Automatic Translators:

The Next ITSM Technology

204
Total Responses

| Date Created: Thursday, March 11th, 2021

| Complete Responses: 204

| Universe: Full-time employees in Germany

| Read all the insights & commentary in this article

re:solution

Good afternoon,

Right, the true is that all the team we are apologizing for this theme, it's the first time that it passes.

We will abonate the devolution to your account. Do you ca confirmate that your IBAN is XXXX-XXXX-XXXX-XXXX? That's appointed in the receipt.

re:solution

Q1: What do you think that this is?

re:solution
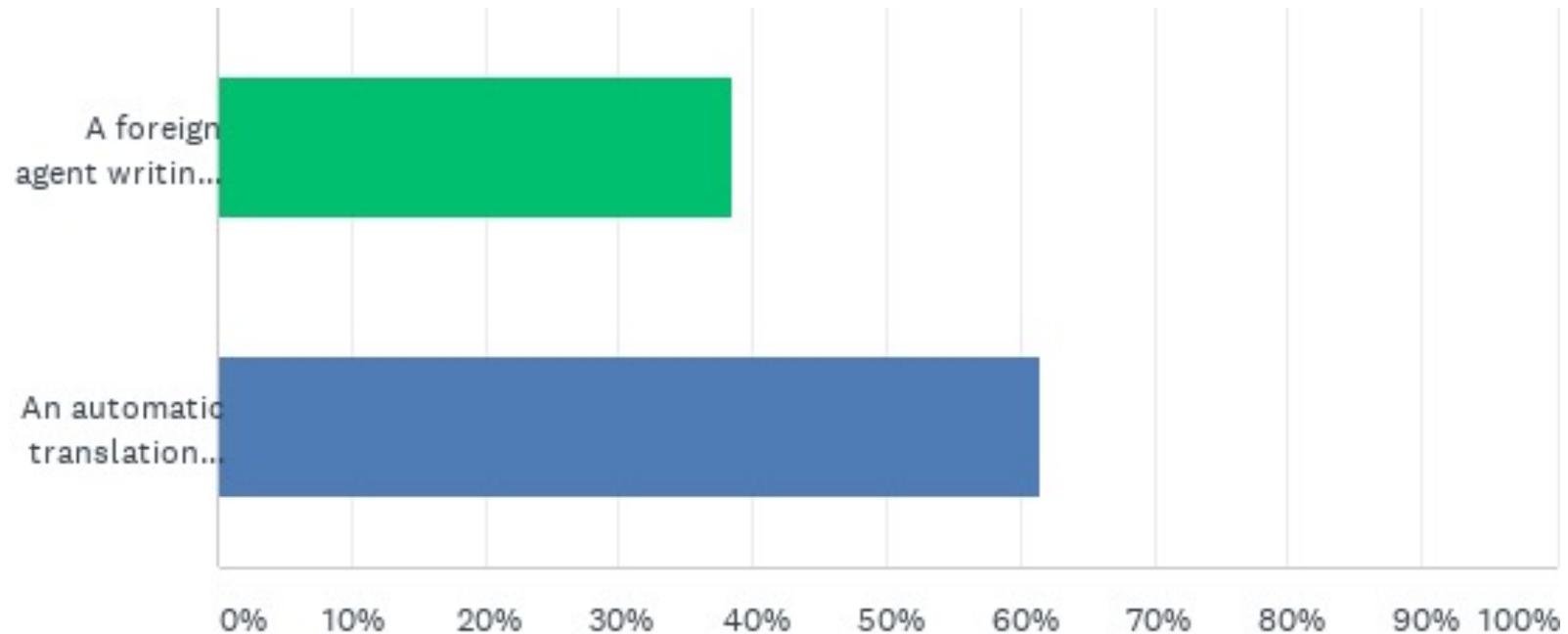
Q1: What do you think that this is?

Answered: 204   Skipped: 0

| ANSWER CHOICES	RESPONSES	
A foreign agent writing in English	38.50%	87
An automatic translation into English of a message in a different language	61.50%	139
TOTAL		226

re:solution

Good afternoon,

Right, the truth is that we are very sorry about this issue, it is the first time that happens.

We will pay the refund to your account.
Could you confirm that your IBAN is XXXX-XXXX-XXXX-XXXX
It is what we have written down on the receipt.

re:solution

Q2: What do you think that this is?

Answered: 204   Skipped: 0
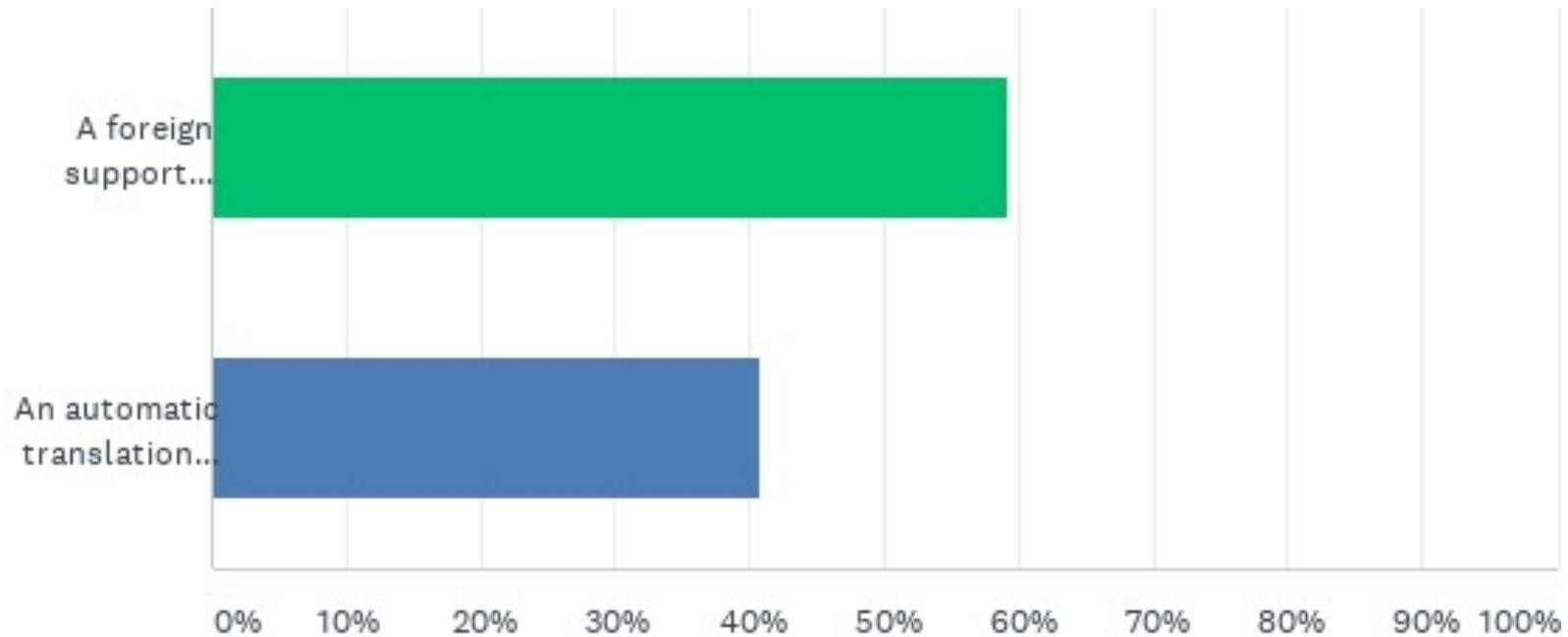
Q2: What do you think that this is?

