

ChatLingual and HGS Announce New Partnership to Pioneer Multilingual CX

ChatLingual, multilingual messaging provider, announces a partnership with HGS UK, a leader in customer care and digital innovation, that will better support international clients through delivering exceptional multilingual customer experience (CX).



London, United Kingdom Oct 26, 2022 ([Issuewire.com](https://www.issuewire.com)) - Multilingual messaging provider ChatLingual is thrilled to announce its partnership with HGS UK, a leader in providing world-class customer care and digital innovation for contact centre operations.

The partnership marks an exciting time for international brands looking to make advancements in their customer experience. With HGS' decades of expertise and their shared vision with ChatLingual, this

partnership will be sure to help companies to support their multilingual customers. HGS UK will be able to support customer support transactions in over 100 languages across all non-voice channels combined with native or bilingual agent voice support. This empowers HGS to provide better support to meet their client's needs now and in the future.

“This partnership is a fantastic opportunity for HGS to better support its international clients by providing a more effective level of multilingual support for customers. Recruiting and retaining multilingual staff has become more challenging and expensive as a result of global pressures including Covid labour shortages, and the cost-of-living crisis. Partnering with ChatLingual helps us address multilingual support for all digital channels which today represents the largest share of overall demand. Through using their award-winning platform, the need to attract native speakers is dramatically reduced, and with digital contact now representing conservatively 70% of demand, the remaining 30% of voice contact requiring native support becomes much easier to manage.” Graham Brown, Chief Revenue Officer, HGS.

“Partnering with HGS is an incredible opportunity for us to help bring our leading-edge multilingual technology to the BPO space and we are looking forward to the innovative ways in which HGS and ChatLingual can pioneer a modern CX frontier. We are elated to be partnering with HGS to bring innovative solutions to companies looking to modernise their CX,” commented ChatLingual CEO, Justin Custer.

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