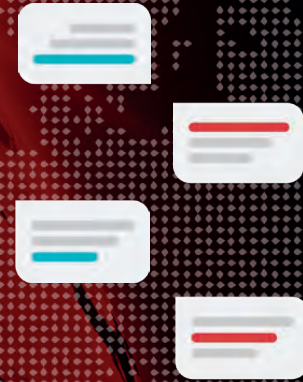


Translator Bot

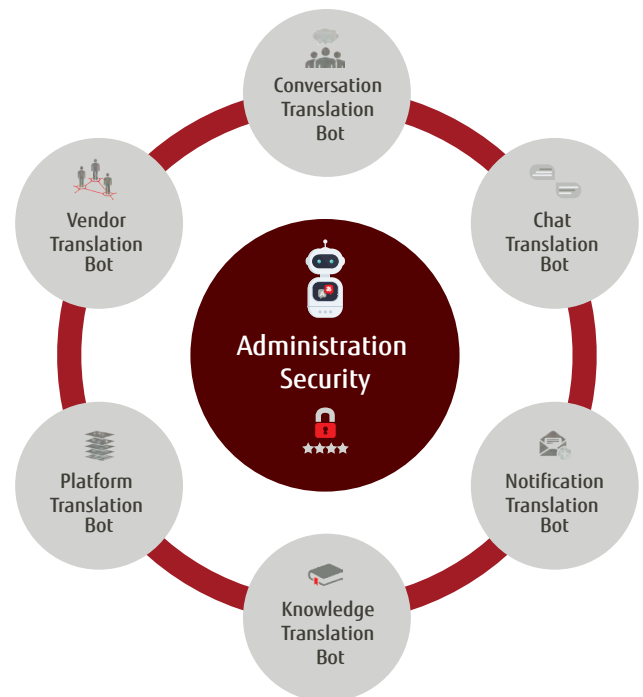
Translates languages directly in ServiceNow



Translator Bot is a set of translation applications for ServiceNow. It provides a range of modules to support language barriers between stakeholders. By using cutting-edge machine learning capabilities it provides a seamless user experience, saving you time and resources on translations.

Benefits

- **Conversation Translations**
Makes it possible for the end-user to answer tickets in their own language.
- **Chat Translations**
Provides real-time translations in chats, allowing users to engage in their preferred language.
- **Notification Translations**
Enables the administrator to create notifications in one language and automatically translate it into the receivers preferred language.
- **Knowledge Translations**
Knowledge articles can be written in preferred languages and shared with the rest of a multilingual organisation.
- **Platform Translations**
Aiding the ServiceNow administrator in translating the platform or portals into several languages.
- **Vendor Translations**
Assisting process integrations, by automatically including translations in the integration to a vendor.



Modules

Conversation Translation Bot

In the communication on service tickets, the end-user can translate all incoming text from the support office and answer back in their own language. It 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 Conversation Translation Bot translation is a core platform functionality, which can be applied across all forms in ServiceNow.

Chat Translation Bot

Allows all end-users and back-end-users who chats, to write in their preferred language. The Chat Translation Bot provides real time translation for manual chat. It can be combined with chatbots and speech to text functionality, which makes it possible to utilize e.g. English chatbots, while the end-user writes or speaks in their own preferred language.

Notification Translation Bot

The Notification Translation Bot enables the administrator to only create notifications in one language and then the bot automatically translate it into the receivers preferred language.

Knowledge Translation Bot

The Knowledge Translation Bot enables the knowledge contributor to write the knowledge articles in the language they prefer and share it with the rest of a multilingual organization. At the same time the knowledge managers can share knowledge more effectively by providing the knowledge in the users preferred language.

Platform Translation Robot

Platform translation assistant is aiding the ServiceNow administrator in translating the platform or e.g. portals into several languages.

Vendor Translator Bot

The Vendor Translator Bot is assisting on existing process integrations. The translations are automatically included in the integration to e.g. a vendor or collaboration partner through an extension of the integration.

ADMINISTRATION AND SECURITY

The administration can by non-coding configuration choose the tables and fields to which Translator Bot 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 Translator Bot on the ServiceNow platform on an ongoing basis, and adhere the user needs. The administrator can also get insights on the UX-experience, by monitoring the translations through the reporting module.

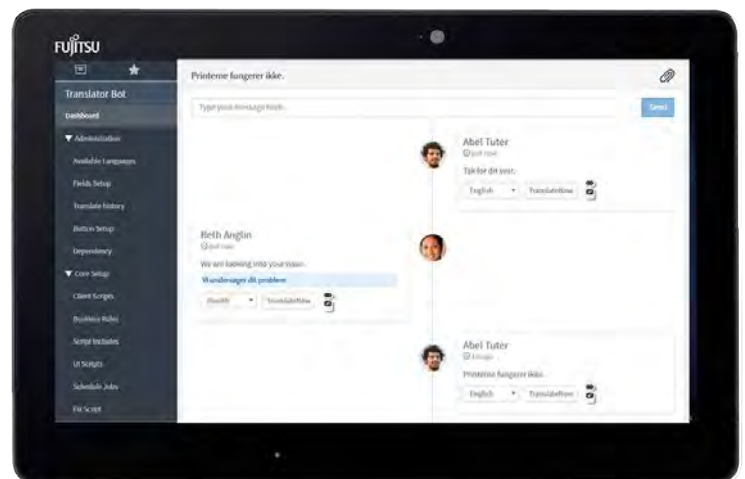
The Translator Bot provides a full security translation log. The translation log is exposed to the administrators. As information security is of vital interest to all companies, it is of vital importance to control, audit and be able to backtrack all information, which has been sent to external parties. This log contains date and time, information sent and received and to who it has been initiated.

MACHINE LEARNING ALGORITHMS

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

1. It is a learning machine, which means the quality of translations improves without changing the Translator Bot modules
2. It utilizes semantic translation instead of classical dictionary lookup, 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.

Translator Bot comes with a user-friendly administration interface which enables the administrator easily to apply the translation service to the entire platform.



Translator Bot supports integration to several translations services such as Google Translate and Microsoft Translator Hub.

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