Answered: 204   Skipped: 0

| ANSWER CHOICES	RESPONSES	
A foreign support specialist writing in English	59.29%	134
An automatic translation into English of a message in a different language	40.71%	92
TOTAL		226
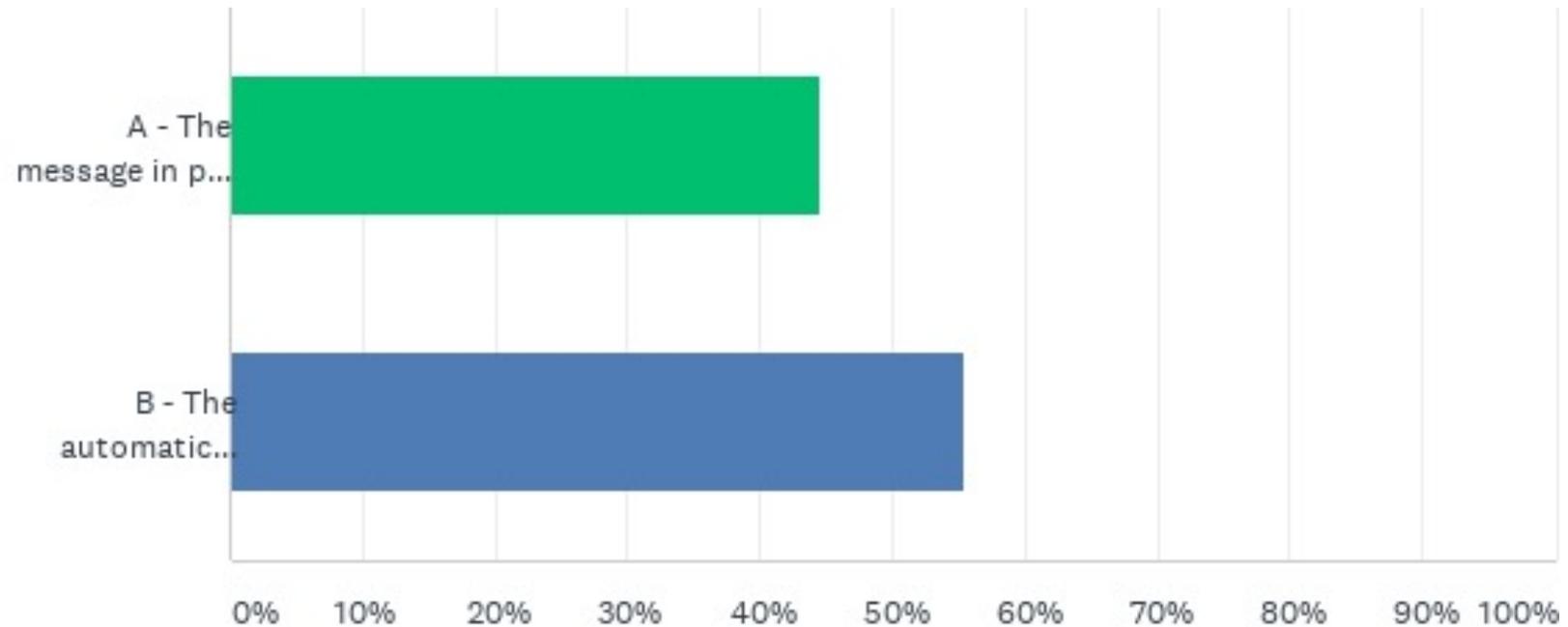
re:solution

Q3: Which message would you rather receive?

Answered: 204   Skipped: 0

re:solution

Q3: Which message would you rather receive?

Answered: 204   Skipped: 0

ANSWER CHOICES	RESPONSES	
A - The message in poor English from a non-native support specialist	44.55%	94
B - The automatic translation from a different language into English	55.45%	117
TOTAL		211

re:solution

Q4: How comfortable would you be receiving automatically translated messages like the above when interacting with companies in the following contexts?

Answered: 204   Skipped: 0
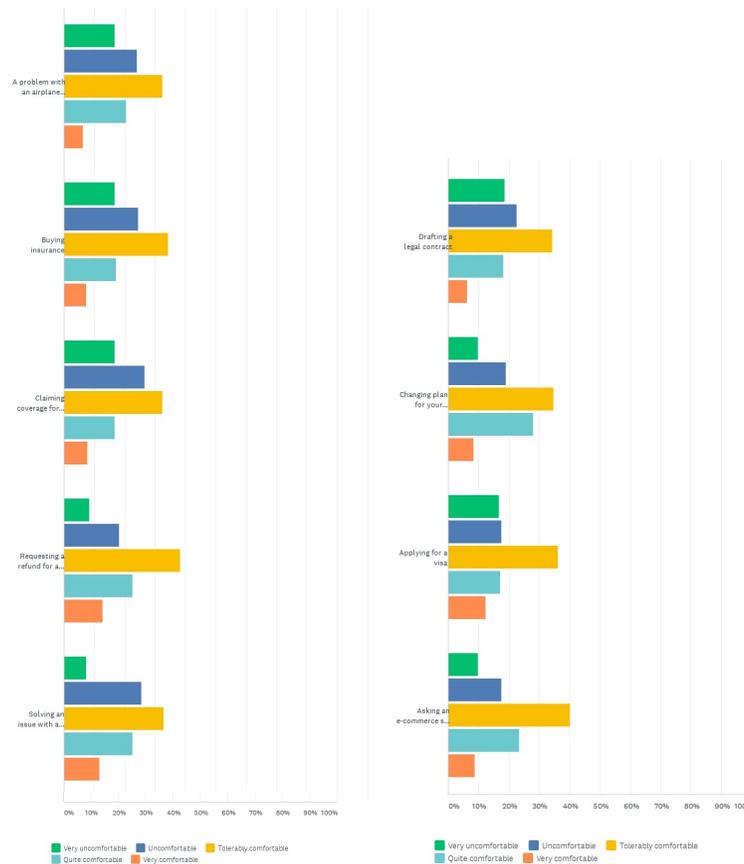
Q4: How comfortable would you be receiving automatically translated messages like the above when interacting with companies in the following contexts?

Answered: 204   Skipped: 0

	VERY UNCOMFORTABLE	UNCOMFORTABLE	TOLERABLY COMFORTABLE	QUITE COMFORTABLE	VERY COMFORTABLE	TOTAL	WEIGHTED AVERAGE
A problem with an airplane ticket	16.67% 34	24.02% 49	32.35% 66	20.59% 42	6.37% 13	204	2.76
Buying insurance	16.67% 34	24.51% 50	34.31% 70	17.16% 35	7.35% 15	204	2.74
Claiming coverage for a medical analysis	16.67% 34	26.47% 54	32.35% 66	16.67% 34	7.84% 16	204	2.73
Requesting a refund for a hotel booking	8.33% 17	18.14% 37	38.24% 78	22.55% 46	12.75% 26	204	3.13
Solving an issue with a software application	7.35% 15	25.49% 52	32.84% 67	22.55% 46	11.76% 24	204	3.06
Drafting a legal contract	18.63% 38	22.55% 46	34.31% 70	18.14% 37	6.37% 13	204	2.71
Changing plan for your electricity bills	9.80% 20	19.12% 39	34.80% 71	27.94% 57	8.33% 17	204	3.06
Applying for a visa	16.67% 34	17.65% 36	36.27% 74	17.16% 35	12.25% 25	204	2.91
Asking an e-commerce site for assistance	9.80% 20	17.65% 36	40.20% 82	23.53% 48	8.82% 18	204	3.04

re:solution

Q5: How often do you use a language other than your mother tongue?

Answered: 204   Skipped: 0

re:solution

Q5: How often do you use a language other than your mother tongue?

Answered: 204   Skipped: 0
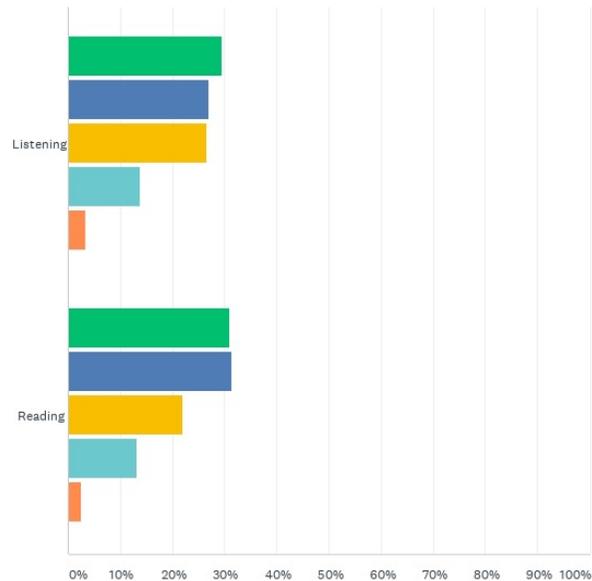
	EVERY DAY	EVERY WEEK	OCCASIONALLY (EVERY MONTH)	RARELY (SEVERAL TIMES A YEAR)	NEVER	TOTAL	WEIGHTED AVERAGE
Listening	29.41% 60	26.96% 55	26.47% 54	13.73% 28	3.43% 7	204	2.35
Reading	30.88% 63	31.37% 64	22.06% 45	13.24% 27	2.45% 5	204	2.25
Writing	21.57% 44	29.41% 60	26.47% 54	16.67% 34	5.88% 12	204	2.56
Speaking	22.55% 46	25.00% 51	28.92% 59	19.12% 39	4.41% 9	204	2.58

re:solution

Q6: Is English your mother tongue?

