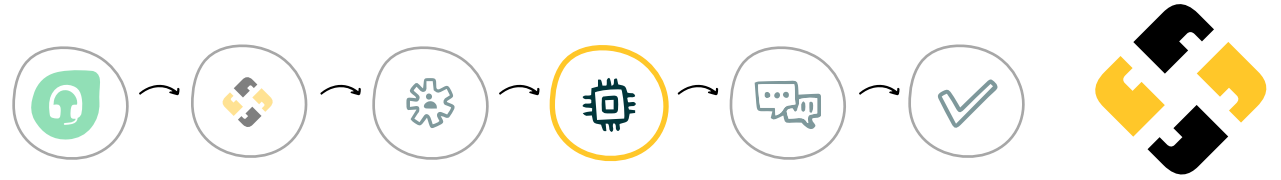## Give Access to Agents

- After logging in to the Lingpad app, go to the Settings tab and click Agent Permission.

- Select the agents to give them access and click Save Changes.

Home   **Reply**   **Settings**

Languages   >

Notifications   >

Agent Permission   >

API   >

Agent Permission

🔍 Search by Name

☐ Select All

☑ Bob Ross

☐ Anushree

☐ Komal
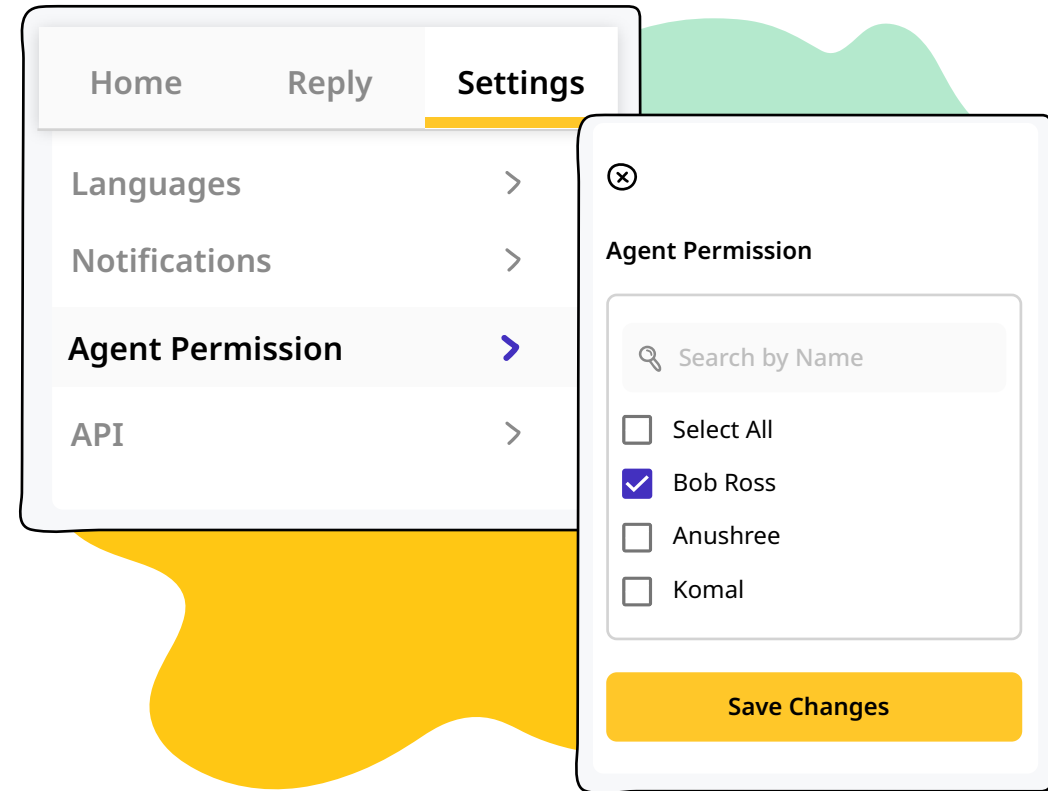
Save Changes

Manage Agents' Settings

Go to Settings and click Default language. Choose a default (native) language and click Save Changes.

