

Intelligent Translation System

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Deutsch

Italiano

Tiếng Việt

한국어

Español

日本語

中文

Türkçe

dansk

svenska

français

suomi



The Challenge: Language Barriers

Many frontline staff face daily challenges communicating with diverse language speakers. Less common languages (e.g., Mongolian, Nepali, Urdu) pose a particular challenge.

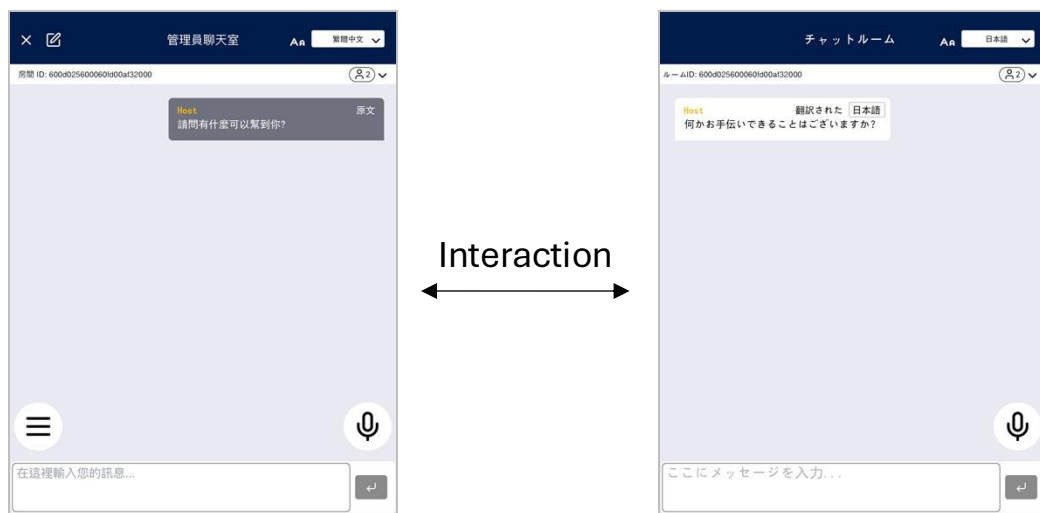
Lack of direct multilingual support leads to:

- Delays in service
- Increased frustration for both staff and public
- Potential for misunderstandings and errors



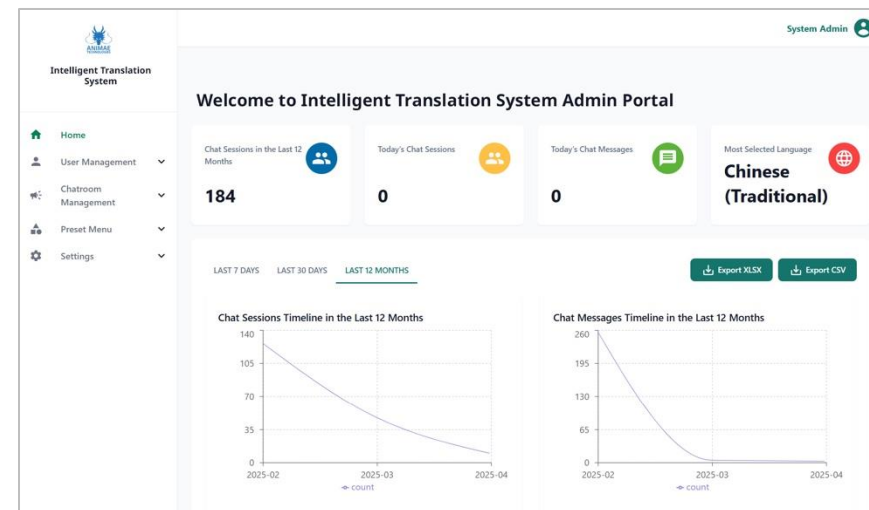
Introducing Intelligent Translation System

A versatile application designed to facilitate real-time, multilingual communication between frontline staff and guests.



Chat Room App provides the following key functionalities:

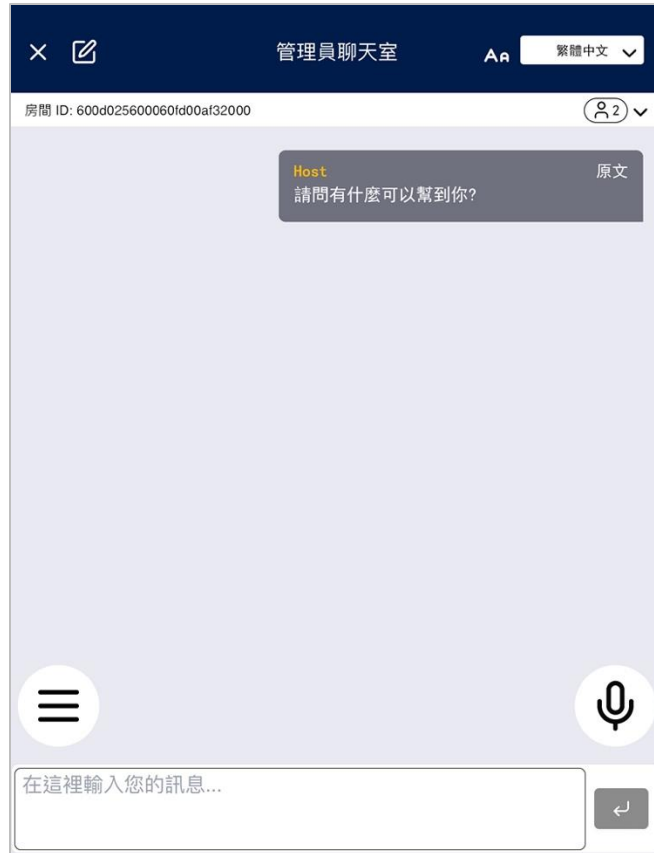
- Dual interface with distinct functionalities tailored for frontline staff and guests
- Real-time speech-to-text translation
- Display of chat messages tailored to the user's preferred language
- Display of preset phrases in the user's preferred language



