

Trellissoft's Live AI Agent Assist Expands Multilingual Support for Global Customer Interactions

Live AI Agent Assist now supports 12 languages, including six Indian languages, providing real-time knowledge access and contextual guidance to contact center agents during customer conversations.



San Jose, California Oct 22, 2026 ([Issuewire.com](https://www.issuewire.com)) - Trellissoft today announced that Live AI Agent Assist now supports multilingual customer interactions across **English, Hindi, Tamil, Kannada, Marathi, Bengali, Spanish, German, Italian, Russian, Portuguese, and French**, expanding real-time AI assistance for organizations serving customers across India and international markets.

Real-Time AI Support for Multilingual Conversations

[Live AI Agent Assist](#) provides real-time support during customer interactions, helping agents access relevant knowledge, follow guided workflows, capture key details, and receive contextual guidance while the conversation is in progress. Its multilingual capability extends this real-time assistance across English, Hindi, Tamil, Kannada, Marathi, Bengali, Spanish, German, Italian, Russian, Portuguese, and French.

By bringing information and guidance into the agent's workflow, Live AI Agent Assist can help customer-facing teams navigate conversations without having to move between multiple sources to find relevant information. This is particularly relevant for organizations handling high volumes of customer interactions across different languages and service processes.

Supporting India's Diverse Customer Service Needs

India's customer service landscape spans multiple languages, with organizations often supporting customers across different regions and language preferences. For BPOs, contact centers, healthcare providers, BFSI organizations, and other B2C businesses, multilingual AI assistance can help agents access relevant information and guidance while serving customers in their preferred language.

By supporting **Indian and international languages within the same AI-assisted environment**, Live AI Agent Assist can help organizations extend real-time agent support across multilingual customer interactions while maintaining a consistent approach to agent guidance.

Real-Time Guidance That Fits Into the Agent Workflow

During a live customer conversation, agents may need to find information, follow processes, capture important details, and respond appropriately at the same time. Live AI Agent Assist brings relevant information and guidance into the agent's workflow, helping reduce the need to switch between different sources while handling the conversation.

The platform supports live transcription and entity capture, knowledge retrieval, guided call flows, real-time sentiment and coaching, and contextual guidance. These capabilities help agents access the information they need while keeping the conversation in progress.

A Consistent Approach to Multilingual Customer Interactions

With support for **Indian and international languages in the same AI-assisted environment**, organizations can extend real-time support across multilingual customer interactions while using a consistent approach to agent guidance. Agents can access relevant knowledge and guidance while handling conversations, helping teams maintain a consistent workflow across different customer interactions.

Built for Consistent, Contextual Agent Support

Live AI Agent Assist is designed to provide guidance based on the context of the customer interaction. By combining live conversation data with access to relevant knowledge and guided processes, it helps agents receive information when they need it rather than relying solely on manual searches or static reference material.

The approach can help organizations support agents across different customer service processes while keeping the focus on the conversation and the customer's needs.

Trellissoft's Approach to AI-Powered Customer Service

Trellissoft focuses on applying AI to practical business and customer service needs. Live AI Agent Assist powered by [PulseAI360](#) extends this approach by bringing real-time assistance into customer conversations, helping organizations support agents with relevant information, guidance, and multilingual capabilities.

“India's multilingual customer landscape, along with the needs of organizations serving international customers, requires flexible support across languages while maintaining consistent service. By bringing real-time AI assistance across Indian and international languages, Live AI Agent Assist helps agents access the information and guidance they need during customer conversations.” — **Severo Dsouza**, CEO, [Trellissoft](#)

About Trellissoft

Trellissoft provides AI-powered solutions and enterprise services that help organizations modernize operations, improve customer experiences, and make better use of their data. Its solutions span AI-powered customer service, [conversation intelligence](#), data intelligence, application and data modernization, and business intelligence.

Learn more about Live AI Agent Assist: <https://trellissoft.ai/live-ai-agent-assist>



Media Contact

Trellissoft Inc

*****@trellissoft.ai

<https://trellissoft.ai/>

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