Toggle to the Home tab. You will now be able to see suggested AI-powered translations for all inbound tickets in the selected default language.

Home	Reply	Settings

Languages ›

Notifications

Agent Permission

⊗

Default Language ⓘ

Choose your native language ▾
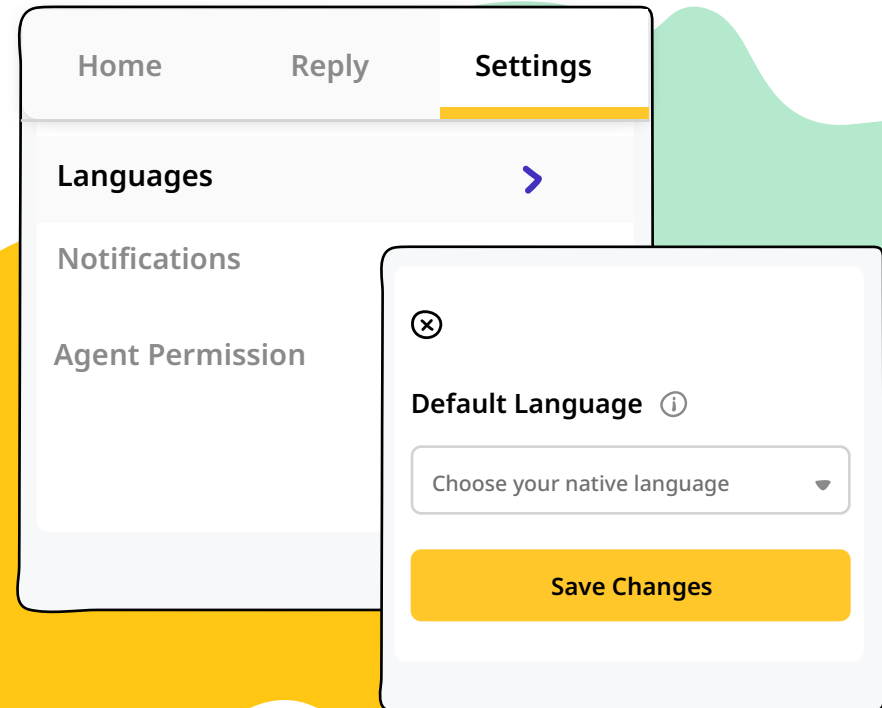
Save Changes
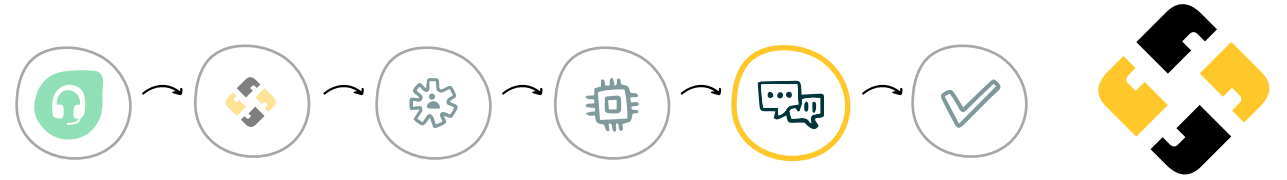
Respond To Tickets in Your Default Language

Now, click Reply and type the response in your default language.

Select a category from the drop-down. The category helps Lingpad create appropriate human translations for your tickets.

For replying to tickets automatically, enable Auto reply.

