

## Lingpad App for Zendesk

# Helping Well-known Brands Win at Customer Support



**Dusit**  
INTERNATIONAL

**ABB**

 **monzo**

**keepsafe**

**Booking.com**

**HR**  
**works**

 **waze**  
OUTSMARTING TRAFFIC, TOGETHER

**logic**

**CODESPARK**  
ACADEMY

**coffey**   
A TETRA TECH COMPANY

  
**SEMRUSH**

# About Lingpad



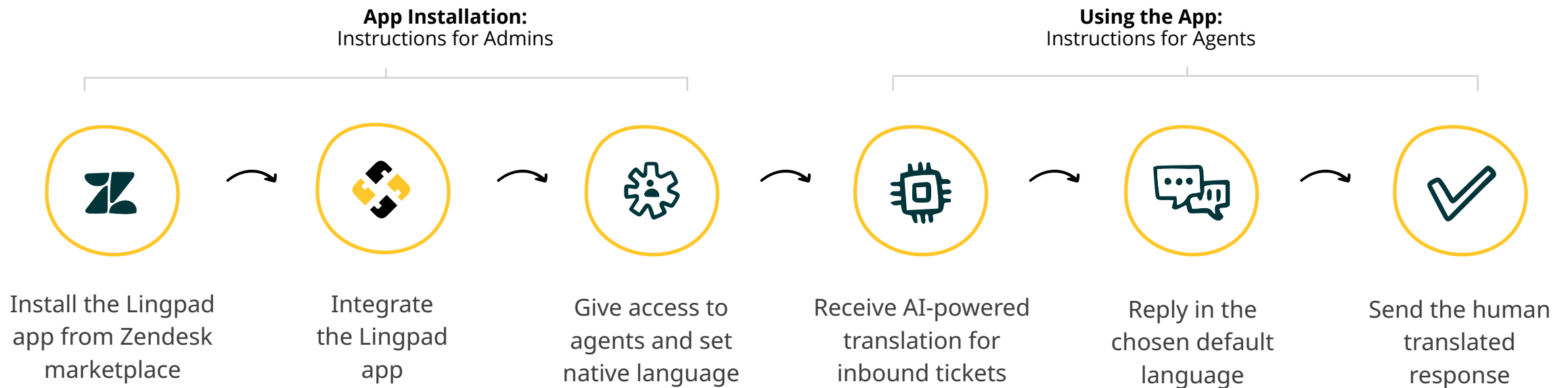
Lingpad is a cloud-based, AI-powered professional, translation management system (TMS) for global businesses and organisations to automate and manage their localisation processes better.

