



ONSIGHT TRANSLATOR (NLP)

User 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.

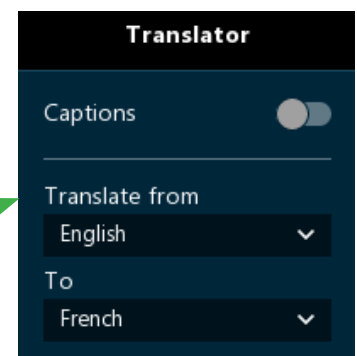
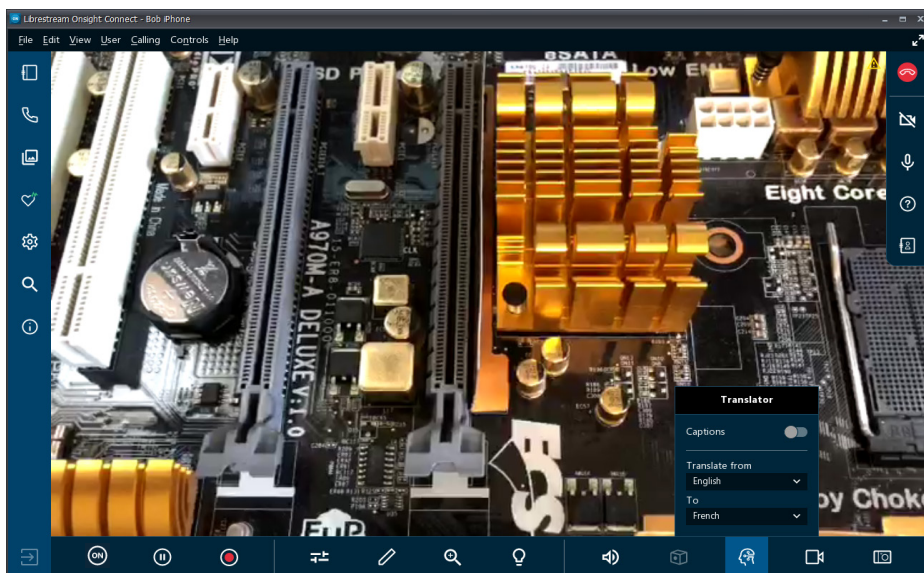
Enabling Onsight Translator



To enable the Translator, press the AI button to view the Translator menu:

- Turn Captions On/Off.
- Select the languages for translation. E.g. Translate from: English To: Japanese.

Once the translator is enabled, captions will be shown in 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 are tips to 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.

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CONTACT SUPPORT

For support please contact support@librestream.com or call **1.800.849.5507** or **+1.204.487.0612**.