Home   Reply   Setting

Ticket Language
Chinese - Mandarin, Simplified

Original :

AI-powered Translations:

Home   **Reply**   Settings

B I U 99 | Normal

English

Target
Chinese - Mandarin, Simplified

Choose Category

Autoreply ● Disabled

Request Translation
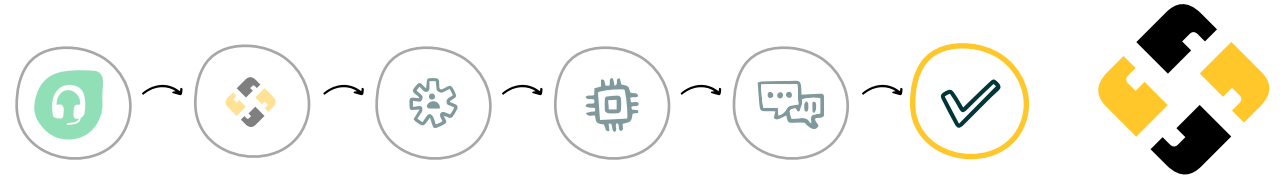
Manage Translation Order Statuses & Tags

The human translation is now underway, check ticket status to track the progress of the translation.

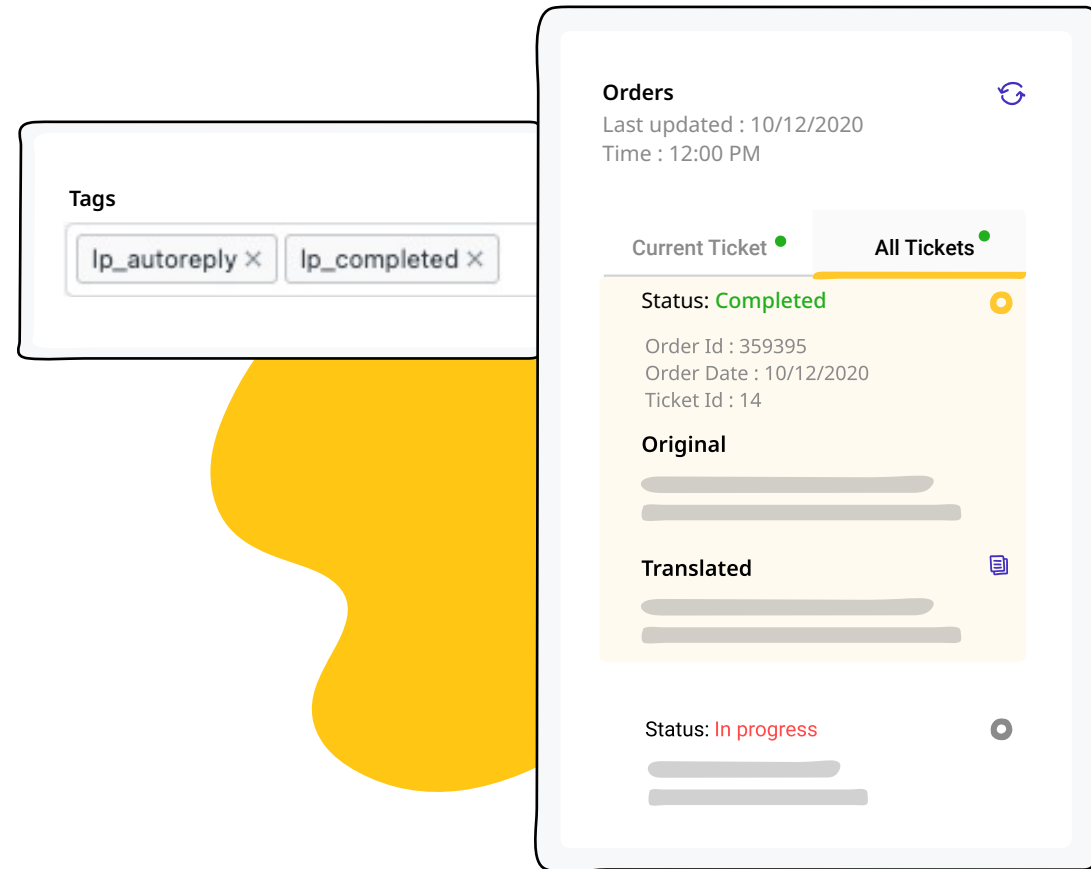Use the tags feature to create triggers and view the latest conversation for any ticket.

