



Lingualife
LANGUAGE &
CONSULTING SERVICES

Services
for Communication

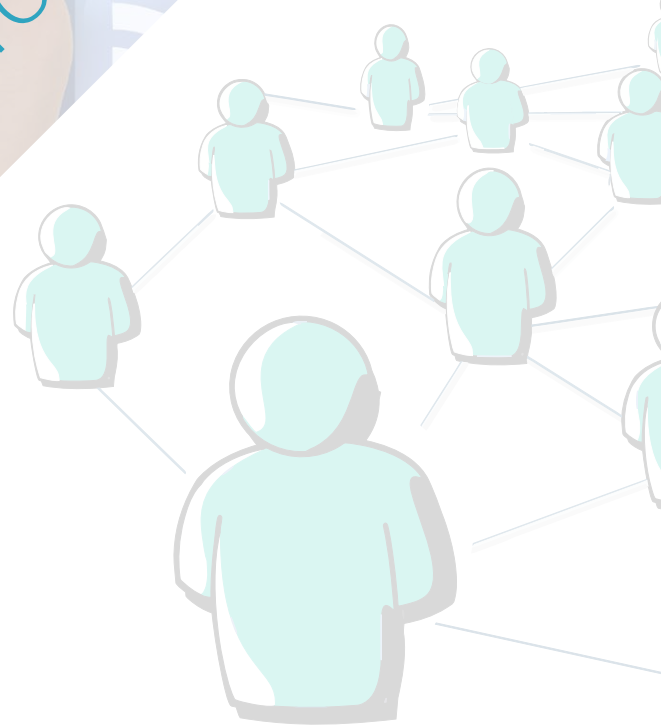
Communication Services

MULTILINGUALISM ON ALL CHANNELS

We ensure your multilingual social media presence through engaging translations and professional community management.

We work on digital platforms and offer creative and effective language solutions for your social media channels and wherever you may need language support. Our language-specific community managers, for example, are ready to

take on social media management and practice professional community management. In doing so, they promote direct dialogues with the respective target groups - always on an equal footing and in the target language of the users.

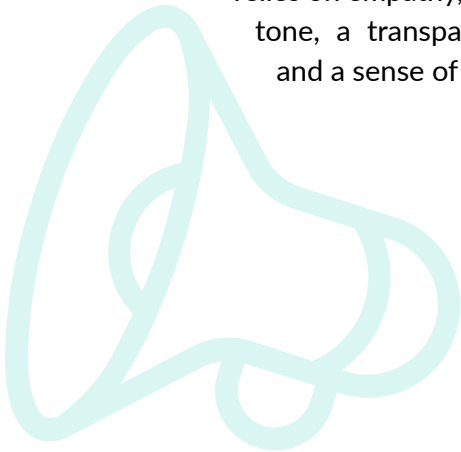


REAL-TIME COMMUNITY MANAGEMENT

We practice proactive community management and participate in public discussions on behalf of your brand. Always in the language of your target groups and your target markets.

Real-time community management enables us to respond quickly to current events. The discussions are of great interest to the users, whilst also being highly relevant, as well as generating a high level of attention – this way we make the most of the opportunity by including your brand in the discussions. The

Lingualife Community Management Team relies on empathy, spontaneity, the right tone, a transparent brand reference and a sense of users' concerns.



Messenger Marketing

Lingualife also provides support on major messenger platforms, such as Facebook Messenger and WhatsApp.



If you want to rely on human interactions in addition to chatbots, our Lingualife communication experts are available 24/7. Through modern cloud technologies, we maintain an overview of the different customer groups and corresponding product-specific questions and answer the questions of your users in a timely manner and according to the respective brand message.



OUR 5 SERVICE PROMISES FOR SUCCESSFUL COMMUNITY MANAGEMENT ARE:

1

MONITORING

We always know when intervention is required, to settle disputes and to moderate discussions.

FAST RESPONSE TIMES

We are always there for users, so they never have to wait more than two hours for an answer.

2

3

UNIFORM FORMULATIONS & POSITIONS

Our community management represents your company in the online community whilst utilising your corporate wording. The respective language and positioning correspond to your company's image – this conveys authenticity and creates trust.

INTERACTION WITH THE COMMUNITY

The **community management** offered by Lingualife not only addresses questions and problems, but also actively engages in dialogue with the community. Through target-group-relevant surveys, polls, and questions, we encourage followers to interact and positively influence the growth of the community.

4

5

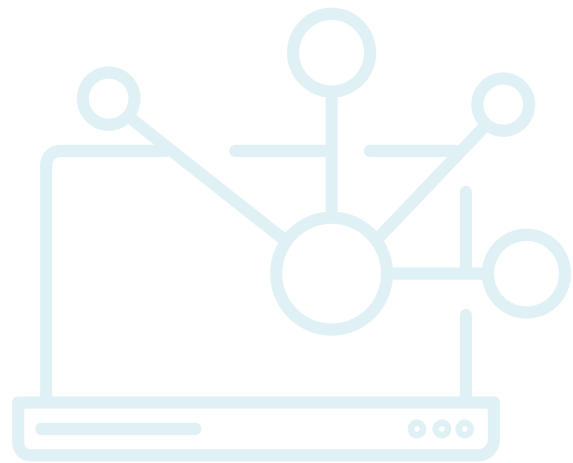
OPENNESS AND UNDERSTANDING

Listening is perhaps the **most important task in community management** because we all want to feel like we are being taken seriously. By offering concrete help in case of concerns or criticism, we encourage a feeling within the community of being understood. We ensure that repeated criticism or wishes ultimately end up with the responsible colleagues, whilst also effecting change.

LANGUAGE SUPPORT

for online and live meetings,
events, or calls

We support you in meetings, at events or during important calls through language mediation and language support and thus offer language solutions for important meetings with your customers.



Our language-specific language support officers facilitate small talk & ice-breaking tasks, ensure a pleasant family atmosphere with the customer and help with linguistic and intercultural difficulties. Our language attendants are available both virtually and live on site.



Lingualife GbR

Wilmerdorfer Str. 122-123
10627 Berlin, Germany
info@lingualife.de