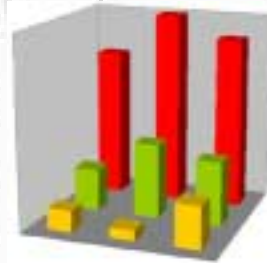




IMPACT

Impact of a web based multilingual portal for helpdesk applications



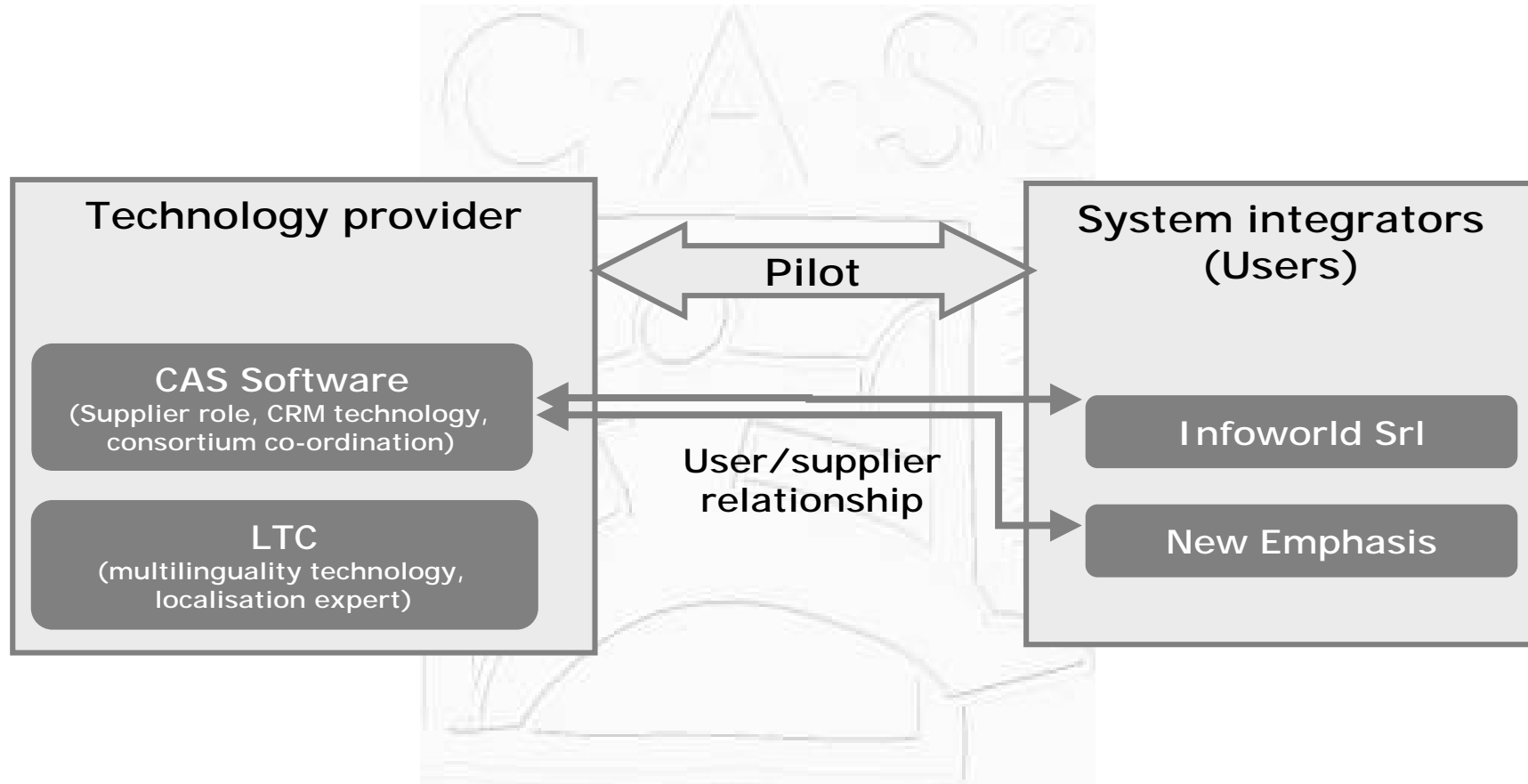
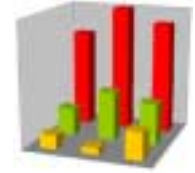
Dissemination Slides

