ONSIGHT TRANSLATOR (NLP)

User Guide

LIBRESTREAM

Librestream
Onsight Translator (NLP) Guide
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Name of Librestream Software Onsight Connect

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INTRODUCTION

This guide describes how to enable the Onsight Translator, which uses Natural Language Processing (NLP) Artificial Intelligence (AI) services. When a user logs into Onsight Connect with the Onsight Translator enabled, they see real-time translated captions in the Viewer during a call or during the playback of recordings.

The Onsight Translation services are managed by your Onsight Platform Manager (OPM) administrator through the AI settings in your domain. Your administrator can enable the Onsight Translator for groups or individual Onsight Connect users through client policy. Librestream can work with you to develop a trained NLP model that includes terminology specific to your use case and company.

NOTE: *NLP must be enabled on your domain by Librestream before it can be selected.*
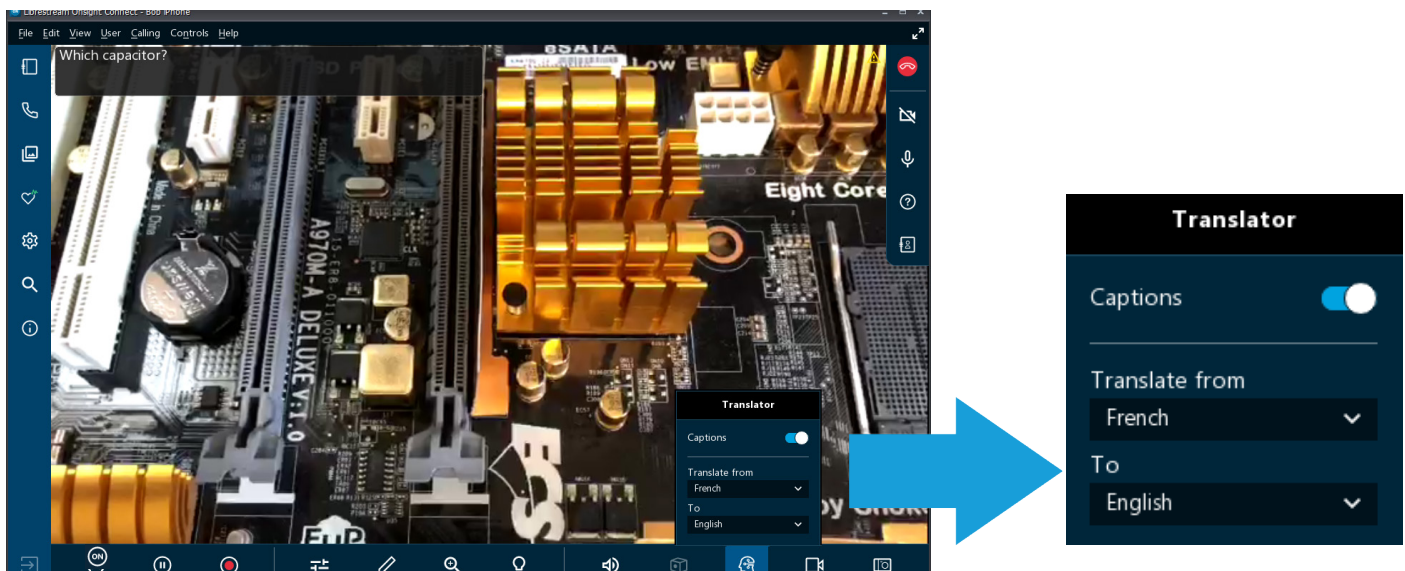
ONSIGHT TRANSLATOR

Onsight Translator performs real-time speech-to-text translations and displays them as captions in the Viewer.

Enabling Onsight Translator

Click the **Translator** icon within the bottom toolbar to access Onsight Translator functions:

- Enable **Captions** On/Off.
- **Translate from** (Source Language) **To** (Your Language) E.g., **Translate from**: **French** To: **English**.

Once the translator is enabled, captions will display within the Viewer as remote participants are speaking. Captions are not saved as part of any call recordings, however the translator can be enabled during playback of recordings which will display translations based on the voice audio.

Multi-party Calls

When in a multi-party call, each participant can *translate* one language at a time. For example, you may have a participant speaking English, while each individual participant can choose a different language transcribed on their own screen.

BEST PRACTICES

The following tips will ensure you have the best experience with Onsight Translator.

1. When speaking:
- Speak slowly and clearly.
- Masks may muffle your voice. If allowed, do not wear a mask when speaking.
- Wear a headset in noisy environments.

2. Captioning - Be patient.
- Translated captioning is displayed slightly behind the spoken word.
- In Low Bandwidth environments translated captions may experience longer delays.
- NLP model training may be required to translate captions for industry specific terminology.
  - Document the words/phrases that did not translate well and submit them to Librestream for further model training.

NOTE: If the Onsight Connect Microphone is muted, Onsight Translator will not function.

SUPPORTED LANGUAGES

1. Afrikaans	11. Danish	21. Hebrew	31. Romanian
2. Arabic Egypt	12. Dutch	22. Hindi	32. Russian
3. Arabic Iraq	13. English	23. Hungarian	33. Slovak
4. Armenian*	14. Filipino (Tagalog)	24. Italian	34. Slovenian
5. Bulgarian	15. Finnish	25. Japanese	35. Spanish
6. Catalan	16. French	26. Korean	36. Swedish
7. Chinese (Cantonese)	17. French (Canada)	27. Norwegian	37. Turkish
8. Chinese (Mandarin)	18. Georgian*	28. Polish	38. Thai
9. Croatian	19. German	29. Portuguese	39. Ukraine
10. Czech	20. Greek	30. Portuguese (Brazil)	40. Vietnamese

* Text to Speech is not supported by Azure NLP Services.

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