

HOW TO TRANSLATE A WEBPAGE

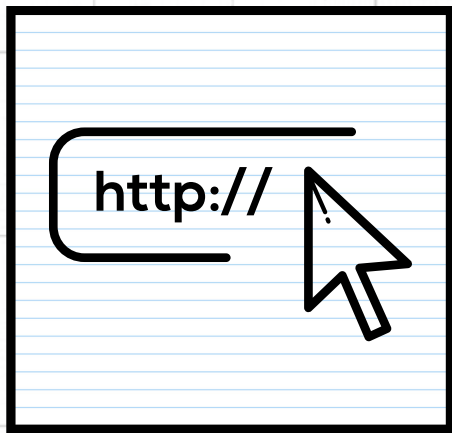
IN CHROME

WHY WOULD I WANT TO DO THAT?

Chats in different languages can be a bit tricky! This super easy guide will show you how to translate a website and grab screenshots in your customer's language, throwing that extra little touch of excellent customer service!



STEP 1



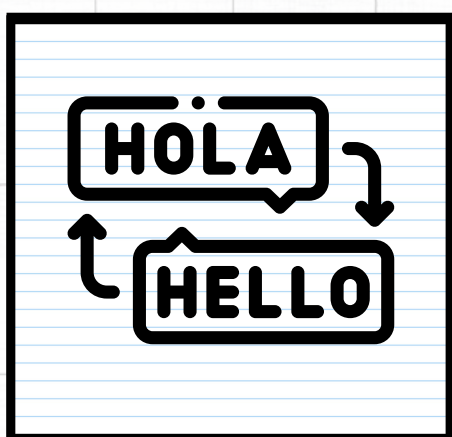
Go to the web page you're translating. This can be any website, but most likely, will be your customer's shipment page, transaction history, tracking, etc

STEP 2

Right-click anywhere on the page and select "Translate to [language]" to translate the page. It may say "Translate to English," but don't worry, you can change the language in the next menu!



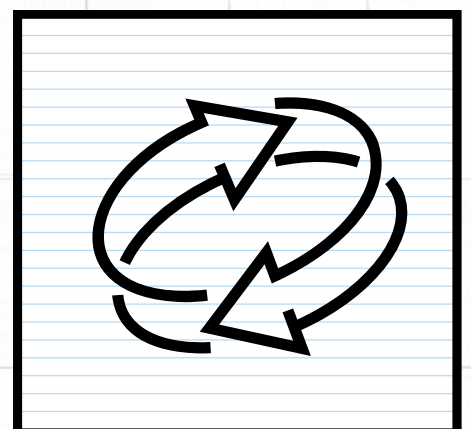
STEP 3



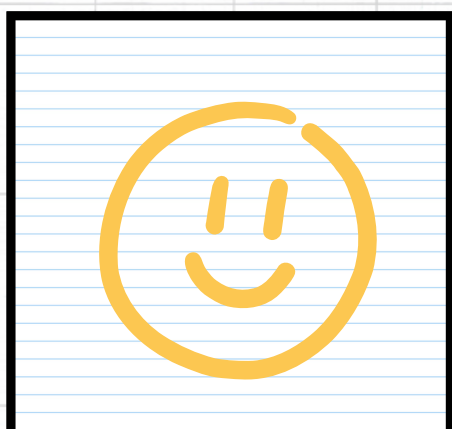
In the top right, you'll see a small box pop-up! To change the language you'd like to translate the website to, click the three dots in the translation bar and select "Choose another language"

STEP 4

After you've finished taking your screenshots, you can just refresh the page or select "English" on the translation bar.



THAT'S IT!



It's an extra step, but it's the little things that can help make a conversation more inclusive and show the customer that you care.