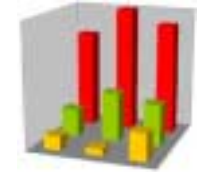


IMPACT Short Facts

- ▷ **Funded by the European Commission in the 5th Framework Programme**
 - ▷ IST-2000-30110
 - ▷ Human Language Technologies (see also URL)
- ▷ **Duration**
 - ▷ 18 Months, from Dec 2001 to May 2003
- ▷ **Estimated budget**
 - ▷ Total costs: 982.292 €
 - ▷ Requested funding: 524.971 €
- ▷ **Project Co-ordinator**
 - ▷ CAS Software AG, Germany
- ▷ **Project Type**
 - ▷ Trial

IMPACT Consortium

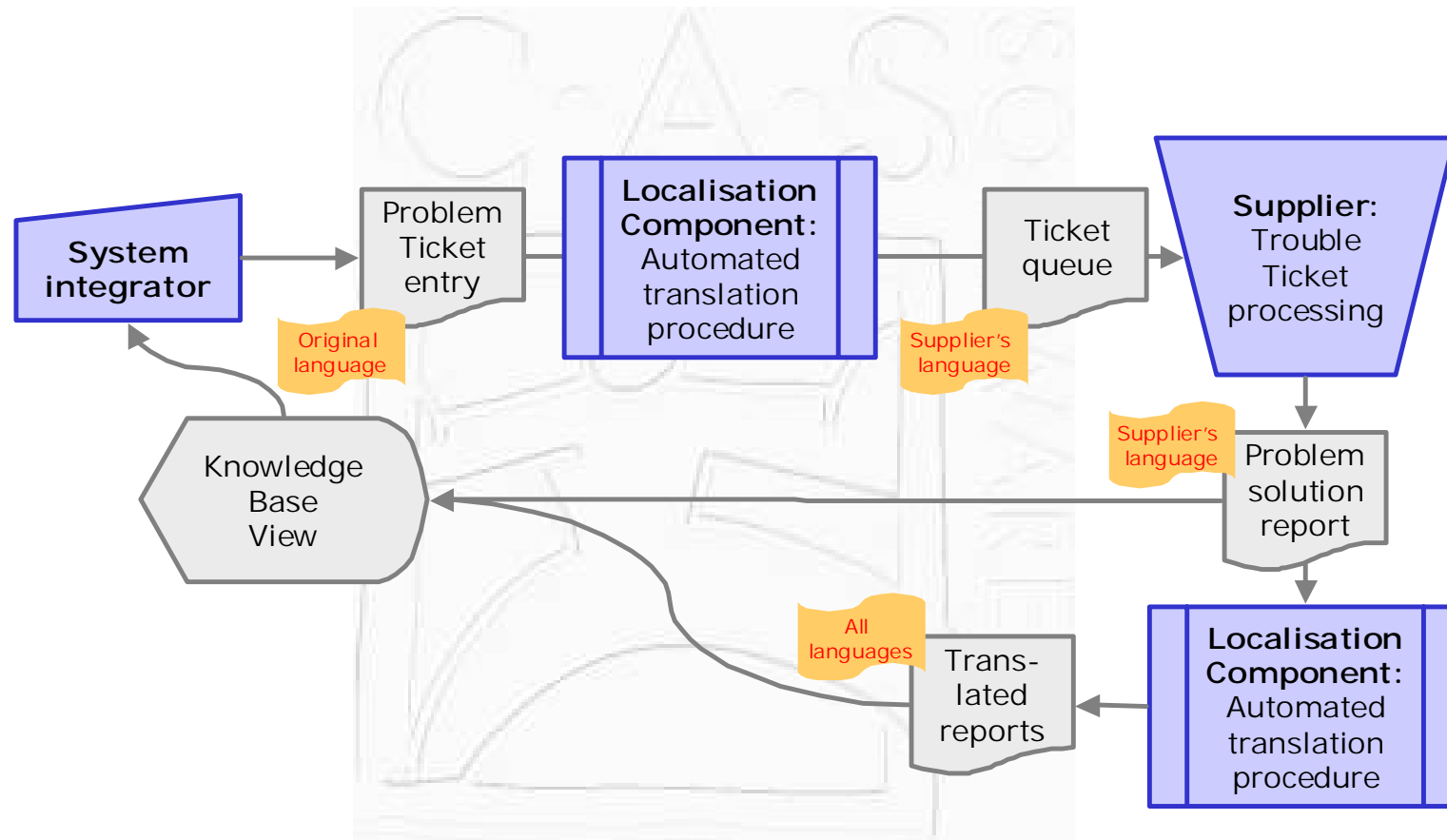
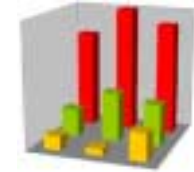


