

# 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



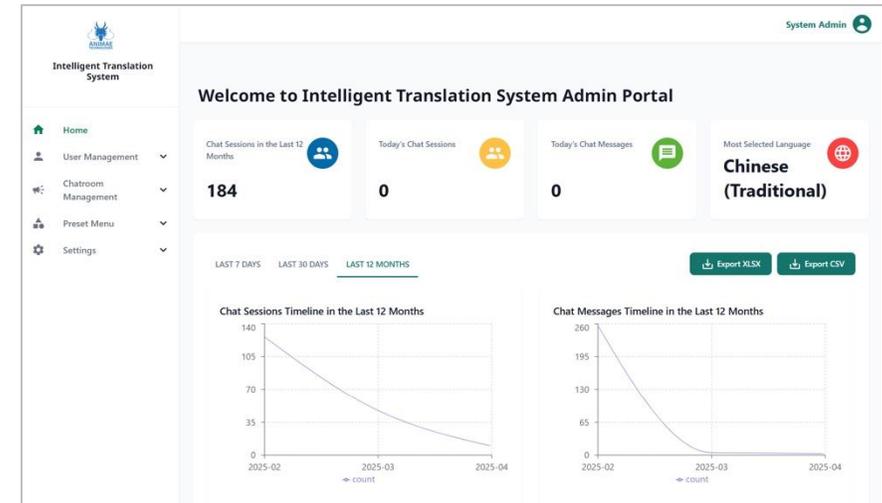
# Introducing Intelligent Translation System

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



**Chat Room App** provides the following key functionalities:

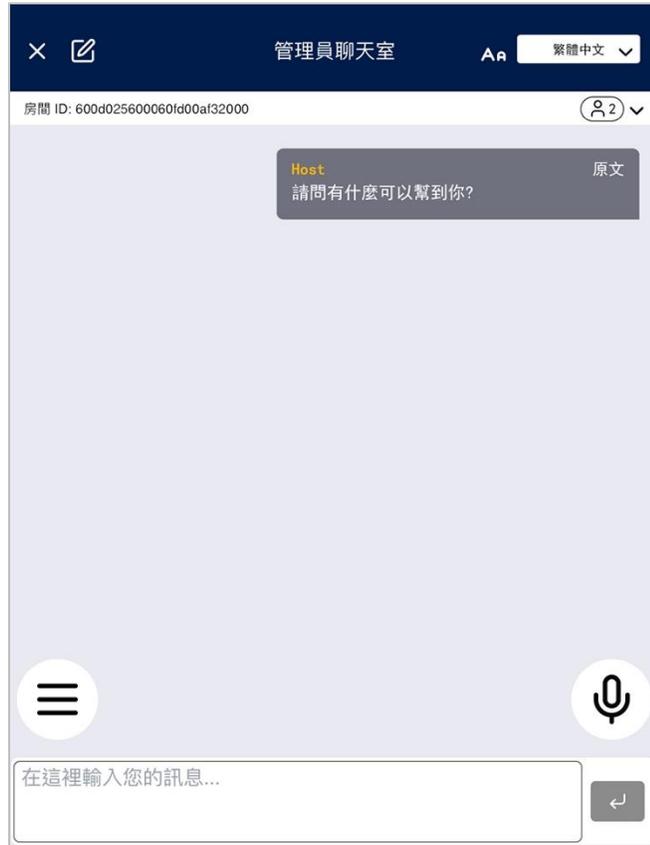
- Dual interface with distinct functionalities tailored for frontline staff and guests
- Real-time speech-to-text translation
- Display of chat messages tailored to the user's preferred language
- Display of preset phrases in the user's preferred language



**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.

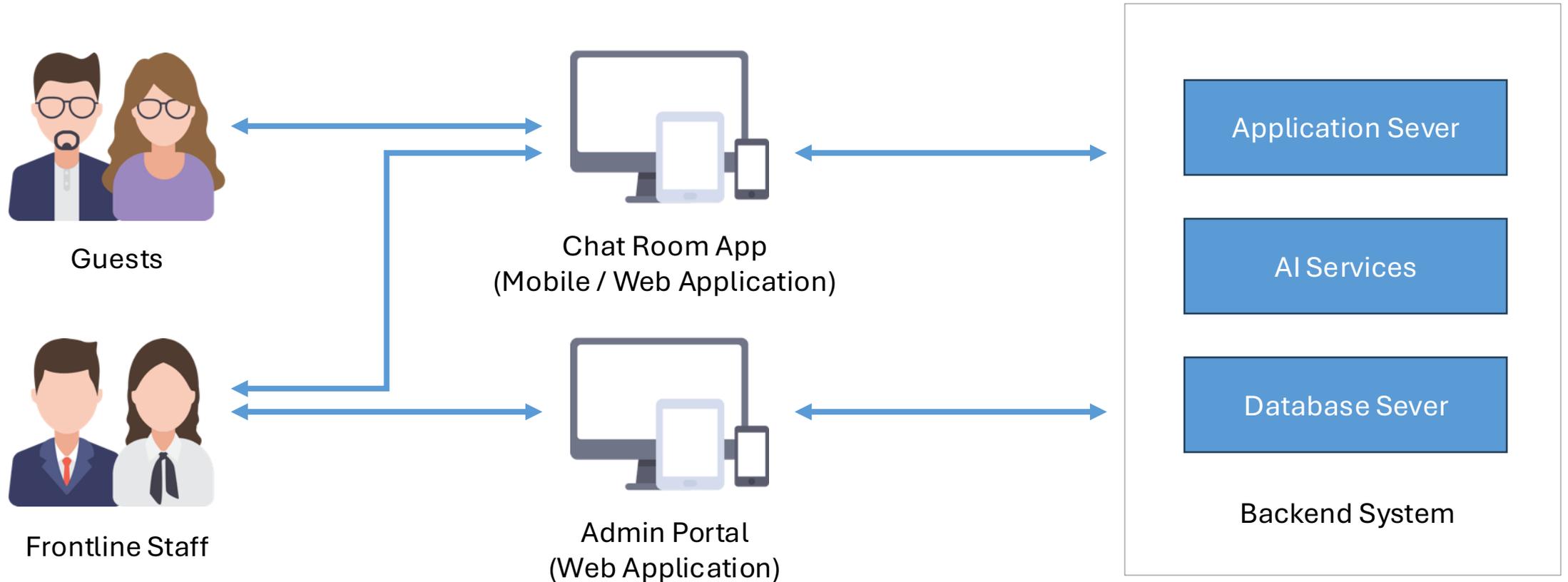


The guest can respond using voice input, makes any necessary corrections to the transcribed text, and then submits the message.



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**