

Multi-language support

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Why languages

split your support.

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.

Where language costs more than words.

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.

Why translation

isn't understanding.

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	Language as part of the conversation
The passenger asks for help. Find the right language team before anyone can begin resolving the request.	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.

Why fluency

is only the start.

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

Three tests for every language.

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](#)

[Lean management](#)

How Humoniq

solves this.

Two principles, end-to-end automation and world-leading CX. AI resolves most requests in the passenger's own language, specialists handle the rest, and nothing is lost in between.

The Humoniq standard.

PRINCIPLE 01

End-to-end automation.

AI carries each request from first message to confirmed resolution, inside the airline's rules and systems. Specialists step in only where judgement is needed.

PRINCIPLE 02

World-leading CX.

Not undetectable. Measurably better than human on everything a passenger notices: speed, accuracy, depth and a shorter path to the outcome.

WHAT THIS MEANS IN PRACTICE

01	Instant response	An answer in seconds, at 3 a.m. or mid-disruption.
02	No queues	Every passenger is served at once. Only escalations ever wait.
03	Parallel work	Searches, checks and bookings run side by side, not one after another.
04	Deep integrations	Real actions in the airline's own systems, within its rules.
05	Faster resolutions	The most direct path to the best outcome, with fewer repeat contacts.

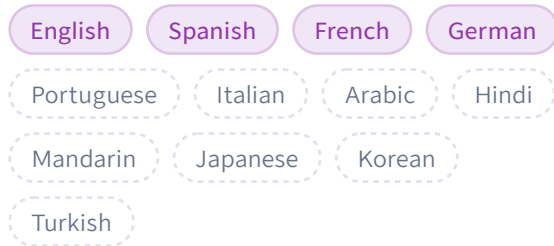
How this delivers multi-language support.

Every passenger in their own language.

LANGUAGES COVERED AT 3 A.M.

Traditional air travel support

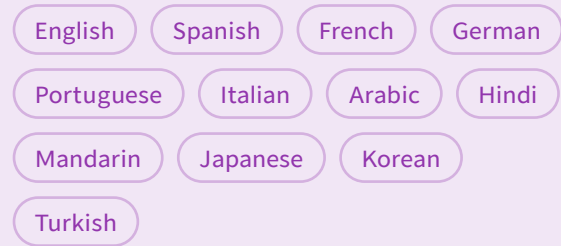
A few, by roster



Coverage depends on who is on shift. Off-hours, most languages mean a callback or a wait.

Humoniq

All of them, always



The same knowledge, rules and systems in every language, in the passenger's own words.

HOW WE GET THERE

Language is part of the conversation

Not a routing constraint. The same resolution, in whichever language the passenger writes.

One knowledge base

Fares, policies and procedures are built in once and apply in every language.

No language queue

Nobody waits for the one agent on shift who happens to speak it.

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/products/aerochat>