Symfoni Translate

Interlinguistic applications
for ServiceNow

Symfoni Translate is a set of translation applications for ServiceNow. It provides a range of modules to support interlinguistic stakeholder interaction and usage of the system. Symfoni Translate utilises the cutting-edge machine learning capabilities to provide a state of the art user experience.

Benefits

→ **End user translations**
This enables a better user experience, service experience and more precise communication between stakeholders.

→ **Back end translations**
This functionality removes the language barriers and increases efficiency, pace of service delivery and improves service quality.

→ **Platform translation assistant**
The translation assistant helps to reduce the manual effort needed in translating the system.

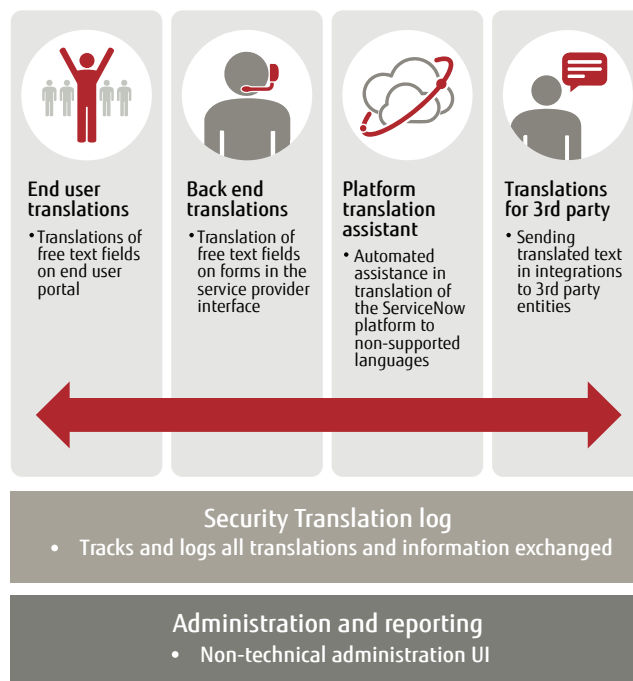→ **Translation for 3rd party**
The translation for 3rd party module exposes the translation capabilities to vendors or collaboration partners to break down interlinguistic barriers.

→ **Security translation log**
Symfoni Translate breaks with the existing non-logging paradigm of browser based translations and offers a full security log of all information exchanged via Symfoni Translate. The translation log can also be used for future training of machine learning capabilities and insight to user behaviour.

→ **Administration and reporting**
The administration module provides easy access to a user-friendly set up. The buildt-in reporting functionality enables the usage insight, which provides administrators the ability to monitor usage and user behaviour along with intelligence about user interaction, which can be utilised for further improvement of the user interface.

End user translations
• Translations of free text fields on end user portal

Back end translations
• Translation of free text fields on forms in the service provider interface

Platform translation assistant
• Automated assistance in translation of the ServiceNow platform to non-supported languages

Translations for 3rd party
• Sending translated text in integrations to 3rd party entities

Security Translation log
• Tracks and logs all translations and information exchanged

Administration and reporting
• Non-technical administration UI

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Modules

End user translation

Symfoni Translate provides a front-end interface where the end users are assisted by Symfoni Translate in communicating with the service providers. In the communication on service tickets, the end user can translate all communication coming from the support office and Symfoni Translate makes it possible for them to answer in their own language.

Back end translation

The Symfoni Translate back end translation assists the back end user in fast and accurate understanding of existing text in free text fields and allows the user to write in his/her own language, translate and then paste in the translated version. The Symfoni Translate back end translation is a core platform functionality, which can be applied across all forms in ServiceNow.

Platform translation assistant

Platform translation assistant is aiding the ServiceNow administrator in translating the platform. It utilizes the Symfoni Translate translation engine, with integration to an external translation service and then adds an additional quality filter. The quality filter works by translating from several languages into the same target language and the correlate how many times the same translation occurred. The one with the most occurrences must be the right one. This helps the translation to be even more accurate. ServiceNow holds many stand-alone words and the translation engine becomes more accurate when a word is seen in a context. The platform translation assistant is not a fully accurate translation but is to be considered a supporting tool for minimizing the manual translation effort.

Translation for 3rd party

The translation for 3rd party module is a plug-in to existing process integrations. The translations are automatically included in the integration to e.g. a vendor or collaboration partner through an extension of the API integration.

Security translation log

Symfoni Translate provides a full log of all translations executed by the system. This enables both the security and future quality improvement aspects an insight to the usage of the modules. The translation log is exposed to the administrators. As information security is of vital interest to all companies, it is of vital importance to control, audit and be able to backtrack all information, which has been sent to external parties. This log contains date and time, information sent and received and to who it has been initiated. By logging all usage of Symfoni Translate, it allows the company future training of translation engines in company specific linguistics and deriving hidden intelligence from translation and usage pattern.

Administration and reporting

The administration can by non-coding configuration choose the tables and fields to which Symfoni Translate should apply, if the log should be enabled and which languages the end users should be able to translate to. The administrators can thereby set up and adjust the reach of Symfoni Translate on the ServiceNow platform on an ongoing basis, and adhere the user needs. The administration interface also provides short cuts to all technical rules and scripts utilised by Symfoni Translate. All this is presented in the administration menu application as a set of reports for the administrator.

Machine learning algorithms

The translation algorithms from both external translation services have core traits, which makes it suitable for the Symfoni Translate user cases:

1. It is a learning machine, which means the quality of translations improves without changing the Symfoni Translate modules
2. It utilises semantic translation instead of classical dictionary look-up, which would improve translation quality of sentences
3. (For Google) The semantic translation resulted Google Translate creating an interlingua. The translation works by doing a semantic translation from original language to the interlingua, where the meaning of the word/sentence is coded. It translates from the interlingua to the target language. By having the interlingua as a middle station, it enables translation between languages where there has never been a translation before.

Symfoni Translate comes with a user friendly administration interface, which enables the administrator easily to apply the translation service to the entire platform.
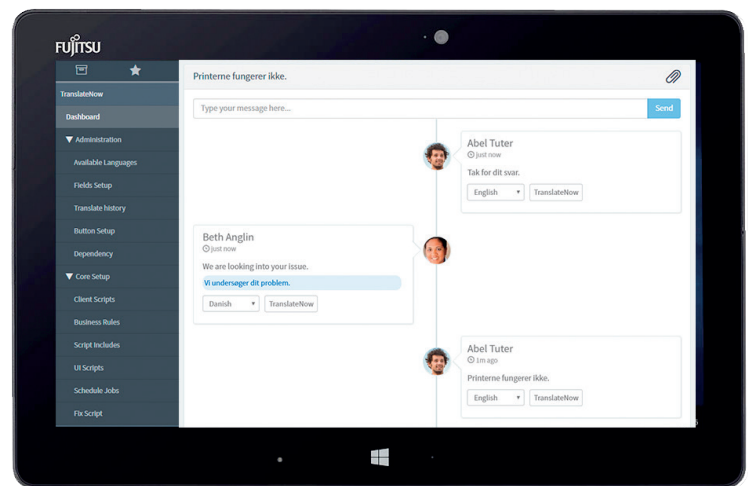
Symfoni Translate supports integration to several translations services such as Google Translate and Microsoft Translator Hub.

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