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QTLeap project successfully achieves the first year Milestone:

Leveraging multilingual helpdesk services with quality machine translation

QTLeap - Quality Translation by Deep Language Engineering Approaches is a collaborative project funded by the European Commission, undertaken by a consortium of eight partners from Bulgaria, Czech Republic, Germany, Portugal, Spain, and The Netherlands.

This project started in November 1st, 2013, and has a duration of 36 months. Its main objective is to research on and deliver an articulated and innovative methodology for Machine Translation that explores new solutions, using deep language engineering approaches to achieve higher quality translations.

QTLeap project is "one of the most ambitious scientific research projects in recent years in the area of machine translation and language technology" in the words of its scientific coordinator, António Branco, from the University of Lisbon.

The project has just reached its first year Milestone: the application of an automatic translation system in a real usage scenario, namely in an IT helpdesk service provided by HF, Higher Functions - Intelligent Information Systems Ltd, a Portuguese SME, which is a partner of the consortium.

With this service, if a user of an IT device or service needs to solve a problem, he can ask a question for help through a chat channel. If there is already a similar question in the database, the associated response is immediately delivered to the user. This process helps to minimize the human operation, which becomes needed only in those cases when there is no similar question-answer pair already available in the database.

The application of the machine translation system extends this support service by allowing the use of multiple languages to ask a question to the helpdesk service. The users can ask a question in their own languages, which is translated into the language of the questions and answers that

are stored in the database. With the retrieved answer also translated back to the language of the original question, the helpdesk thus returns the response in the language of the user.

The evaluation of this helpdesk service expanded with the machine translation functionality showed that even with a low-quality machine translation system, it was already possible to achieve a very significant reduction of human operation of about 60% on average for each new language to be covered by the service. This technical advance leverages a great deal of advantages for this kind of business with regard to its extension to the single digital market, as well for its improvement in terms of productivity and resources optimization, with the consequent effective reduction of costs.

For more information and contact details please visit:

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