



QTLeap project successfully achieves Milestone D: Pilot 1 introduced the entry-level deep 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: Bulgarian Academy of Sciences, Charles University in Prague, German Research Center for Artificial Intelligence, Humboldt University in Berlin, University of the Basque Country, University of Groningen, University of Lisbon and the Portuguese SME Higher Functions.

The QTLeap project investigates and develops an innovative methodology for Machine Translation that explores new solutions, using deep language engineering approaches to achieve higher quality translations.

In March 2015, the project successfully reached the *milestone D* with the motto “getting it deep”. Pilot 1 relied on entry-level deep MT systems for all the project languages: Portuguese, German, Czech, Bulgarian, Spanish, Basque, Dutch and English. “Entry deep MT” means that more language knowledge was added into the systems. The combined evaluation showed improvement on the previous Pilot 0 results in many respects and also provided insights for the preparation of the next pilots.

Pilot 1 is a demonstration of an advanced system that permits to answer user’s requests to a multilingual help desk call center for ICT troubleshooting via a chat channel. The key feature of this prototype is that it resorts to a database of questions and respective answers in one given pivot language, while it can take questions and answer them in other languages. The prototype will be improved further in Pilot 2 and Pilot 3, when more knowledge-rich components will be added.

Research results obtained in the project show that with the current machine translation technology that supports the first pilot, the costs of porting a help desk call center to another language, and thus to another market, can be reduced already in 40-60% on average.

For more information and contact details please visit:

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