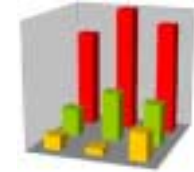


IMPACT Project Objectives

- ▷ **Multilingual version** of web based helpdesk application as “**support portal**”
 - ▷ Structured trouble ticket management workflow
 - ▶ Web interface integrated with CRM groupware environment
 - ▶ Knowledge base for solution browsing
 - ▷ Machine translation components
 - ▶ Exchange of content to be translated via Internet (http, XML)
 - ▶ Automatic translation combined with human revision workflow
- ▷ **Process Enhancement** using the solution
 - ▷ Relation between software supplier and system integrators
- ▷ **Evaluate and validate the impact** of the solution
- ▷ **Measure, evaluate and disseminate** the lessons learnt

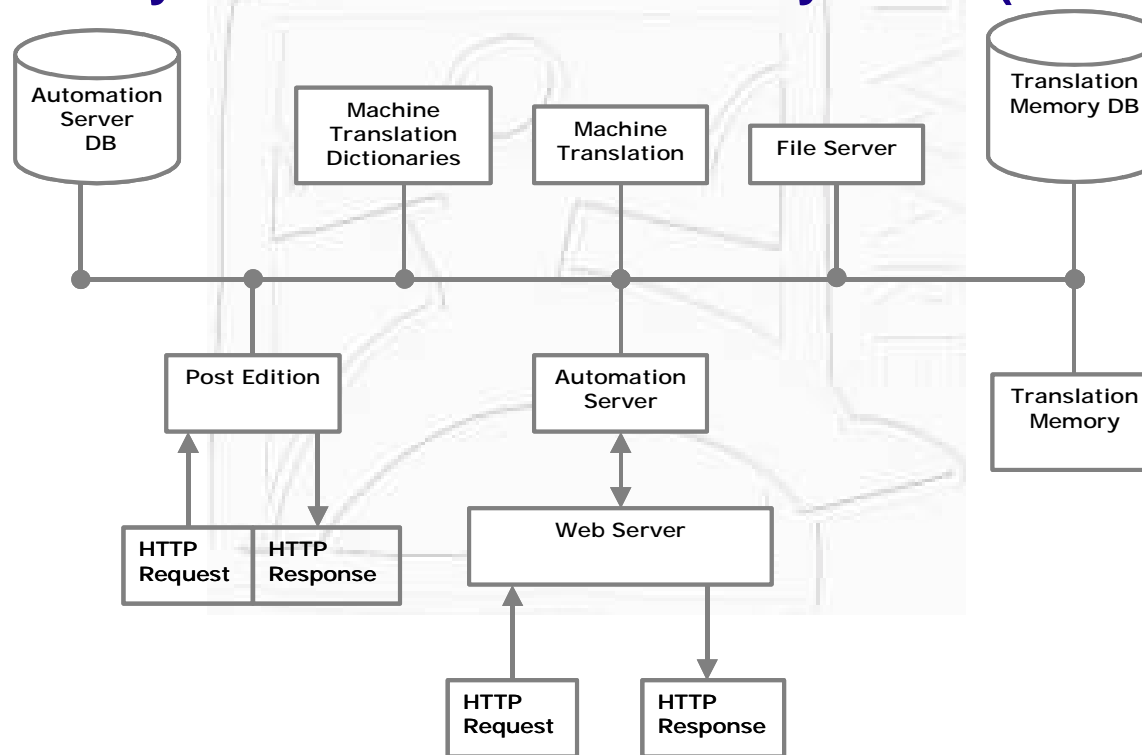
Planned Translation Workflow

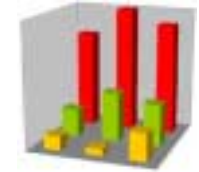




Planned Translation Architecture

- ▷ Flexible workflow system
- ▷ Scalable and reliable architecture with load balancing capability
- ▷ Easy XML interface
- ▷ Translation system accessible from anywhere (web interface)





Planned Results

- ▷ **Running machine translation architecture**
- ▷ **Running multilingual support web**
- ▷ **Interoperable integration framework** for machine translation components
- ▷ **Technology experience** with integrated translation components
- ▷ **User experience** from working with the system
- ▷ **Process experience** from working in a multilingual environment



Project Contacts

- ▷ **For the web based helpdesk and underlying CRM:**
 - ▷ 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>

- ▷ **For the project live demonstrator website**
 - ▷ <http://impact.cas.de:500/>