Answered: 204   Skipped: 0

re:solution
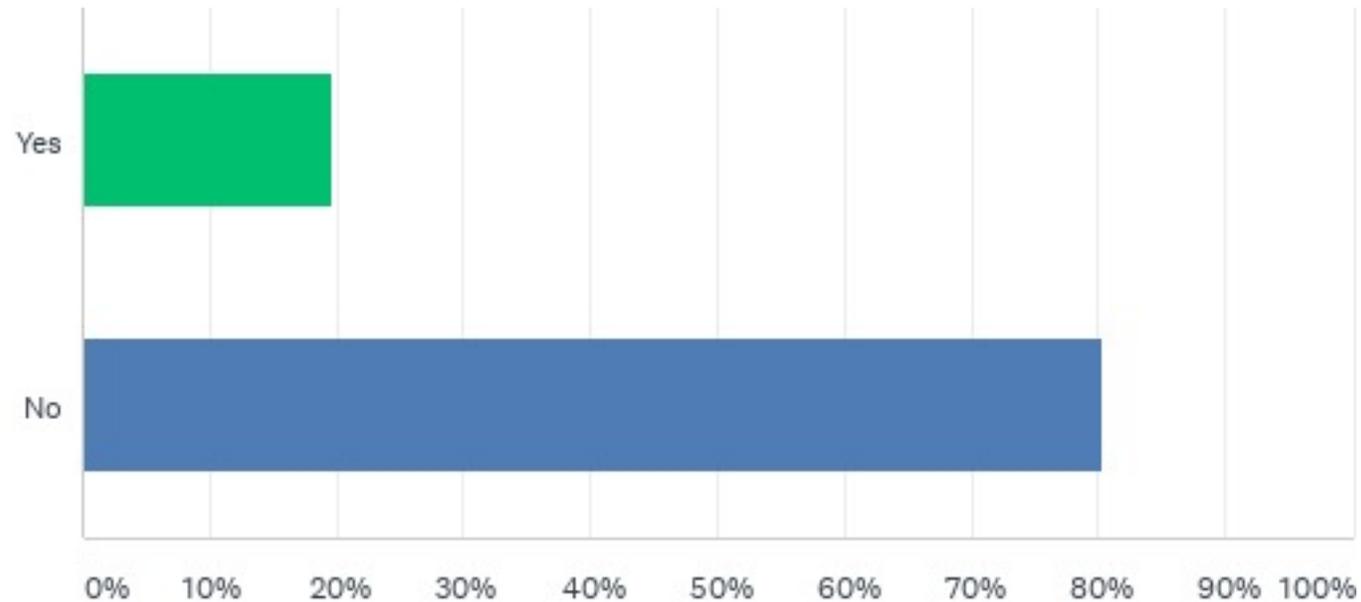
Q6: Is English your mother tongue?

Answered: 204   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	19.61%	40
No	80.39%	164
TOTAL		204

re:solution

- German native speakers

Q7: What's your level of English?

Answered: 164   Skipped: 40
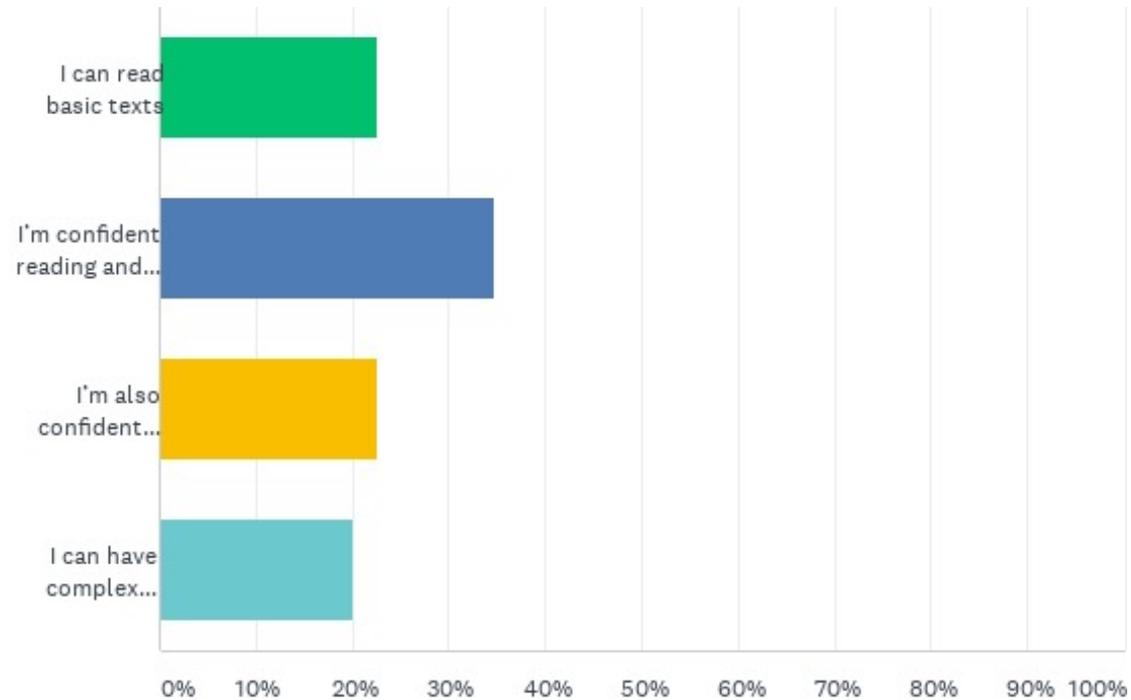
Q7: What's your level of English?

Answered: 164   Skipped: 40

| ANSWER CHOICES	RESPONSES	
I can read basic texts	22.56%	37
I'm confident reading and listening	34.76%	57
I'm also confident writing	22.56%	37
I can have complex professional conversations and phone calls	20.12%	33
TOTAL		164

re:solution

Q8: What do you think about automatic translations? Check all that apply.

Answered: 164   Skipped: 40

re:solution
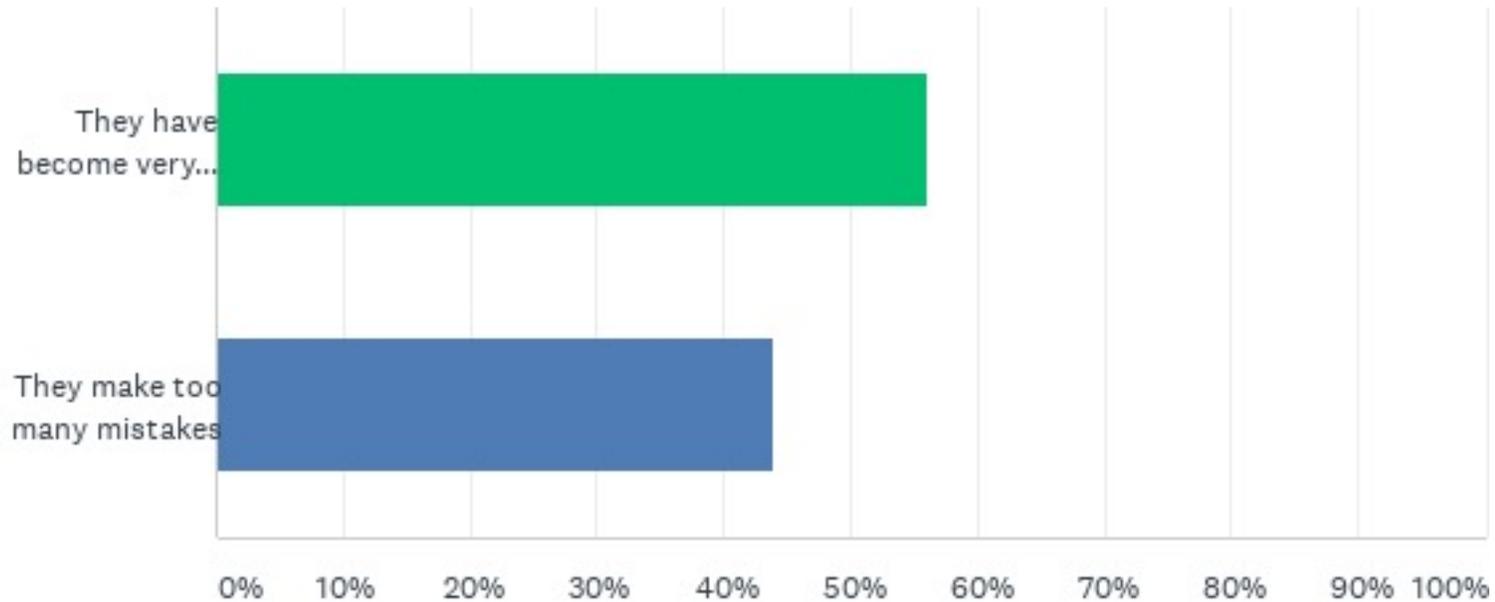
Q8: What do you think about automatic translations? Check all that apply.

Answered: 164   Skipped: 40

ANSWER CHOICES	RESPONSES	
They have become very accurate	56.10%	92
They make too many mistakes	43.90%	72
TOTAL		164

re:solution

Q9: What do you feel when you receive emails from a support agent that doesn't write too well in your own language ? Check all options that apply.

