



Ortsbo Translation Solution for Salesforce

Ortsbo Inc. is a subsidiary of Intertainment which is headquartered in the Toronto, Canada region, with offices in New York, Los Angeles and San Mateo, CA. Ortsbo enables real-time global communication across many languages.

Business Challenge

Ortsbo requirement was to extend its translation capabilities across the salesforce platform for salesforce users to able to translate and view the emails and case details that are received in different languages for effective customer support.

The challenge was to have the Ortsbo button available in the Console feature of the salesforce application wherein users should be able to translate with a click of a button.

Solution

With the defined limitation of salesforce, CEPTES was able to provide a solution wherein it could provide users with a custom button which helps users to translate the case details in the language of their locale and also enabled option to translate the emails that are written in the locale language to the language of the case users.

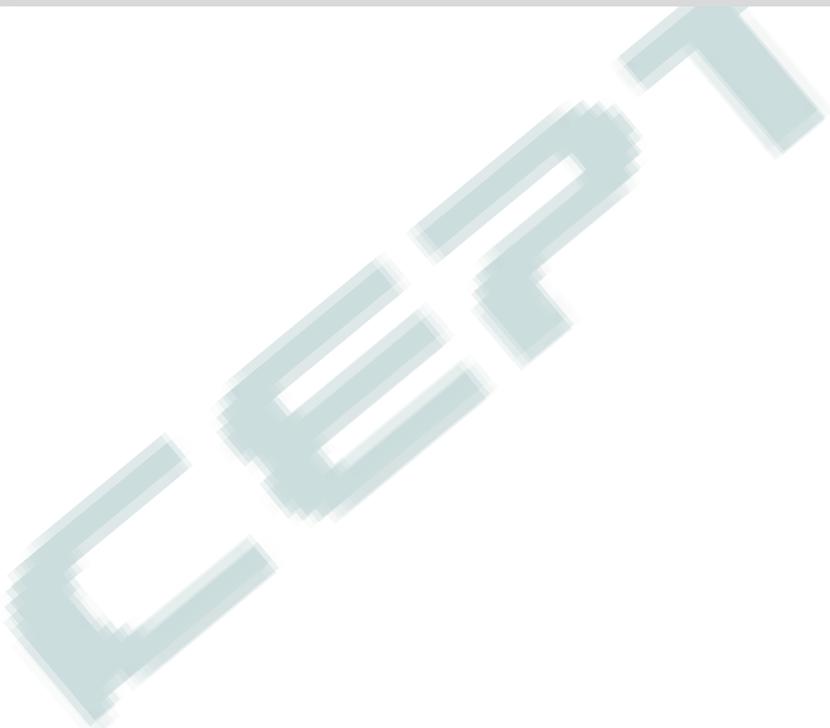
This solution helped the users to provide a better support to its global customers within the salesforce.



About CEPTES

CEPTES established as an IT service provider, recognized globally as Technological Experts. With offices in US and New Zealand spanning for few years, the customer retention rate stands at a whopping rate of 99% for customers from various parts of the globe. Most of our clients enjoy long standing relation with us engaging for subsequent and multiple projects.

We help businesses grow with Salesforce.com products and technology. Starting our journey in the year 2010, we provide top-notch quality services, as a Salesforce partner with a particular focus on Lightning-ready AppExchange development, building enterprise solutions, and third-party integration.



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