Tags

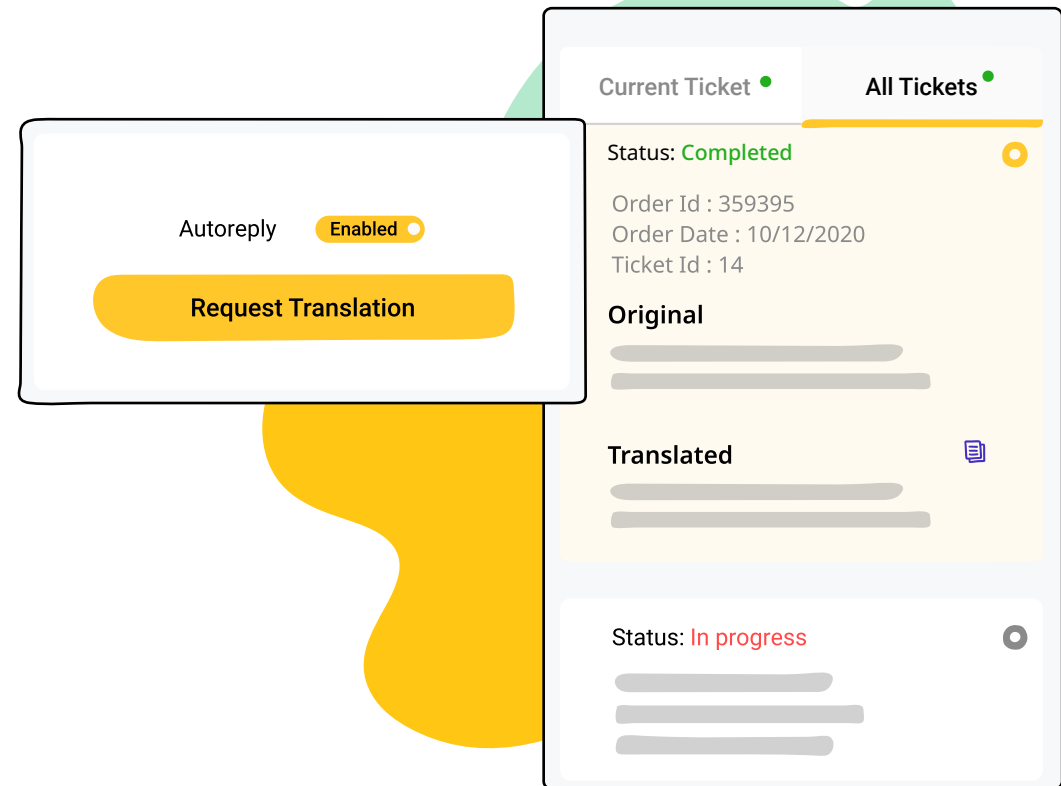lp_autoreply ✕   lp_completed ✕

Orders

Last updated : 10/12/2020
Time : 12:00 PM

Current Ticket ●   **All Tickets** ●

Status: **Completed**

Order Id : 359395
Order Date : 10/12/2020
Ticket Id : 14

Original

Translated

Status: In progress
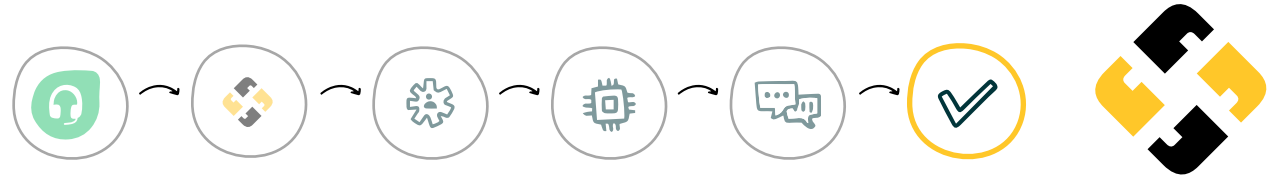
Send Human Translated Responses To Customers

If you have <u>enabled</u> Auto reply, the human translated response will be sent directly to your customer.

