

Different languages. *The same high standard.*

Your passengers choose where to fly, not which support language has the shortest queue. They should not receive fewer options, slower answers or less capable help because of the language they speak. Translation is a start. Equal service is the goal.

The problem / Multi-language Support.

humoniq.ai/problems/multi-language-support

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A closer look.

Multi-language Support

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Read online at humoniq.ai/problems/multi-language-support

More languages.

More than translation.

Air travel is full of distinctions that change the outcome: a reservation versus a ticket, a refund versus a credit, a changed flight versus a missed connection. Fluent wording is not enough if the underlying decision is wrong.

Separate queues divide capacity.

An agent can be available while a passenger waits in another language queue. Adding languages means balancing skills, schedules and demand across an increasingly fragmented team.

Language can limit capability.

The agent who speaks the language may need a colleague to handle the ticket. The specialist who can solve the problem may need someone else to explain it. Every relay adds delay and room for misunderstanding.

Small ambiguities become real mistakes.

A date, airport, name or condition can be misunderstood even when the conversation sounds natural. Precision matters more than a polished translation, especially before a booking is changed.

Translate the answer?

Understand the request.

The opportunity is to combine multilingual conversation with the same airline knowledge, system access and decision standards. A language should change how support communicates, not how much it can accomplish.

Language should change the words, not the service.

Language as a routing constraint

The passenger asks for help.
Find the right language team
before anyone can begin
resolving the request.

Language as part of the conversation

AI can begin in the passenger's language and
establish the actual problem without a language-
based handoff.

The request becomes complex.
Pass the case between a
language speaker and a
ticketing specialist.

Bring shared airline guidance and connected
tools into the conversation, rather than
translating a generic answer.

A detail is uncertain. A
confident translation can hide
an unresolved ambiguity.

Clarify the detail that affects the outcome and
confirm the intended action before making a
consequential change.

The goal is not more translated conversations. It is equally capable support.

Fluency is the beginning.

Resolution is the standard.

AI makes multilingual support practical. Each supported language still needs rigorous evaluation on difficult air travel cases. Natural wording alone does not demonstrate quality.

Test meaning, not just grammar.

Test intent, restrictions and available options, not just fluent wording. Include local date conventions, mixed-language requests and air travel terminology.

Apply the same operating rules.

Keep policies, permissions and approval boundaries consistent. A different language must not mean weaker verification or a less capable service.

Make clarification useful.

Clarify when ambiguity could change the outcome. If specialist help is needed, carry the context forward so the passenger does not have to start again.

The question we ask

Would this passenger get a better outcome if they spoke another language?

[Our view on unnecessary customer effort](#)

[Explore how expertise can be shared](#)

A BETTER WAY FORWARD

Speak their language. *Solve their problem.*

Discuss the languages your passengers use and the requests they need resolved. Start with the outcomes that matter, then evaluate the service against them.

[Explore AeroChat](#)<https://humoniq.ai/solutions/aerochat>