



# Unbabel for Zendesk Tickets

Report for multilingual interactions

From February, 1st 2018 To February, 28th 2018.



1955

Total **Translations**



561

Total **Tickets**



26

**Languages**

945

## Human Translations

893

Outbound

52

Improved Inbound

0

Improved Progressive

1010

## Machine Translations

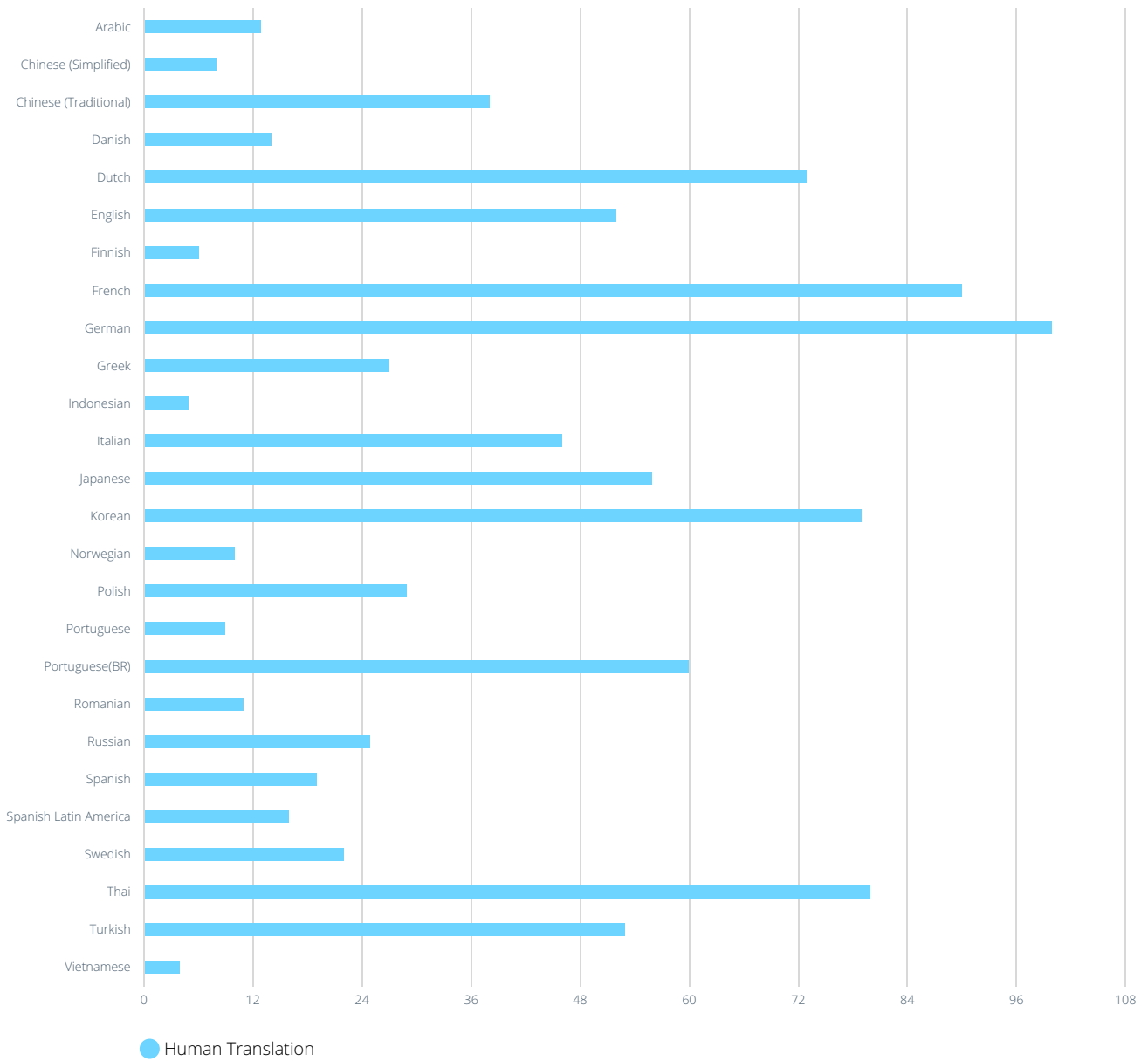