Answered: 164   Skipped: 40

re:solution
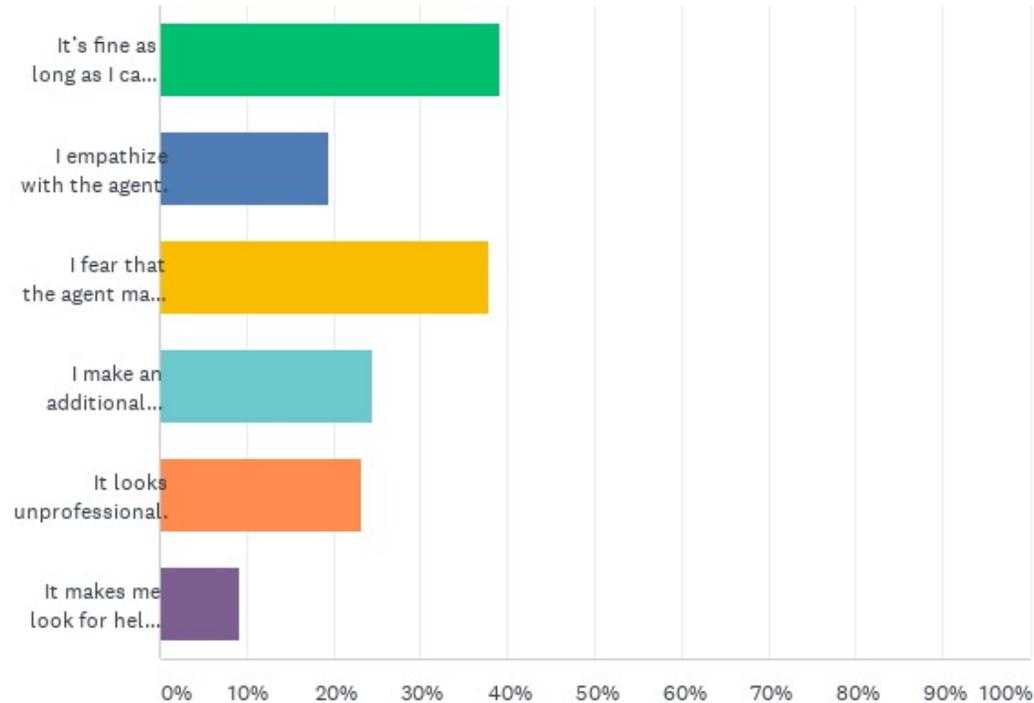
Q9: What do you feel when you receive emails from a support agent that doesn't write too well in your own language ? Check all options that apply.

Answered: 164   Skipped: 40

| ANSWER CHOICES	RESPONSES	
It's fine as long as I can understand him/her.	39.02%	64
I empathize with the agent.	19.51%	32
I fear that the agent may not understand what I'm trying to say.	37.80%	62
I make an additional effort to be more communicative.	24.39%	40
It looks unprofessional.	23.17%	38
It makes me look for help somewhere else.	9.15%	15
Total Respondents: 164		

re:solution

Q10: What do you feel when a support agent can only help you in English?

Answered: 164   Skipped: 40

re:solution
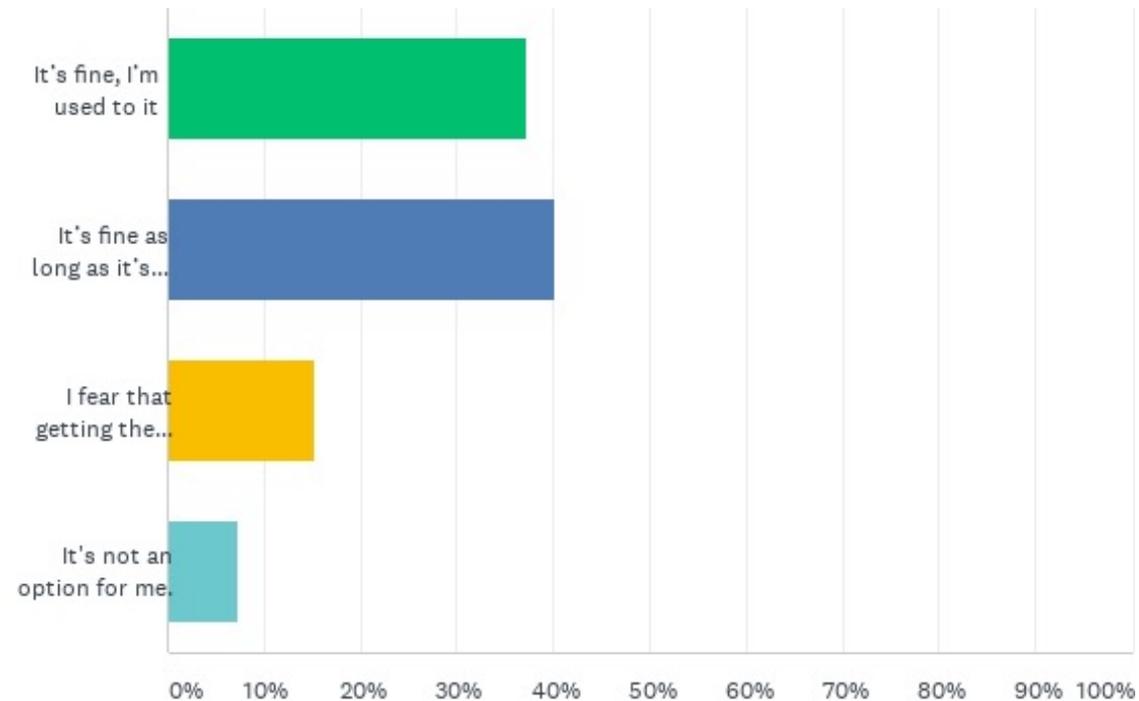
Q10: What do you feel when a support agent can only help you in English?

Answered: 164   Skipped: 40

ANSWER CHOICES	RESPONSES	
It's fine, I'm used to it	37.20%	61
It's fine as long as it's in writing only. For phone calls I prefer to speak my language.	40.24%	66
I fear that getting the problem solved will be difficult.	15.24%	25
It's not an option for me.	7.32%	12
TOTAL		164
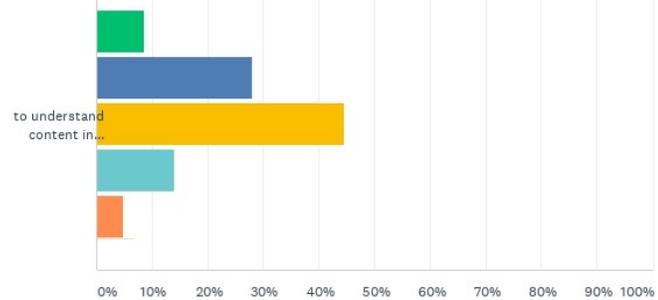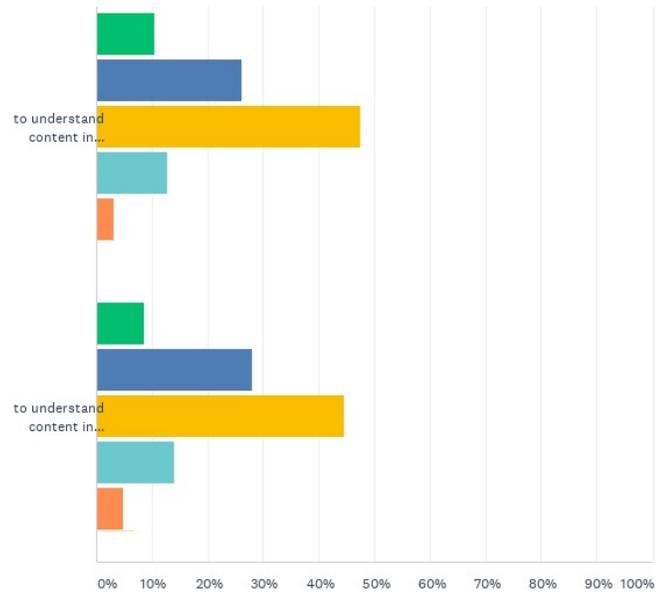
re:solution

Q11: How often do you use online translations ...?

Answered: 164   Skipped: 40

Left chart (to understand content in...):
Legend:
- Never
- Almost never (once a year or so)
- Occasionally (some times per month or every couple of months)
- Every week
- Every day

Right chart (to help you write in...):
Legend:
- Never
- Almost never (once a year or so)
- Occasionally (some times per month or every couple of months)
- Every week
- Every day

re:solution

Q11: How often do you use online translations …?

Answered: 164   Skipped: 40

	NEVER	ALMOST NEVER (ONCE A YEAR OR SO)	OCCASIONALLY (SOME TIMES PER MONTH OR EVERY COUPLE OF MONTHS)	EVERY WEEK	EVERY DAY	TOTAL	WEIGHTED AVERAGE
to understand content in English	10.37% 17	26.22% 43	47.56% 78	12.80% 21	3.05% 5	164	2.72
to understand content in another foreign language	8.54% 14	28.05% 46	44.51% 73	14.02% 23	4.88% 8	164	2.79
to help you write in English	12.20% 20	25.00% 41	45.73% 75	13.41% 22	3.66% 6	164	2.71
to help you write in a foreign language	12.20% 20	28.66% 47	38.41% 63	14.02% 23	6.71% 11	164	2.74

re:solution

# Q12: How confident are you about communicating with automatic translations in a professional context?

Answered: 164   Skipped: 40

re:solution
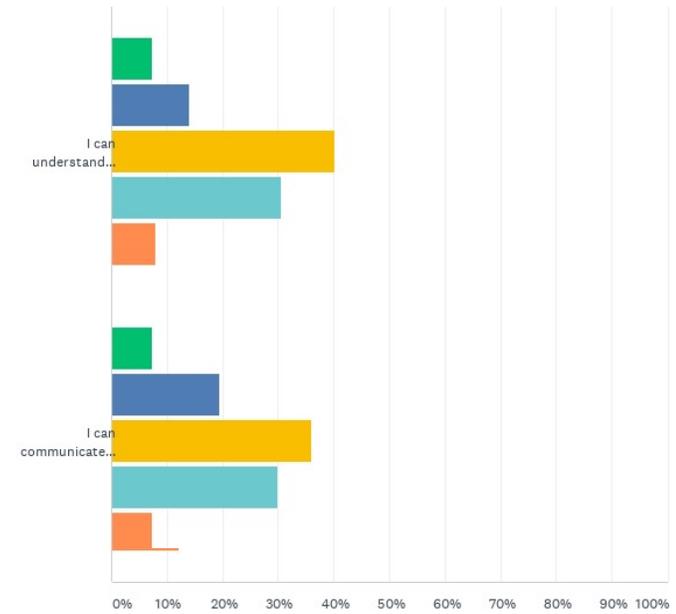
Q12: How confident are you about communicating with automatic translations in a professional context?

