

## Press Release

Munich, February 23, 2021

### A milestone in the ongoing internationalisation: e-bot7 expands AI platform by implementing many additional languages

- Conversational AI platform now available in more than 70 languages.
- High-quality translations are achieved through Neural-Machine-Translation.

Munich, 23 February 2021 - e-bot7, the leading provider of Conversational AI in customer service, has implemented a state-of-the-art translation layer for its AI platform that uses advanced machine learning technologies. High-quality translations can thus be provided on demand: The AI platform can now communicate with customers in 70+ languages as a smart chatbot. This is an important step for Conversational AI and a milestone for the company as it continues to internationalise.

Till Bauer, Tech Lead of the Machine Learning department explains: *"We have expanded our translation layer by adding more languages. We chose Neural-Machine-Translation as our approach because machine translation can already access our existing models."*

*"As an international company, it is enormously important for us to be able to map as many languages as possible in our target markets,"* explains Maximilian Gerer, co-founder and CTO of e-bot7. *"With the help of Neural-Machine-Translation, we were thus able to add the new translation layer to our platform so that we can deliver outstanding linguistic quality to the customer."*

Outside of the English-speaking regions, various providers of smart chatbots in comparison to e-bot7 cannot deliver the linguistic quality that customers perceive as standard in customer service today. For this reason, the platform was expanded to include the translation layer. Previously, the AI platform was already available in nine languages.

The following languages are now available: Afrikaans, Albanian, Amharic, Arabic, Armenian, Azerbaijani, Bengali, Bosnian, Bulgarian, Catalan, Chinese (Simplified), Chinese (Traditional), Croatian, Danish, Dari, Catalan, English, Estonian, Farsi  
e-bot7 GmbH, head office & address: Perusastreet 7, 80333 Munich, district court: Munich. HRB227369,  
VAT: DE307621618, CEO: Fabian Beringer, Xaver Lehmann

We automate Customer-Facing Conversations.  
Simple, Fast, Efficient.



(Persian), Finnish, French, French-Canadian, Georgian, German, Greek, Gujarati, Haitian Creole, Hausa, Hebrew, Hindi, Icelandic, Indonesian, Italian, Japanese, Kazakh, Korean, Latvian, Lithuanian, Malay, Malayalam, Maltese, Macedonian, Mongolian, Norwegian, Pashto, Polish, Portuguese, Romanian, Russian, Serbian, Sinhalese, Slovak, Slovenian, Somali, Spanish, Spanish-Mexican, Swahili, Swedish, Filipino Tagalog, Tamil, Czech, Telugu, Thai, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese and Welsh.

**e-bot7 GmbH:** With the multilingual NLP algorithm, the AI hybrid solution, and low implementation effort, e-bot7 is one of the most innovative AI providers worldwide. The solution from the company, based in Munich, London, Paris, New York and Amsterdam, automates customer service inquiries and processes, analyses incoming messages, and supports customer service employees with suggested answers. This reduces the average processing time by up to 80%. The company works with more than 250+ of the most prestigious international clients and has won over 20 awards. The founding team consisting of Fabian Beringer, Xaver Lehmann and Maximilian Gerer was added to the Forbes "30 Under 30" list and scaled the company to 95+ FTEs within just 4 years.

**Contact:**

Isabella Domke  
PR & Communications Manager  
Phone +49 (89) 954288-063  
E-Mail: [press@e-bot7.com](mailto:press@e-bot7.com)

e-bot7 GmbH  
Perusastreet 7  
80333 Munich  
[e-bot7.com](http://e-bot7.com)