1010

Inbound

0

Progressive

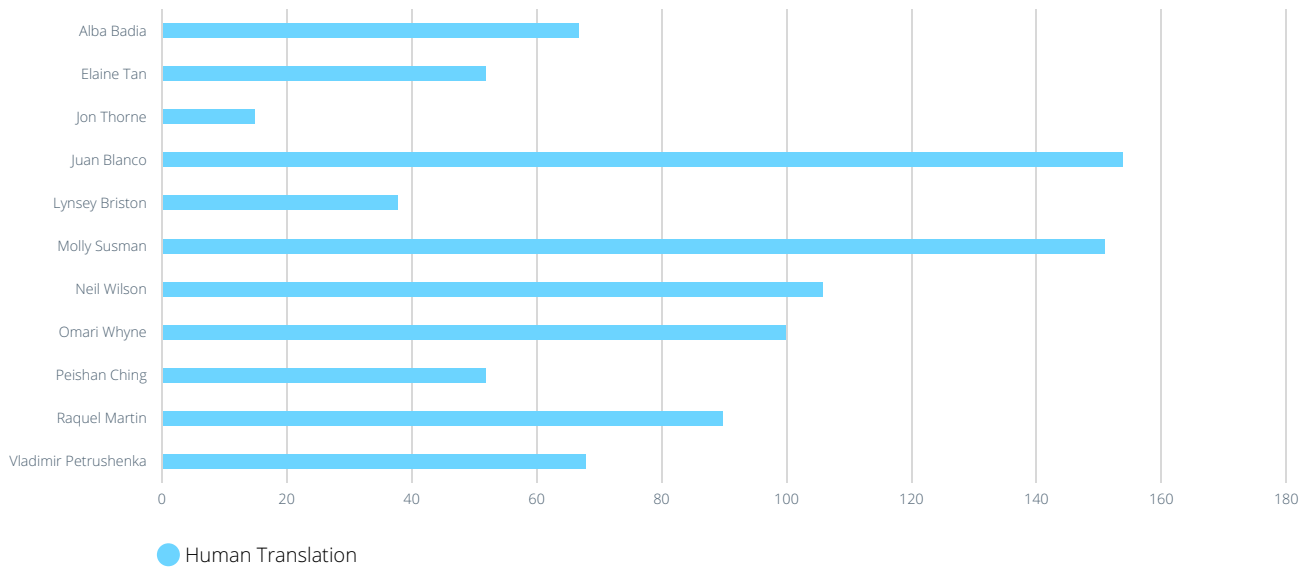
# Breakdown by Languages



	Human translation	Machine Translation
<b>Arabic</b>	13	0
<b>Chinese (Simplified)</b>	8	0
<b>Chinese (Traditional)</b>	38	0
<b>Danish</b>	14	0
<b>Dutch</b>	73	0
<b>English</b>	52	1010
<b>Finnish</b>	6	0
<b>French</b>	90	0
<b>German</b>	100	0
<b>Greek</b>	27	0