Answered: 164   Skipped: 40

	NOT CONFIDENT AT ALL	NOT TOO CONFIDENT	INDIFFERENT	SOMEWHAT CONFIDENT	VERY CONFIDENT	TOTAL	WEIGHTED AVERAGE
I can understand information about my job that I otherwise wouldn't be able to use	7.32% 12	14.02% 23	40.24% 66	30.49% 50	7.93% 13	164	3.18
I can communicate better professionally	7.32% 12	19.51% 32	35.98% 59	29.88% 49	7.32% 12	164	3.10
My company can collaborate better across teams and countries	4.88% 8	17.68% 29	39.02% 64	31.10% 51	7.32% 12	164	3.18
We can better support customers in non-English speaking countries	4.88% 8	13.41% 22	39.63% 65	29.88% 49	12.20% 20	164	3.31

re:solution

Q13: As a customer, do you agree to the following statements about using automated translations in support?
Check all that apply.

Answered: 164   Skipped: 40
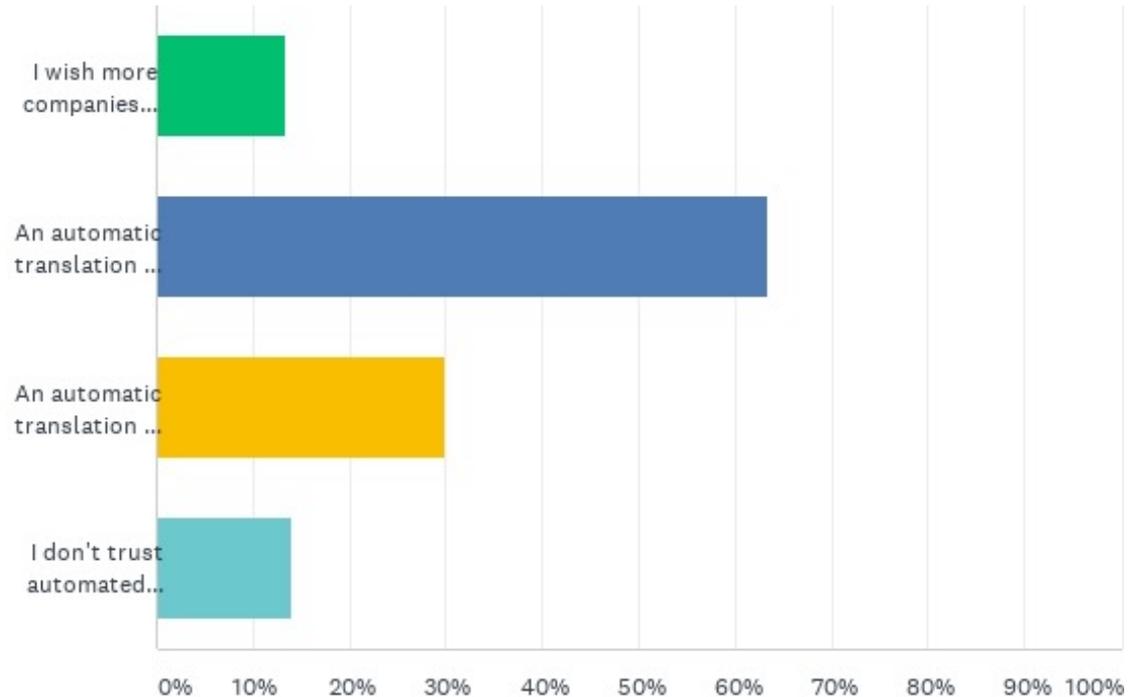
Q13: As a customer, do you agree to the following statements about using automated translations in support?
Check all that apply.

Answered: 164   Skipped: 40

ANSWER CHOICES	RESPONSES	
I wish more companies relied on automatically translated tickets.	13.41%	22
An automatic translation is always good when the agent doesn't know my own language.	63.41%	104
An automatic translation is always good when the agent doesn't have a very good English.	29.88%	49
I don't trust automated translations in this context.	14.02%	23
Total Respondents: 164		

re:solution

Q14: Can you read and write in any foreign languages?

Answered: 164   Skipped: 40

re:solution
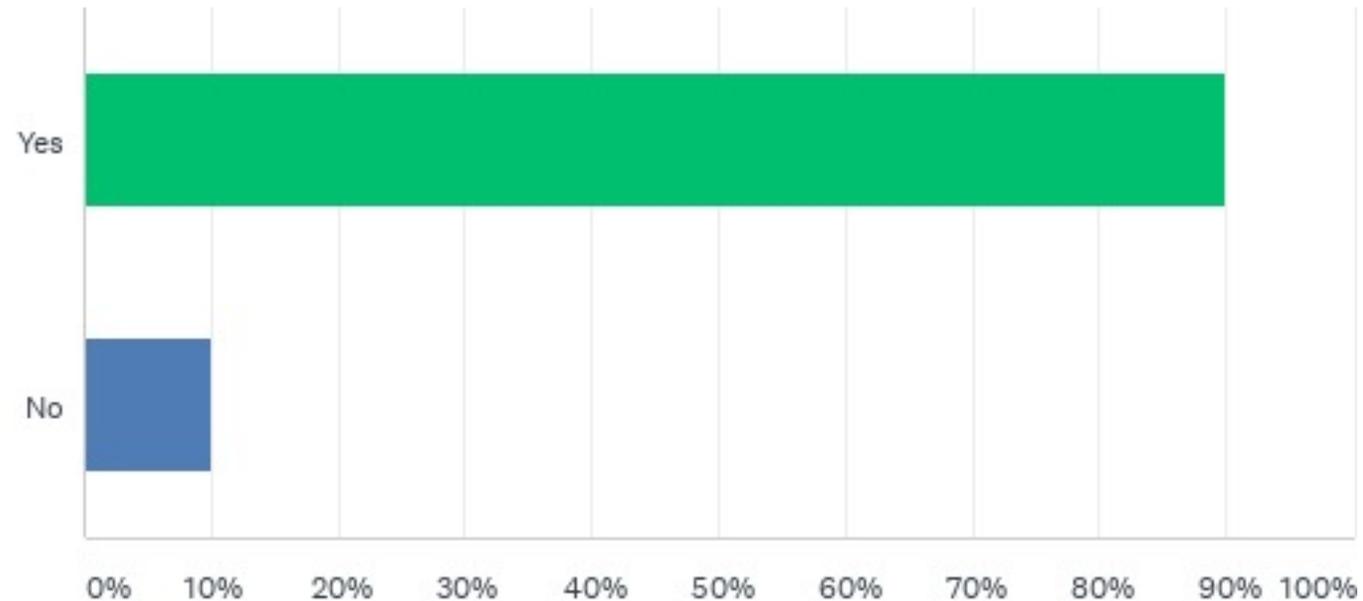
Q14: Can you read and write in any foreign languages?

Answered: 164   Skipped: 40

ANSWER CHOICES	RESPONSES	
Yes	90.00%	36
No	10.00%	4
TOTAL		40

re:solution

- English native speakers

re:solution

Q15: What do you think about automatic translations?

