Microsoft Azure Translation for Channels

2025-07-28 - Alberto - [Σχόλια (0)](#) - [Product (Agent)](#)

⬛ 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.

Σχετικό περιεχόμενο

- [Deskpro Release 2025.4](#)