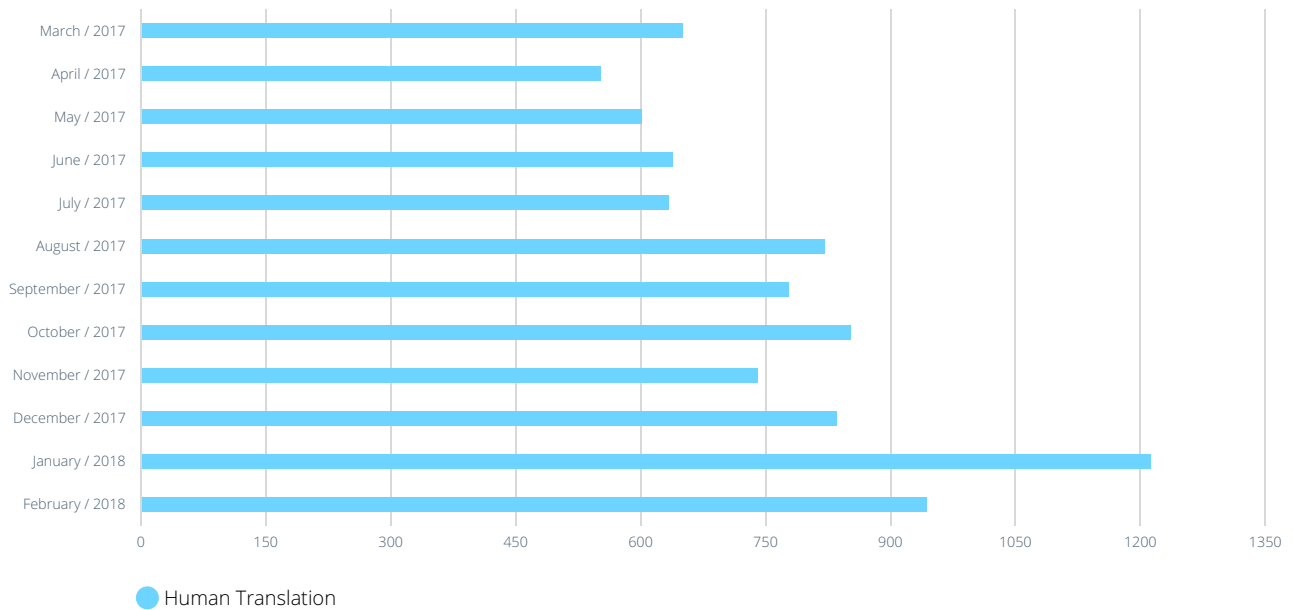
	<b>Human translation</b>	<b>Machine Translation</b>
<b>Indonesian</b>	5	0
<b>Italian</b>	46	0
<b>Japanese</b>	56	0
<b>Korean</b>	79	0
<b>Norwegian</b>	10	0
<b>Polish</b>	29	0
<b>Portuguese</b>	9	0
<b>Portuguese(BR)</b>	60	0
<b>Romanian</b>	11	0
<b>Russian</b>	25	0
<b>Spanish</b>	19	0
<b>Spanish Latin America</b>	16	0
<b>Swedish</b>	22	0
<b>Thai</b>	80	0
<b>Turkish</b>	53	0
<b>Vietnamese</b>	4	0

# Breakdown by Agents



	Human translation	Machine Translation
<b>Alba Badia</b>	67	0
<b>Elaine Tan</b>	52	0
<b>Jon Thorne</b>	15	4
<b>Juan Blanco</b>	154	0
<b>Lynsey Briston</b>	38	0
<b>Molly Susman</b>	151	0
<b>Neil Wilson</b>	106	1
<b>Omari Whyne</b>	100	0
<b>Peishan Ching</b>	52	0
<b>Raquel Martin</b>	90	0
<b>Vladimir Petrushenka</b>	68	0

# Monthly Usage



	Human translation	Machine Translation
<b>March / 2017</b>	651	684
<b>April / 2017</b>	554	597
<b>May / 2017</b>	602	628
<b>June / 2017</b>	639	663
<b>July / 2017</b>	634	709
<b>August / 2017</b>	823	891
<b>September / 2017</b>	780	804
<b>October / 2017</b>	854	954
<b>November / 2017</b>	741	845
<b>December / 2017</b>	836	825
<b>January / 2018</b>	1213	1234
<b>February / 2018</b>	945	1010