Stella CONNECT

Multi-Language Capabilities

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Stella Connect enables you to capture customer feedback across different languages. While the core of the product is built in U.S. English, we give you the option to trigger feedback requests in multiple languages. In this document we summarize which elements of the product can be translated.

Core Survey Content & Service Recovery

BLANCA PEAK

You recently had a call with:

Paul
New York, NY

Enjoys snowboardi...
watching entire se...

Overall, how...

★ ★
POOR

Powere...

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BLANCA PEAK

Vous avez récemment parlé avec:

Paul

Comment noteriez-vous votre appel téléphonique avec Paul?

★ ★ ★ ★ ★
DÉCEVANT   EXCELLENT

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Rewards

Overall, how would you rate the call?

★ ★ ★ ★ ★
POOR   EXCELLENT

Paul listened, took responsibility and empathized. Then he worked to solve my problem. Great job!

If you think we should recognize and reward Paul for great service, simply select one of the options below:

Coffee   **Lunch**   **Gift Card**

Submit

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Dans l'ensemble, comment évalueriez-vous l'appel?

★ ★ ★ ★ ★
DÉCEVANT   EXCELLENT

Paul a écouté, a pris ses responsabilités et a fait preuve d'empathie. ? Alors il a travaillé pour résoudre mon problème. Bon travail!

Si vous pensez que nous devrions reconnaître et récompenser Paul pour son excellent service, sélectionnez simplement l'une des options ci-dessous:

Café   **Le déjeuner**   **Carte cadeau**

Envoyer

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Areas of Excellence

Overall, how would you rate the call?

★ ★ ★ ★ ★
POOR   EXCELLENT

Paul listened, took responsibility and empathized. Then he worked to solve my problem. Great job!

What did Paul do particularly well?

Efficient | Empathetic
Friendly | Personable
Above and Beyond | Knowledgeable

Submit

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Comment noteriez-vous cette conversation par chat d'une manière générale ?

★ ★ ★ ★ ★
DÉCEVANT   EXCELLENT

Paul a écouté, a pris ses responsabilités et a fait preuve d'empathie. ? Alors il a travaillé pour résoudre mon problème. Bon travail!

Qu'est-ce que Paul a particulièrement bien fait?

Efficace | Emphathique
Amical | Charmant
Au-dessus et au-delà | Bien informé

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Areas of Improvement

Overall, how would you rate the call?

★★☆☆☆

POOR   EXCELLENT

Passed the buck / didn't really take ownership in helping solve the problem.

Sorry to hear about your experience. How can we improve?

Knowledge	Professionalism	Clarity
Effort	Friendliness	Other

Submit

Comment noteriez-vous votre appel téléphonique avec Paul?

★★☆☆☆

DÉCEVANT   EXCELLENT

Passé le cap / n'a pas vraiment pris en charge. Pour aider à résoudre le problème.

Nous sommes désolés que vous ne soyez pas satisfait par cet appel. Comment pourrions-nous améliorer votre expérience ?

Connaissances	Professionnalisme	Clarté
Effort	Sympathie	Autre

Envoyer

Additional Question

BLANCA PEAK

Did we solve your problem?

○ Yes
○ No

Submit

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BLANCA PEAK

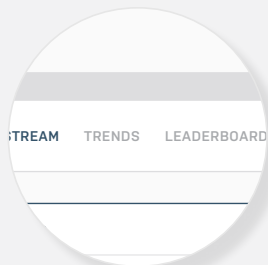Avons-nous résolu votre problème?

○ Oui
○ Non

Envoyer

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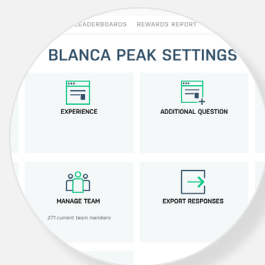Qui sommes-nous? Politique de confidentialité

Areas Not Currently Available for Translation:

The Core Platform

While feedback requests are translated and comments will flow into streams in local language, the core Connect platform is built in U.S. English.
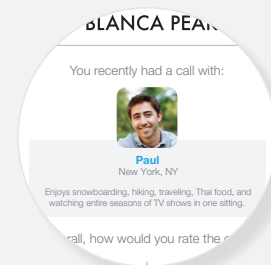
STREAM   TRENDS   LEADERBOARD

BLANCA PEAK SETTINGS

EXPERIENCE   ADDITIONAL QUESTION

MANAGE TEAM   EXPORT RESPONSES
277 current team members

Navigation   **Configuration**

Feedback Request Elements

Elements of feedback requests that cannot currently be translated and are therefore removed when using our multi-language capabilities.

Share on Twitter

Share on Facebook

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BLANCA PEAK

You recently had a call with:

Paul
New York, NY

Enjoys snowboarding, hiking, traveling, Thai food, and watching entire seasons of TV shows in one sitting.

rall, how would you rate the c

Social sharing   **Bio and hometown**

To discuss Stella Connect's multi-language capabilities, get in touch at:
contact@stellaservice.com

Languages currently supported:

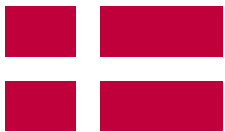|				
ARABIC	BR. PORTUGUESE	BULGARIAN	CHINESE	CZECH
DANISH	DUTCH	U.S. ENGLISH	BRITISH ENGLISH	FINNISH
FRENCH	GERMAN	GREEK	HEBREW	HINDI
HUNGARIAN	ICELANDIC	INDONESIAN	ITALIAN	JAPANESE
KOREAN	NORWEGIAN	POLISH	ROMANIAN	RUSSIAN
SPANISH	SWEDISH	THAI	TURKISH	VIETNAMESE
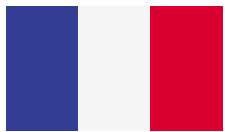
Additional languages can be added on request in around 2-4 weeks.