Answered: 40   Skipped: 164

re:solution
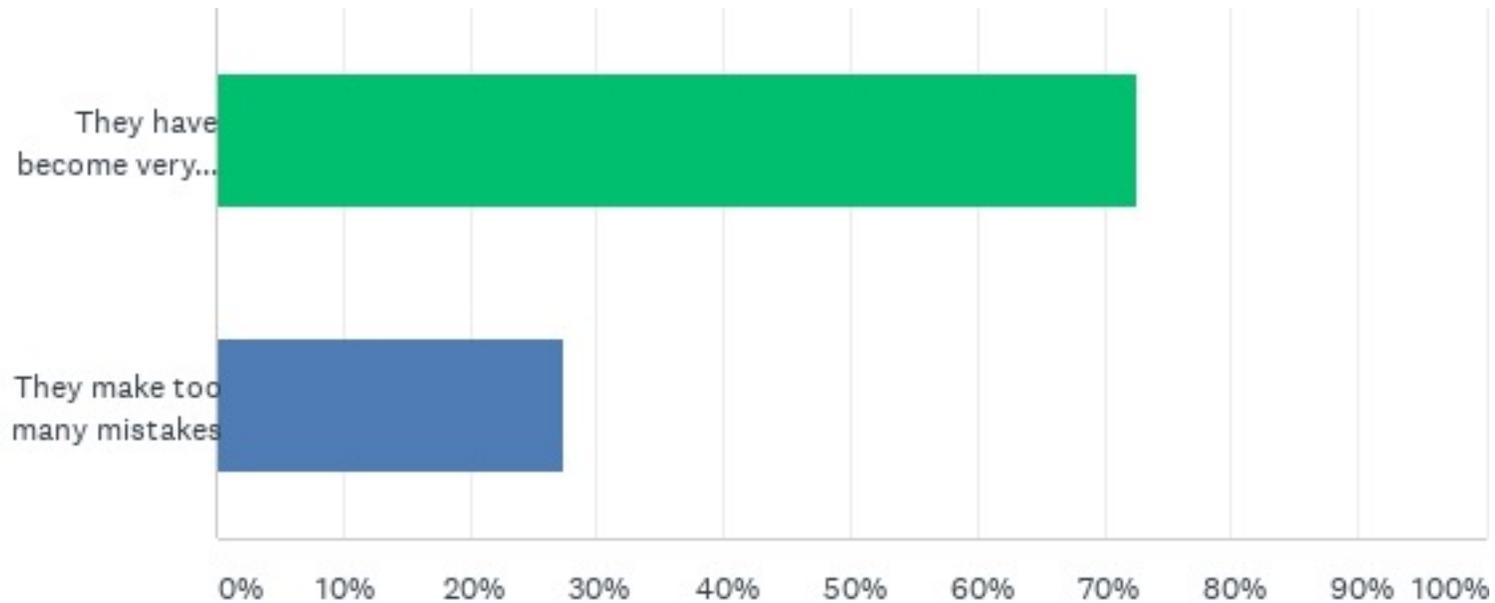
Q15: What do you think about automatic translations?

Answered: 40   Skipped: 164

ANSWER CHOICES	RESPONSES	
They have become very accurate	72.50%	29
They make too many mistakes	27.50%	11
TOTAL		40

re:solution

Q16: What do you feel when you receive emails from a support agent that doesn't write too well in English? Check all options that apply.

Answered: 40   Skipped: 164

re:solution
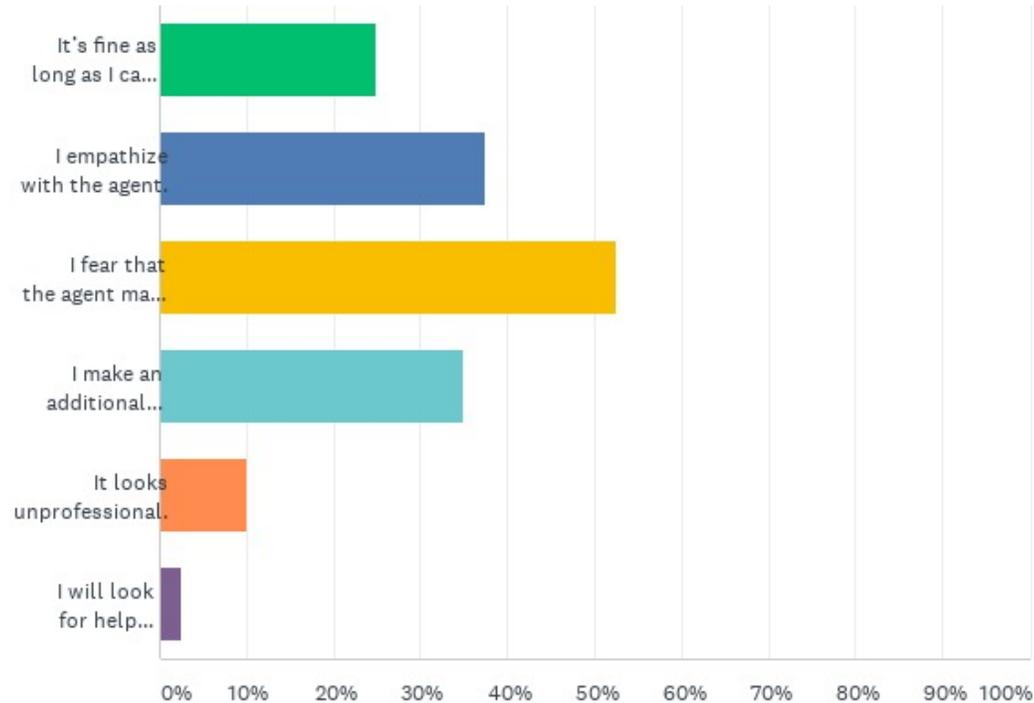
Q16: What do you feel when you receive emails from a support agent that doesn't write too well in English? Check all options that apply.

Answered: 40   Skipped: 164

ANSWER CHOICES	RESPONSES	
It's fine as long as I can understand him/her.	25.00%	10
I empathize with the agent.	37.50%	15
I fear that the agent may not understand what I'm trying to say.	52.50%	21
I make an additional effort to be more communicative.	35.00%	14
It looks unprofessional.	10.00%	4
I will look for help somewhere else.	2.50%	1
Total Respondents: 40		

re:solution

Q17: How often do you use online translations ...?

Answered: 40   Skipped: 164

Legend:
- Never
- Almost never (once a year or so)
- Occasionally (some times per month or every couple of months)
- Every week
- Every day

Categories:
- to understand content in a...
- to help you write in a...

re:solution
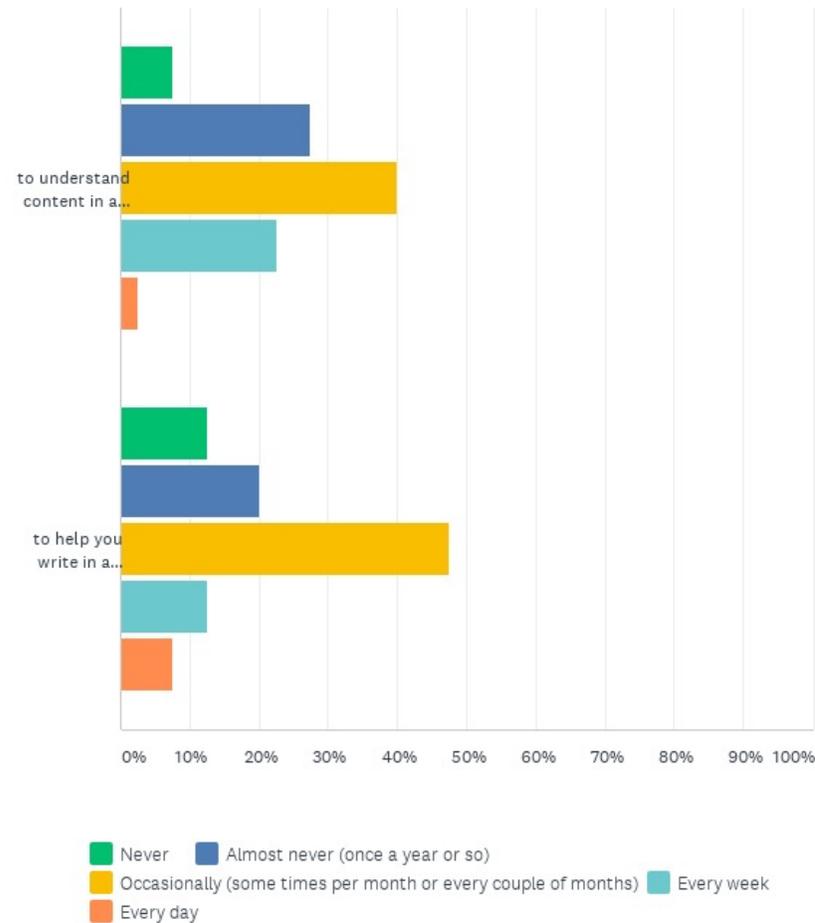
Q17: How often do you use online translations ...?

Answered: 40   Skipped: 164

	NEVER	ALMOST NEVER (ONCE A YEAR OR SO)	OCCASIONALLY (SOME TIMES PER MONTH OR EVERY COUPLE OF MONTHS)	EVERY WEEK	EVERY DAY	TOTAL	WEIGHTED AVERAGE
to understand content in a foreign language	7.50% 3	27.50% 11	40.00% 16	22.50% 9	2.50% 1	40	2.85
to help you write in a foreign language	12.50% 5	20.00% 8	47.50% 19	12.50% 5	7.50% 3	40	2.83

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Q18: How confident are you about communicating with automatic translations?