If the Auto reply was <u>disabled</u>, the agent must click Copy and paste it in the response section of the ticket to send it to the customer.

Autoreply **Enabled**

Request Translation

Current Ticket ● **All Tickets** ●

Status: **Completed** ○

Order Id : 359395
Order Date : 10/12/2020
Ticket Id : 14

Original

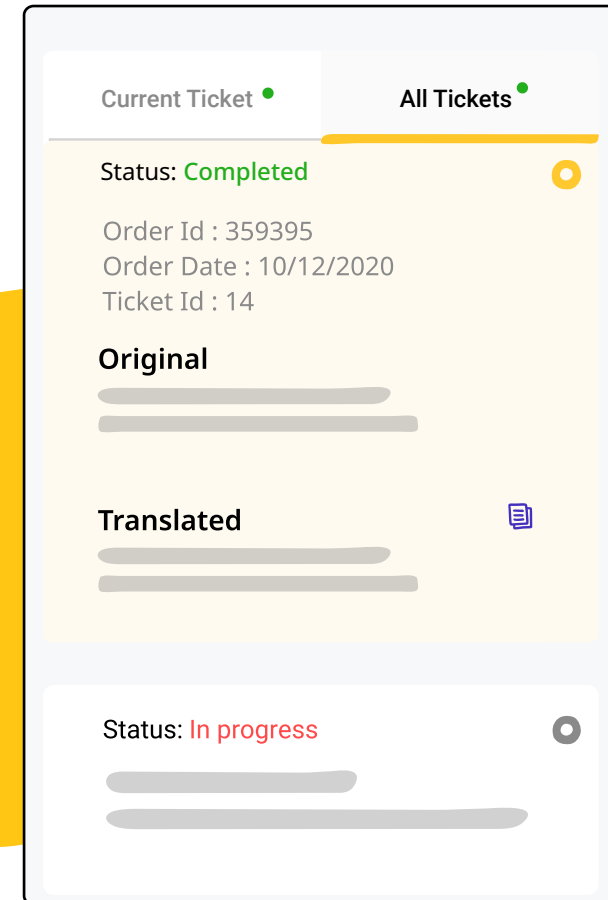**Translated**

Status: In progress ○

Additional Features

Manage Translated Orders Dual Tab

Find all your tickets that have been sent to Lingpad under the All tab and all conversations for the current ticket under the Current tab.

