

Issue Translation for Jira Service Management

Issue Translation for Jira Service Management eliminates language barriers between customers and Service Desk agents so that they can have fluent conversations in any pair of languages and solve problems faster.

Thanks to the integration with the Google Translate API, you can setup a truly multilingual Jira Service Management without the need to hire multilingual agents for every additional language.

The app detects the initial language in which customers create the ticket and allows to improve ITSM processes:

- Translate customer messages for agents and agent comments for customers
- Store bilingual threads so other agents can jump into the conversation at any time
- Assign issues written in a specific language to agents with the right background. For example, Russian tickets can be automatically assigned to Russian agents
- Use the customer language custom field in JQLs to create queues by language, reports by language, or SLAs by language

Documentation

- [Getting Started \(Cloud\)](#)
- [User Guide](#)
- [Using Automation and Reports with Issue Translation for Jira Service Management](#)
- [Integrations](#)
- [Troubleshooting](#)
- [FAQ](#)
- [Privacy & Data Usage Policy](#)
- [Release Notes](#)
- [User Agreement for Atlassian Cloud Apps](#)
- [End User License Agreement \(EULA\)](#)