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



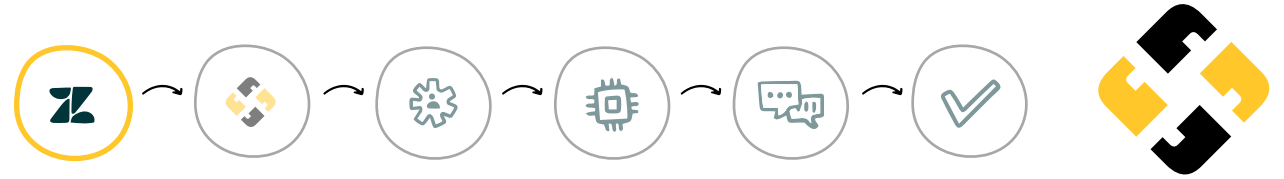
# Getting Started

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



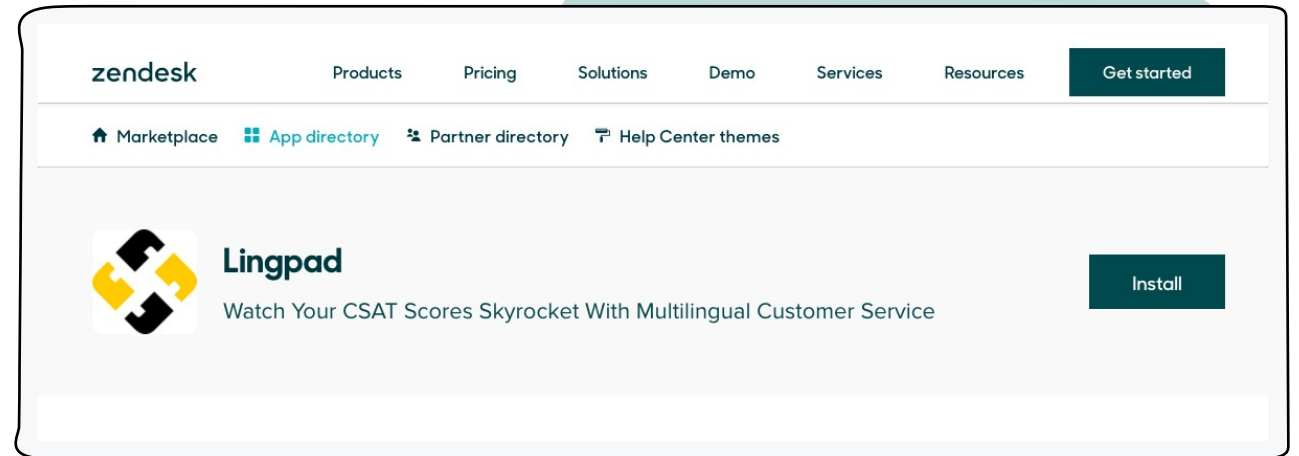
# Step 1

*App installation: Steps for admin*



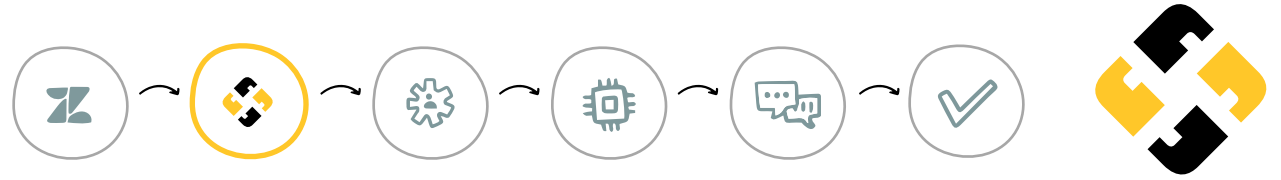
## Install the Lingpad App From Zendesk Marketplace

- Go to Zendesk's [Settings](#) (located in the left menu)
- Find the Lingpad app on [Marketplace](#).
- Then, click [Install](#).