Answered: 40   Skipped: 164

re:solution
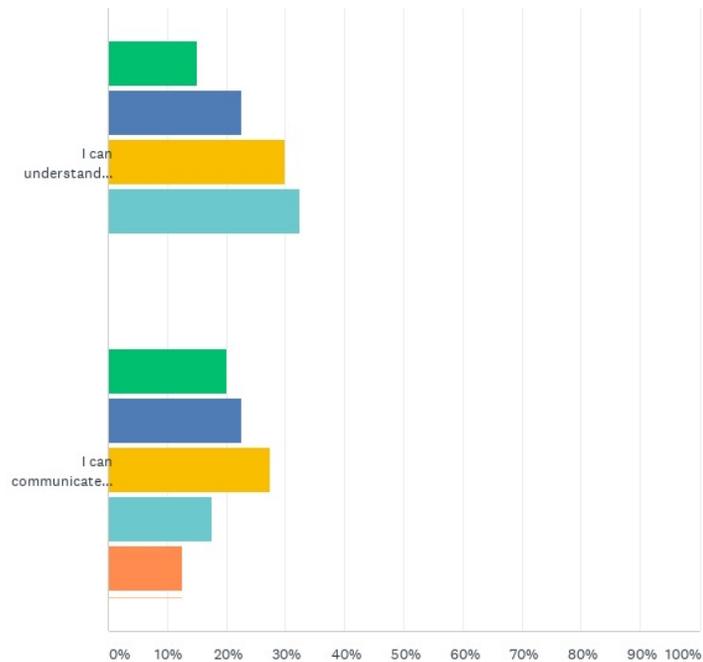
Q18: How confident are you about communicating with automatic translations?

Answered: 40   Skipped: 164

|	NOT CONFIDENT AT ALL	NOT TOO CONFIDENT	INDIFFERENT	SOMEWHAT CONFIDENT	VERY CONFIDENT	TOTAL	WEIGHTED AVERAGE
I can understand information about my job that I otherwise wouldn't be able to use	15.00% 6	22.50% 9	30.00% 12	32.50% 13	0.00% 0	40	2.80
I can communicate better professionally	20.00% 8	22.50% 9	27.50% 11	17.50% 7	12.50% 5	40	2.80
My company can collaborate better across teams and countries	20.00% 8	12.50% 5	37.50% 15	30.00% 12	0.00% 0	40	2.77
We can better support customers in non-English speaking countries	15.00% 6	17.50% 7	27.50% 11	27.50% 11	12.50% 5	40	3.05

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Q19: As a customer, do you agree to the following statements about using automated translations in support?
Check all that apply.

Answered: 40   Skipped: 164

re:solution
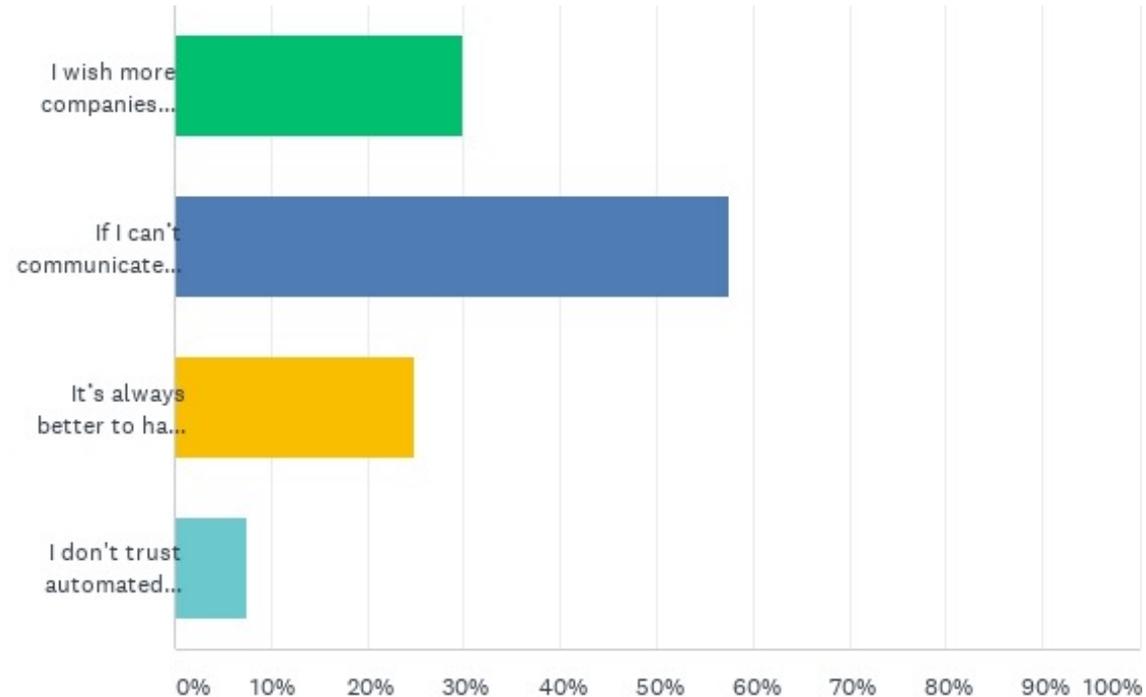
Q19: As a customer, do you agree to the following statements about using automated translations in support?
Check all that apply.

Answered: 40   Skipped: 164

| ANSWER CHOICES	RESPONSES	
I wish more companies relied on automatically translated tickets.	30.00%	12
If I can't communicate with agents who can write in English without the help of automatic translations, I will stop using that channel.	57.50%	23
It's always better to have an automatic translation when the agent doesn't have a very good English.	25.00%	10
I don't trust automated translations in this context.	7.50%	3
Total Respondents: 40		

re:solution

Q20: How old are you?

Answered: 204   Skipped: 0
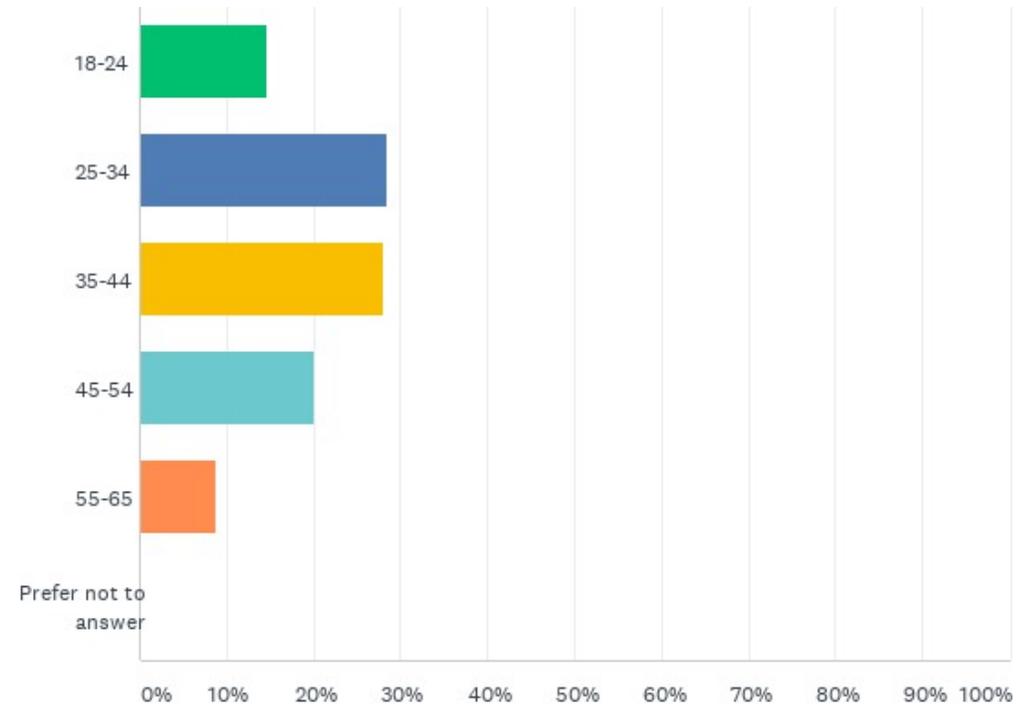
Q20: How old are you?

Answered: 204   Skipped: 0

ANSWER CHOICES	RESPONSES	
18-24	14.71%	30
25-34	28.43%	58
35-44	27.94%	57
45-54	20.10%	41
55-65	8.82%	18
Prefer not to answer	0.00%	0
TOTAL		204

re:solution

Q21: In which of the following industries are you employed?