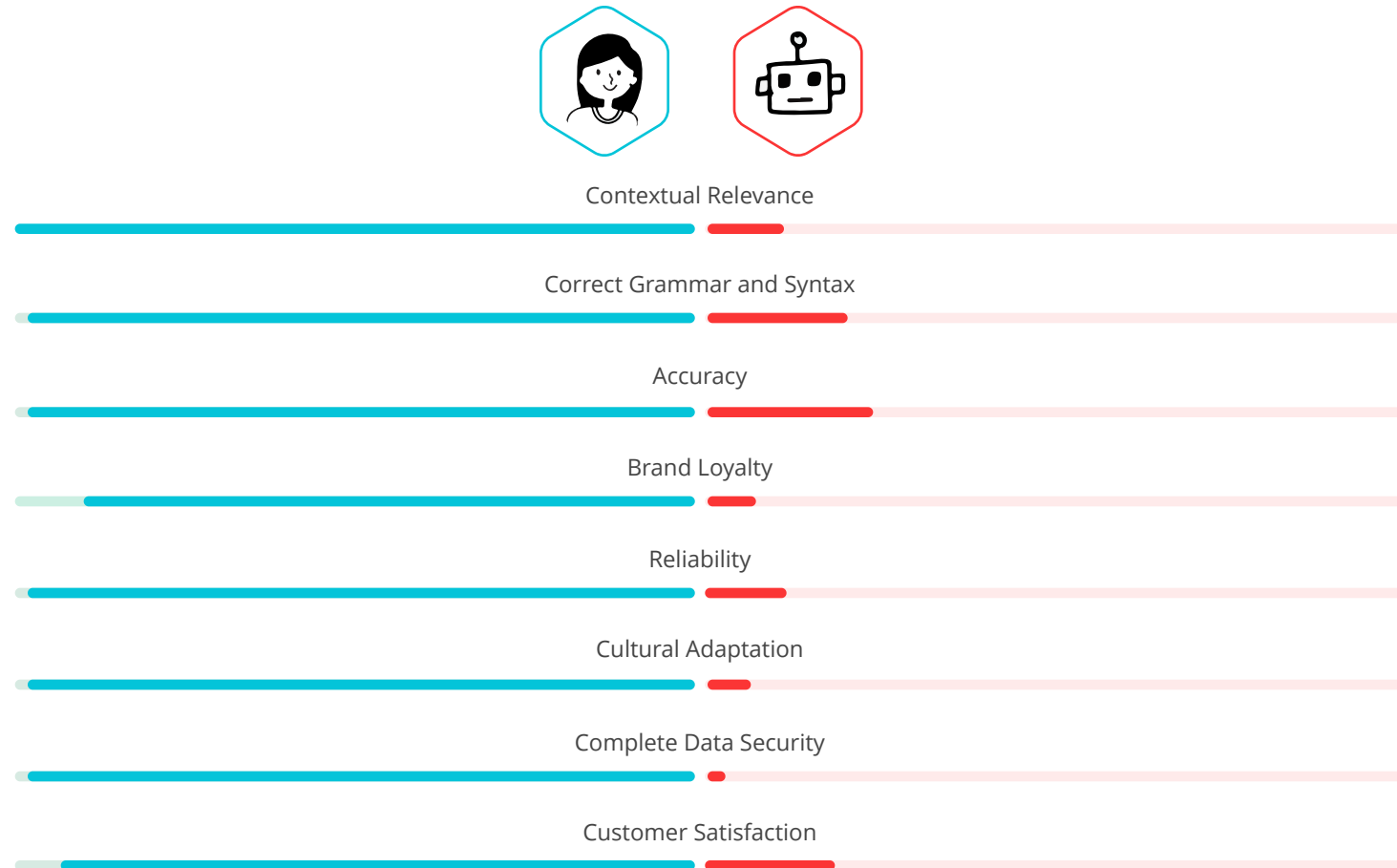All translations linked to the ticket in question can be pulled up by a single click.

Current Ticket ●	All Tickets ●

Status: Completed

Order Id : 359395
Order Date : 10/12/2020
Ticket Id : 14

Original

Translated

Status: In progress

Benefits of Human Translation

An investment in human translation now, will help you avoid the costs of machine translation forever.

Contextual Relevance

Correct Grammar and Syntax

Accuracy

Brand Loyalty

Reliability

Cultural Adaptation

Complete Data Security

Customer Satisfaction

Popular Languages

Check out some of our most requested languages for translations. Please contact us for the entire list of supported languages.

Arabic	English	Japanese	Portuguese	Thai
Bulgarian	Greek	Korean	Romanian	Turkish
Chinese	French	Latvian	Russian	Ukrainian
Croatian	German	Lithuanian	Slovak	Vietnamese
Czech	Hindi	Malay	Slovenian	
Danish	Hungarian	Persian	Spanish	
Dutch	Italian	Polish	Swedish	

Thank You!

Lingpad