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Microsoft Azure Translation for Channels

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Introducing Translate Mode for Real-Time Multilingual Support □

We're excited to launch a powerful new feature that breaks down language barriers in customer support: **Translate Mode**, powered by Microsoft Azure Translator. Now, agents can communicate effortlessly with users across the globe — no extra tools, no manual copy-pasting

?What's New □

:With **Translate Mode**, agents can now

Instantly translate inbound and outbound messages for Messenger, WhatsApp, Facebook, and Instagram •
.messages

.Preview and edit translated replies before sending, ensuring clarity and accuracy •

.See both original and translated messages for full context •

Customers, meanwhile, enjoy a seamless chat experience in their native language — making support feel faster, friendlier, and more human

Easy to Use □

Agents will see a new "**Translate Mode**" button in the ticket interface (visible once your helpdesk is configured with an Azure API key). When activated

.Inbound messages are auto-detected and translated to the agent's language •

.Agent replies are automatically translated into the customer's language •

Why It Matters □

Multilingual support shouldn't be a blocker — and now, it isn't. Translate Mode removes the friction of working across languages so agents can focus on what matters most: delivering great support

?Ready to go global with your support

.Make sure your helpdesk is set up with Azure Translator, and start using Translate Mode today

.Language is no longer a barrier — it's a bridge □

مواضيع ذات صلة

[Deskpro Release 2025.4](#) •