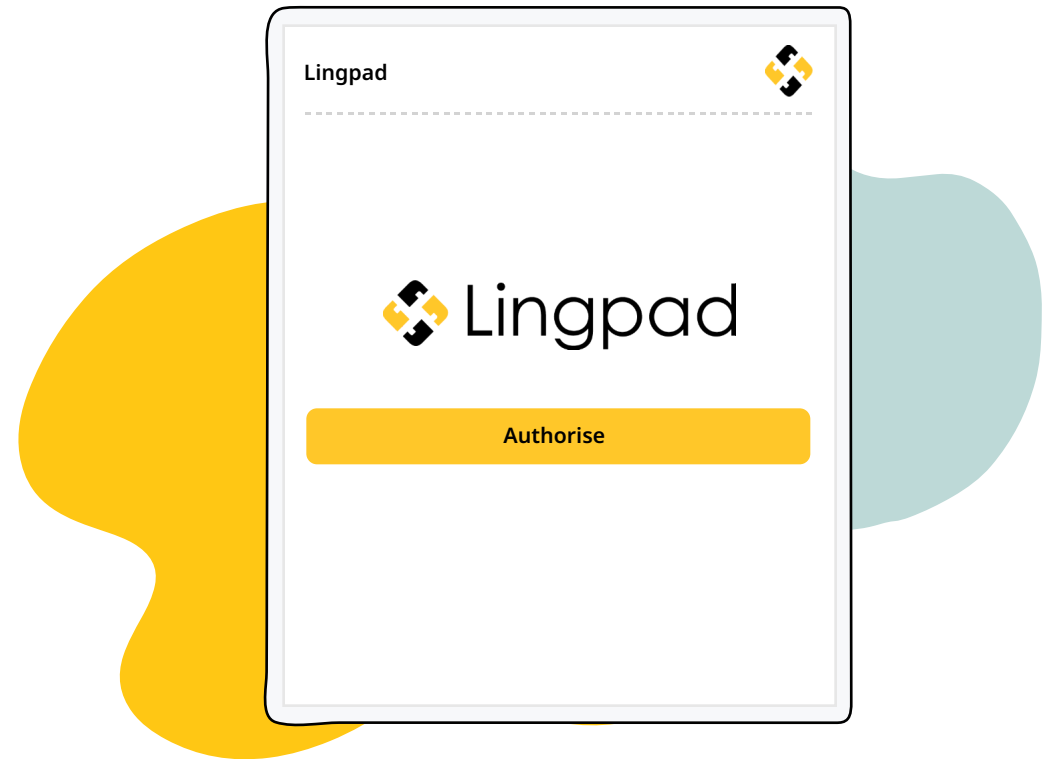
## Step 2.1

*App installation: Steps for admin*



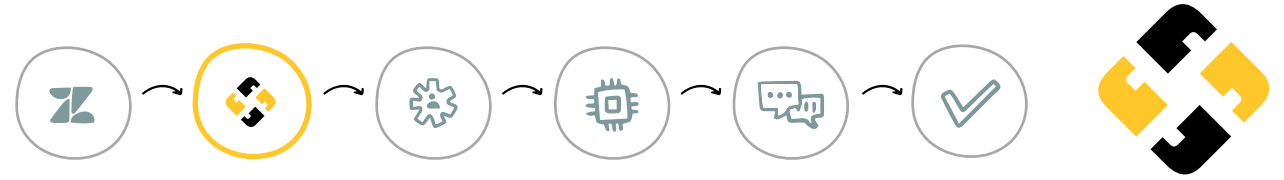
### Integrating the Lingpad App

- Open a ticket and locate the app on the right under [Apps](#).
- Click on [Authorise](#) to complete the integration.



## Step 2.2

*App installation: Steps for admin*



### Sign up and Log in to the Lingpad App


**Log In:** If you have a Lingpad account, log in with your details.

**Sign Up:** To create a new Lingpad account, click Sign Up. You will receive a password on your registered email address. Please log in with your email and password.

**Log In Screen:**


Get started with a free Lingpad account!

Log in to your account OR [Sign Up](#)

 Login with Google

— OR —

Email

Password 


☐ Remember me [Forgot Password?](#)

**Log In**

**Sign Up Screen:**

Get started with a free Lingpad account!

Sign up to create a new account OR [Log In](#)

 Sign up with Google

— OR —

First name Last name

Organisation name

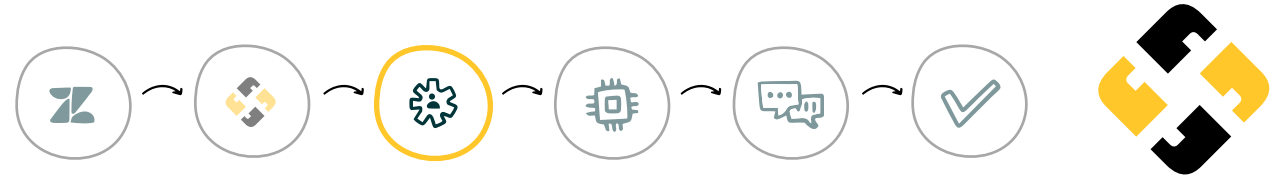
Email

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.  
By signing up, I accept the Lingpad [Terms of Service](#) and acknowledge the [Privacy Policy](#).