Admin Portal provides the following key functionalities:

- User management, including roles and permissions
- Chat Room App's common settings
- Brand elements customisation
- Chat history management
- Dashboard

Speech-to-Text Translation



Frontline staff's Interface

To initiate a conversation:

The frontline staff uses voice input, makes any necessary corrections to the transcribed text, and then submits the message.



The guest will then receive a translation displayed in their preferred language.

To respond:

The frontline staff will then receive a translation displayed in their preferred language.

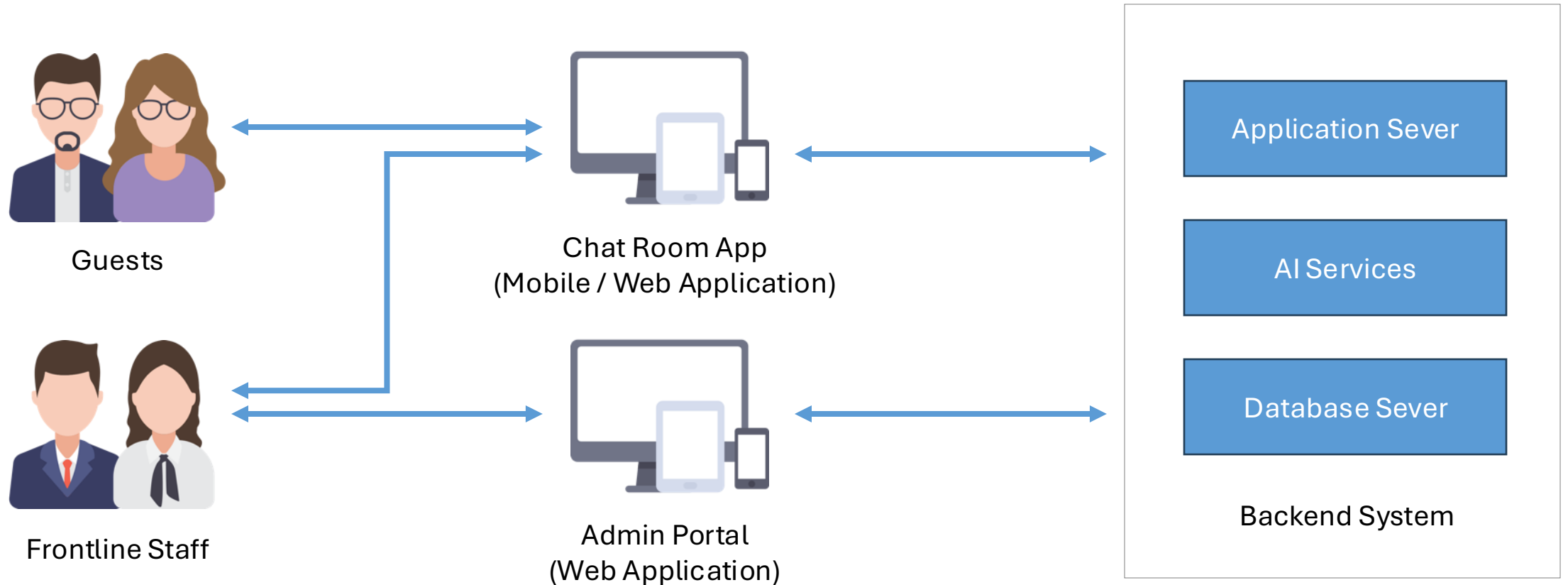


The guest can respond using voice input, makes any necessary corrections to the transcribed text, and then submits the message.



Guest's Interface

System Architecture



Features

Real-time Transcription & Translation

Leverages Large Language Models for immediate, contextually accurate conversion of spoken language.

Contextual Accuracy

Intelligently understands meaning and intent for more relevant translations.

Human-Like Fluency

Generates natural-sounding translations for smoother communication.

Broader Language Inclusion

Comprehensively supports a wider range of languages, including less common ones (e.g., Mongolian, Nepali, Urdu).

Staff Efficiency with Pre-set Dialogue

Provides a multilingual pre-set menu of common questions and responses for quick and accurate staff-guest interactions.

Flexible LLM Integration

Enables swapping of Large Language Models for optimal translation quality and performance.

Customization Services

Offers tailored development of the entire system and user interfaces to align with specific staff workflows and business needs.

Integration with Existing Systems

Allows connection with existing law enforcement systems to enable efficient workflows and data synchronization.

Universal Device Compatibility

Features a responsive design for seamless use on staff tablets or handhelds.

Flexible Deployment

Ready for both secure on-premise and scalable cloud environments.

Example Use Cases



Public Enquiry



Healthcare



Emergency Services



Tourism