



Impact of a web based multilingual portal for helpdesk applications

IMPACT is a trial project in the framework of the European “User-friendly Information Society” programme. In this regard, CAS Software is cooperating with Language Technology Centre (London), the translation and language technology specialist, as well as Infoworld Srl (Milan), the genesisWorld sales partner for Italy, and the systems house New Emphasis (Greece).

IMPACT links a helpdesk based on genesisWorld via the Internet to machine translation software developed by LTC using Systran MT¹. In this way, a customer can report a problem via the web, entering the information in English. The trouble ticket is automatically translated into German before it is viewed by the helpdesk operative. After processing, the helpdesk agent’s solution, which is in German, is automatically translated back into English in the same way and is

then available for the customer in a protected area of the web pages. The customer can also find information there on the current status of the problem he reported. The customer additionally has access to a multilingual knowledge database (FAQ) here.

On the basis of its genesisWorld solution, CAS Software operates a helpdesk for processing problems reported by the international partners for genesisWorld solutions. Via the web, the partners can initially search for existing solutions and report problems if required. These are processed directly in the CAS in-house genesisWorld system in accordance with a structured workflow.

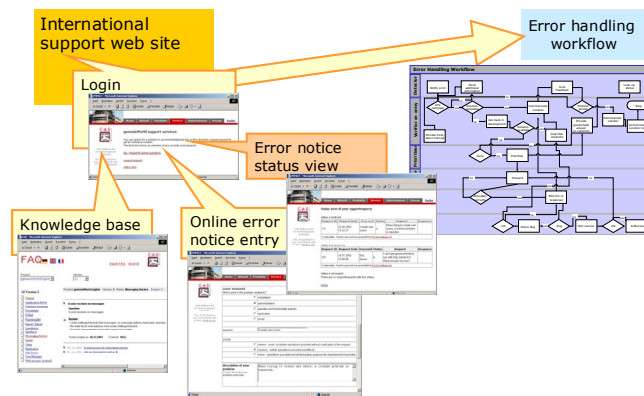
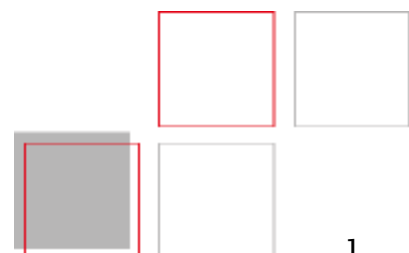
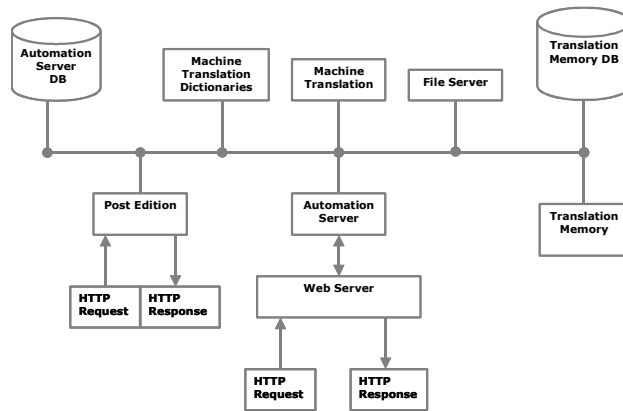


Diagram of the multilingual helpdesk

¹ SYSTRAN's Machine Translation (MT) technology integrates multilingual functionalities in information processing and exchanges for applications such as CRM. See also www.systransoft.com/.





Architecture of automated translation environment

In IMPACT, genesisWorld exchanges the content of problem reports with the LTC system for automatic translation, using an interface based on Internet protocols (http, XML). The LTC system processes the language entry and compares it against existing translations.

The tools used guarantee a language processing quality that makes everything easily understandable for the user and ensures efficient communication. They are also considerably different in terms of architecture

and complexity from the consumer web based translations services, the results of which are often unsuitable for professional users.

For users who require a perfect, publishable translation quality rather than just intelligibility, the system can be temporarily or permanently set so that the output, which is already understandable, can be revised by professional, human translators. If completed solutions are to be stored permanently in the solution database, they are translated from German into English by the LTC software and manually revised, in order to be available in both languages. For further information on the project, see www.cas.de/impact. We would be happy to demonstrate the prototypes of the project by appointment.

IMPACT short facts

- ▶ IST-2000-30110, Trial funded by the European Commission in the 5th Framework Programme in the slot for Human Language Technologies
- ▶ Duration 18 Months, from Dec 2001 to May 2003
- ▶ Contact:

For the web based helpdesk:

CAS Software AG
<http://www.cas.de/>
<mailto:christian.ried@cas.de>

For the machine translation components:

The Language Technology Centre
<http://www.langtech.co.uk/>
<mailto:rinsche@langtech.co.uk>