**Sign Up**

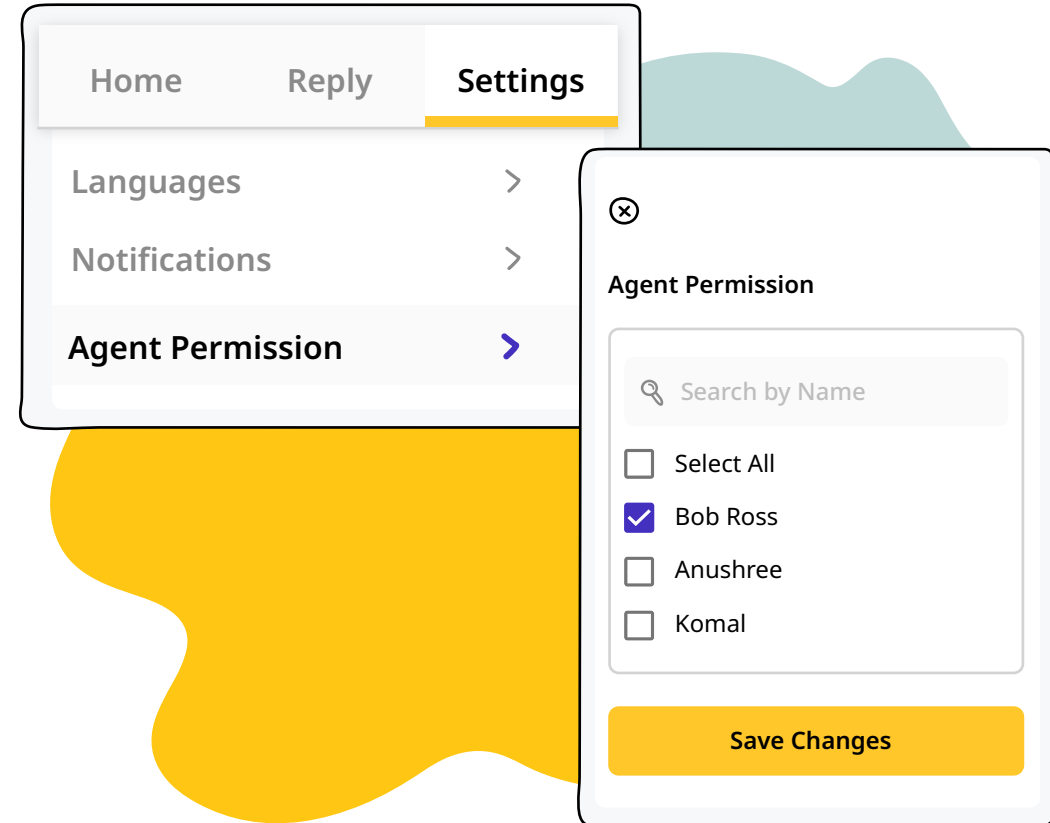
## Step 3

Using the app: Steps for admin



### Give Access to Agents

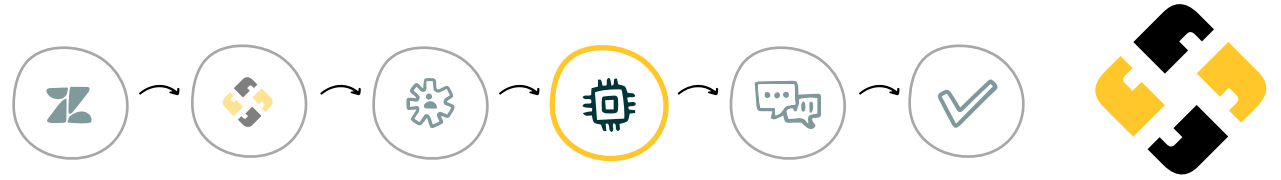
- After logging in to the Lingpad app, go to the [Settings](#) tab and click [Agent Permission](#).
- Select the agents to give them access and click [Save Changes](#).