Answered: 204   Skipped: 0
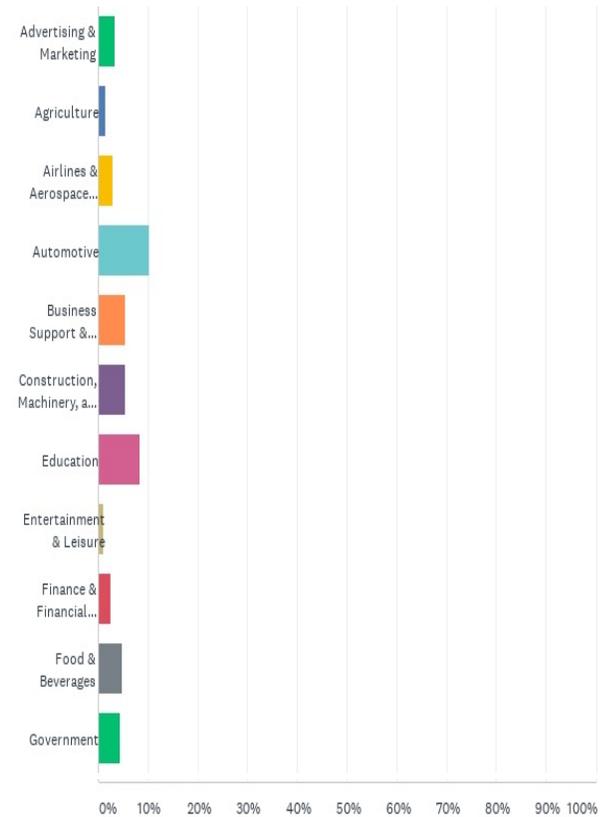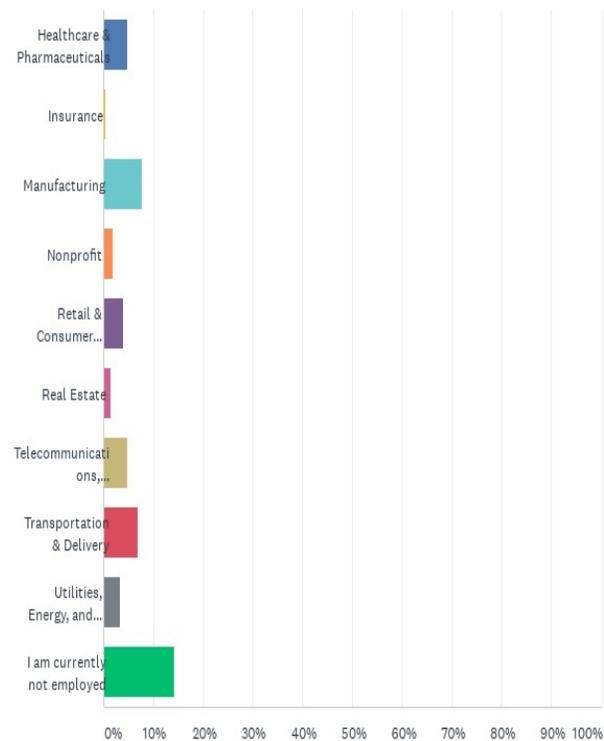
Q21: In which of the following industries are you employed?

Answered: 204   Skipped: 0

ANSWER CHOICES	RESPONSES	
Advertising & Marketing	3.43%	7
Agriculture	1.47%	3
Airlines & Aerospace (including Defense)	2.94%	6
Automotive	10.29%	21
Business Support & Logistics	5.39%	11
Construction, Machinery, and Homes	5.39%	11
Education	8.33%	17
Entertainment & Leisure	0.98%	2
Finance & Financial Services	2.45%	5
Food & Beverages	4.90%	10
Government	4.41%	9
Healthcare & Pharmaceuticals	4.90%	10
Insurance	0.49%	1
Manufacturing	7.84%	16
Nonprofit	1.96%	4
Retail & Consumer Durables	3.92%	8
Real Estate	1.47%	3
Telecommunications, Technology, Internet & Electronics	4.90%	10
Transportation & Delivery	6.86%	14
Utilities, Energy, and Extraction	3.43%	7
I am currently not employed	14.22%	29
TOTAL		204

re:solution

Demographics: Age

Answered: 201   Skipped: 3
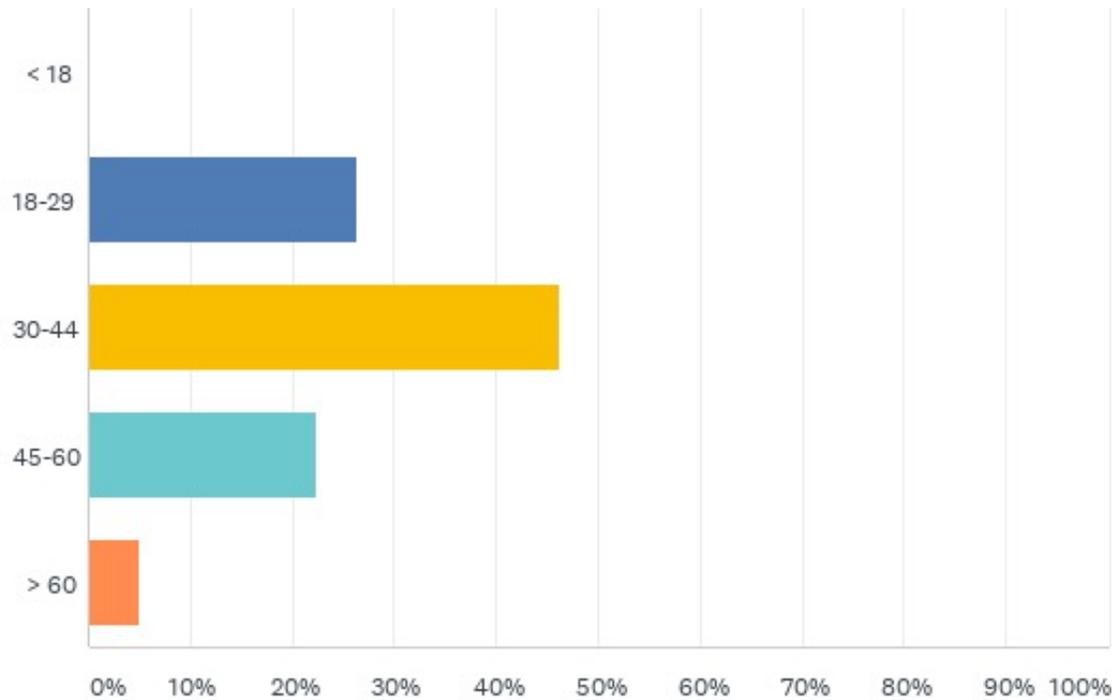
ANSWER CHOICES	RESPONSES	
< 18	0.00%	0
18-29	26.37%	53
30-44	46.27%	93
45-60	22.39%	45
> 60	4.98%	10
TOTAL		201

re:solution

Demographics: Gender

Answered: 201   Skipped: 3
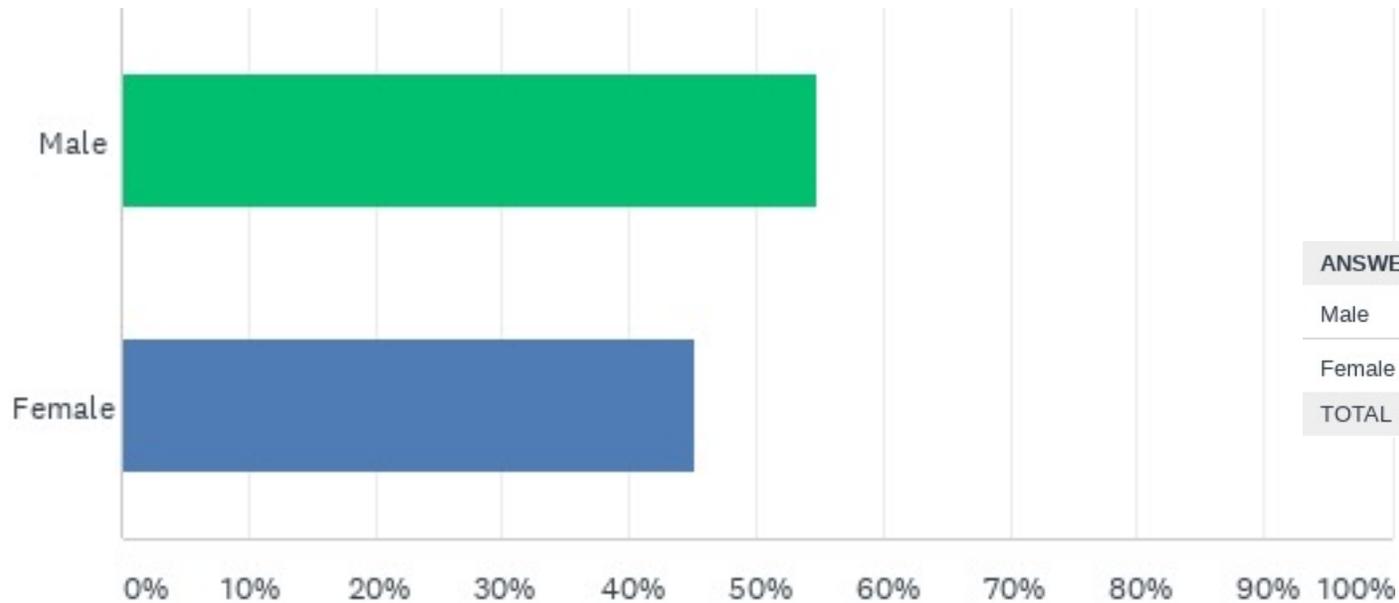
ANSWER CHOICES	RESPONSES	
Male	54.73%	110
Female	45.27%	91
TOTAL		201

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