While interacting with a chatbot, customers prefer having conversations in their native language.

However, creating a separate chatbot for each language is neither feasible nor economical for organizations. A multilingual chatbot or a polyglot bot is capable of supporting and conducting conversations in multiple languages to amplify your reach and scale your localization efforts. Customers generally trust brands that offer services in their native language more than the ones who don’t.

Multilingual chatbots speak to users in different languages, across regions and countries and accelerate your localization efforts.