## Step 4

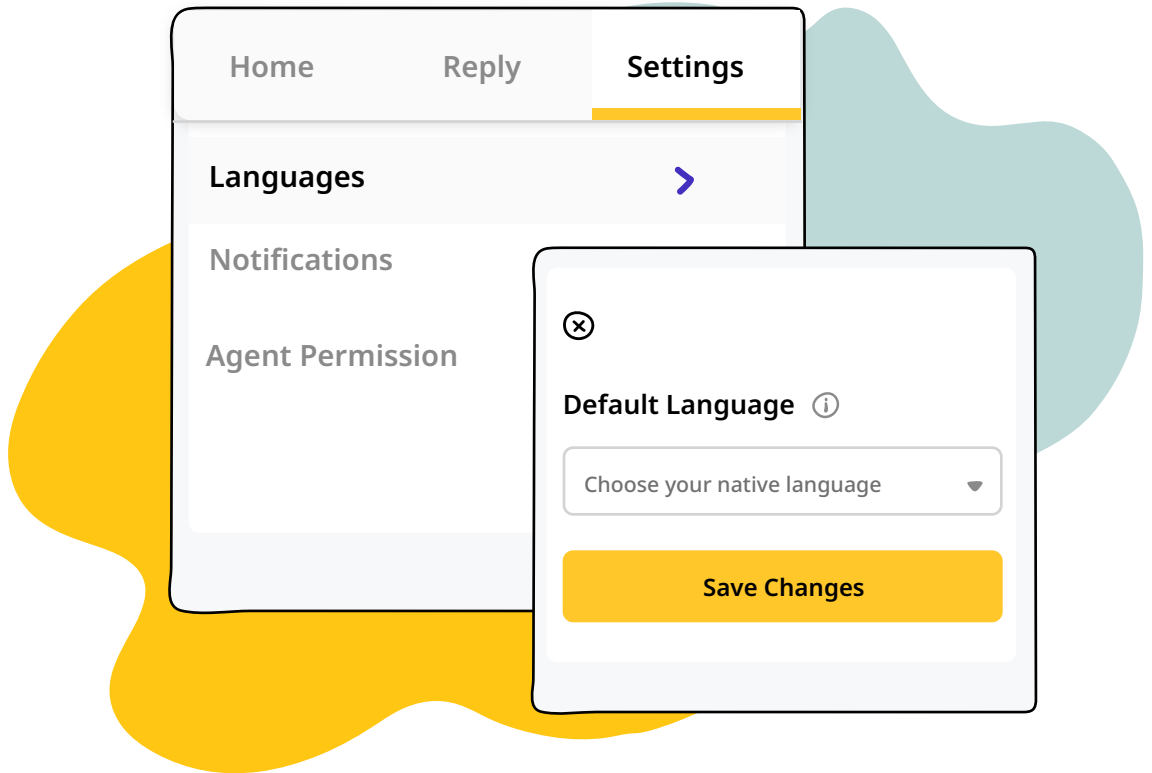
Using the app: Steps for agents



### Manage Agents' Settings

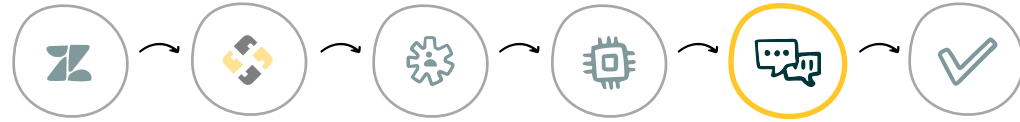
Go to [Settings](#) and click [Default language](#). Choose a default (native) language and click [Save Changes](#).

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.



## Step 5

Using the app: Steps for agents



### Respond To Tickets in Your Default Language

Now, click [Reply](#) and type the response in your default language.

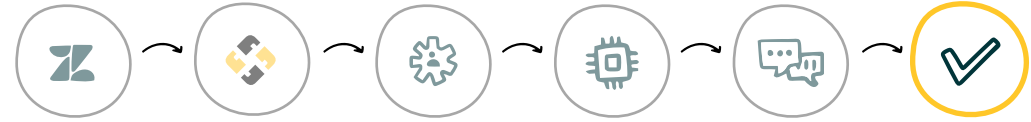
Select a category from the drop-down. The category helps Lingpad create appropriate human translations for your tickets.

For replying to tickets automatically, [enable Auto reply](#).

The image displays two overlapping screenshots of the Lingpad application interface. The background screenshot shows the 'Home' tab with the following elements: 'Ticket Language' set to 'Chinese - Mandarin, Simplified', 'Original' and 'AI-powered Translations' text input areas, and a yellow 'Request Translation' button. The foreground screenshot shows the 'Reply' tab with a rich text editor at the top, a language dropdown menu set to 'English', a 'Target' dropdown menu set to 'Chinese - Mandarin, Simplified', a 'Choose Category' dropdown menu, an 'Autoreply' toggle switch currently set to 'Disabled', and a yellow 'Request Translation' button at the bottom.

