My Ticket
SOLUTIONS

Driving Inclusivity and Engagement:
Bridging Language Division with Multilingual Support.

Challenges

A company with 800 employees faced a language barrier within its workforce.

Over half the workforce comprised of blue collar employees. Like the general labour community, they preferred to communicate in their regional languages.

This language difference created a challenge in communication as well as implementing and utilizing technology effectively within the company.

The company recognized the need for a solution that could bridge the linguistic gap between employees and help effectively solve issue redressal for all.
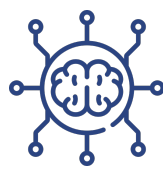
Limited Vocabulary

Non-native Speaker

Active Listening

Conflict Resolution

Technical Knowledge Gap

Collaboration Difficulties

Approach

In order to address these pain points and implement strategies to improve multilingual communication, the company has decided to utilise technology for translation and interpretation.

The company decided to implement MTS (My Ticket Solutions), a ticketing software platform that offered comprehensive multilingual support.

MTS was specifically chosen for its ability to cater to the diverse language preferences of the workforce.

The software incorporated a wide range of regional languages, allowing the blue-collar workforce to create and manage tickets for their queries, issues, or concerns in their preferred languages.

These tickets could be read and responded to by the administrative team in their language of choice, thus effectively removing the language barrier.

Hej · Hello · 안녕하세요 · Hola · Привет · Ciao · Halo · Salve · こんにちは · Salut

Results

LANGUAGE

In the initial stages of implementation, adapting to MTS was a little challenging. It was a new platform to get accustomed to, which, for the blue collared work force was an even more daunting task. However, as the workforce familiarized themselves with MTS, not only were the initial language barriers overcome but also several positive outcomes were observed:

- MTS successfully broke the language barriers.

- Blue-collar employees now had a channel they could communicate via, in their language of choice.

- By providing language support to all, a feeling of inclusivity was fostered in the workplace.

- User-friendly interface made it easy for everyone to communicate their needs.

- All of the above led to a significant increase in productivity and efficiency.