## Step 6.1

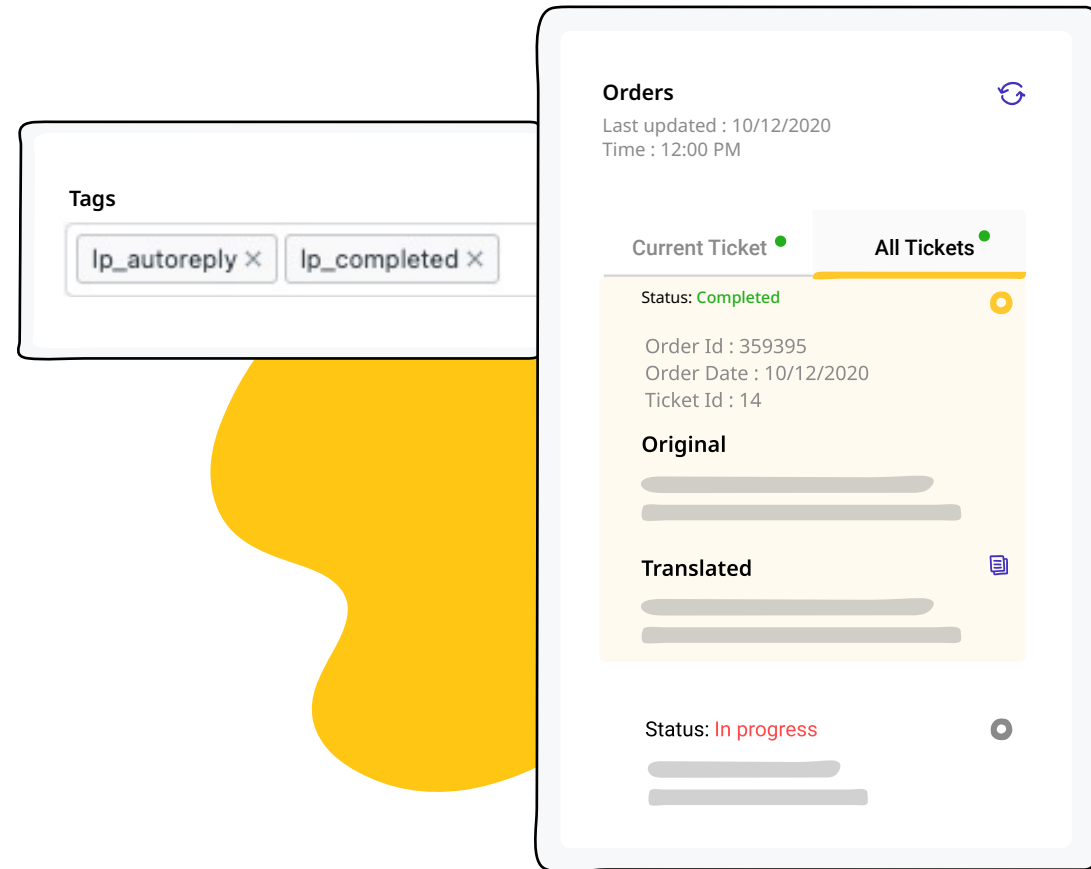
Using the app: Steps for agents



### Manage Translation Order Statuses & Tags

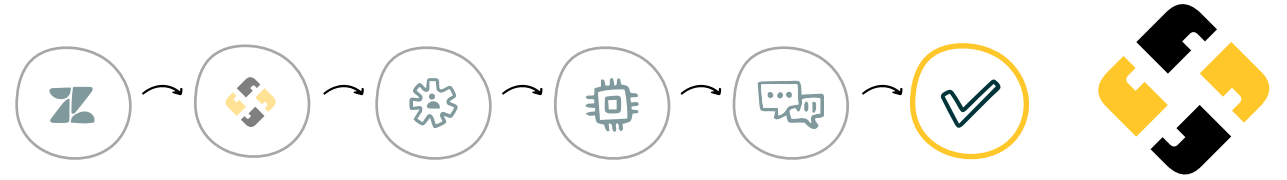
The human translation is now underway, check ticket status to track the progress of the translation.

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



## Step 6.2

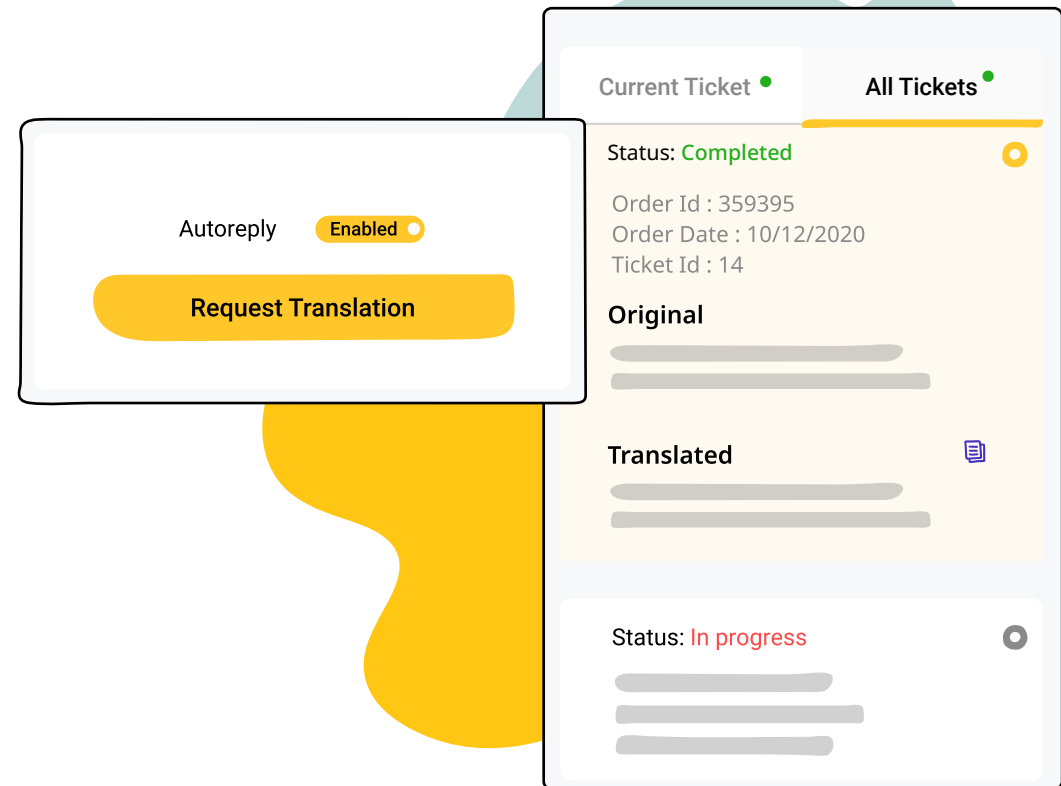
Using the app: Steps for agents



### Send Human Translated Responses To Customers

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

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



# Additional Features



*Using the app: Steps for agents*

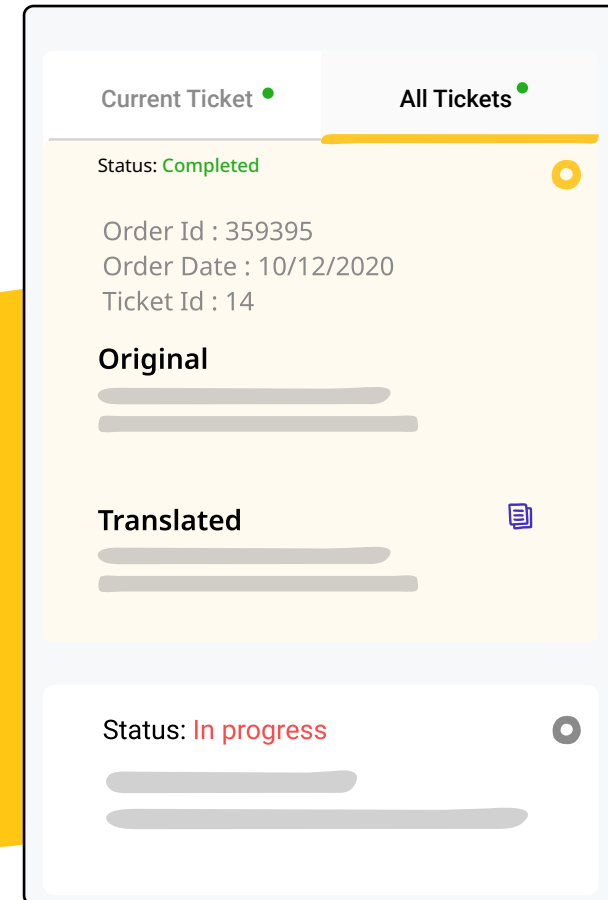


## Manage Translated Orders Dual Tab



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.

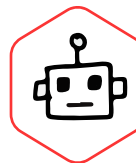
All translations linked to the ticket in question can be pulled up by a single click.



# 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!

