Accessy

Industrial Report Submitted in partial fulfilment of the requirement for the degree of

Bachelor of Technology

In

COMPUTER SCIENCE AND ENGINEERING

Under the Supervision of

Ms. Natasha Sharma

BY

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Declaration

I hereby declare that the Industrial Training Report entitled "**Accessy**" is an authentic record of my own work as requirements of Industrial Training during the period from 25-July-2020 to 14-September-2020 for the award of degree of Bachelor of Technology in Computer Science & Engineering to **Alakh Prakash Goyal Shimla University**, under the guidance of **Ms. Natasha Sharma**.

Date: _____   **Jai Dev   (18001083)**

CERTIFICATE OF ORIGINALITY

This is to certify that, the work entitled **Accessy** submitted by **Jai Dev** having roll no. **18001083** in partial fulfillment of the requirement for the award of degree of Bachelor of Technology in Computer Science & Engineering **Alakh Prakash Goyal Shimla University**, Shimla (H.P.)   has been carried out under the supervision of **Ms**. **Natasha Sharma,** School of Computer Science & Engineering. This work has not been submitted partially or fully to any other University or Institute for the award of any other degree.

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Place:

CERTIFICATE BY SUPERVISOR

This is to certify that, the work entitled "**Accessy**" submitted by **Jai Dev** having roll no. **18001083**, in partial fulfillment of the requirement for the award of degree of Bachelor of Technology in Computer Science & Engineering, **Alakh Prakash Goyal Shimla University**, Shimla (H.P.) has been carried out under my supervision. This work has not been submitted partially or fully to any other University or Institute for the award of this or any other degree.

Ms. Natasha Sharma

Faculty

Date   …………………………………

Acknowledgement

I would like to express my deepest appreciation to all those who provided me the possibility to complete this report. A special gratitude I give to our 5th year project manager, **[Ms. Natasha   Sharma]**,   whose   contribution   in   stimulating   suggestions   and encouragement, helped me to coordinate my project especially in writing this report.

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Signature of the Student

Date   **Jaidev**

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Chapter 1

Introduction

1.1 About Project: Language barriers can hinder growth and build a wall between your business and its potential customers, ultimately limiting your market and costing you money. If a customer reaches out to you by chat in German or Spanish, but you don't understand the language, wouldn't it be nice to still be able to win them over?!

Just because your customers don't speak the same language(s) as your team does, it doesn't mean they should be cut off from interacting with your brand. It is possible to provide realtime language translation features in your chat app so that you can understand queries from speakers of other languages and provide a prompt response in your native language, which is also translated for the customer!

1.3 Stetting Up Firebase: If you don't already have an account, you can register for a free Firebase account (otherwise, you can log in to your existing account). Once you've completed the signup process, wait for your account to be activated before proceeding.

Once activated, log into your AWS account, click your username at the top right corner, then click **My Security Credentials**. Next, click **Users** on the sidebar. You will be redirected to a page where you can view, add or delete users on your account. Click the **Add user** button, assign a **User name** to the user, and tick **Programmatic access** under **Access type**

1.5 Setting Up the Server: Create a new directory for this project in your filesystem and cd into it. Then, run yarn init -y from the project root to initialize a new Node.js project.

We need HTML and CSS , Javaascript,

Chapter-2

Tools & Technologies Used

Tools

2.2Computer

Fig 2.1

I. A **computer** is a machine that can be instructed to carry out sequences of arithmetic or logical operations automatically via computer programming. Modern computers have the ability to follow generalized sets of operations, called *programs*. These programs enable computers to perform an extremely wide range of tasks. A "complete" computer including the hardware, the operating system (main software), and peripheral equipment required and used for "full" operation can be referred to as a **computer system**. This term may as well be used for a group of computers that are connected and work together, in particular a computer network or computer cluster.

II. Computers are used as control systems for a wide variety of industrial and consumer devices. This includes simple special purpose devices like microwave ovens and remote controls, factory devices such as industrial robots and computer-aided design, and also general purpose devices like personal computers and mobile devices such as smartphones. The Internet is run on computers and it connects hundreds of millions of other computers and their users.

III. Includes operating system (OS) and software applications.

IV. A computer works with software programs that are sent to its underlying hardware architecture for reading, interpretation and execution. Computers are classified according to computing power, capacity, size, mobility and other factors, as personal computers (PC), desktop computers, laptop computers, minicomputers, handheld computers and devices, mainframes or supercomputers.

2.3 Microsoft Visual Studio Code:

Fig 2.3

I. **Visual Studio Code** is an IDE developed
   by Microsoft for Windows, Linux and macOS.[7] It includes support for debugging,
   embedded Git control and GitHub, syntax highlighting, intelligent code
   completion, snippets, and code refactoring. It is highly customizable, allowing users
   to change the theme, keyboard shortcuts, preferences, and install extensions that add
   additional functionality. The source code is free and open source and released under
   the permissive MIT License.] The compiled binaries are freeware and free for private
   or commercial use.

II. Visual Studio Code is based on Electron, a framework which is used to
   deploy Node.js applications for the desktop running on the Blink layout engine.
   Although it uses the Electron framework,[10] the software does not use Atom and
   instead employs the same editor component (codenamed "Monaco") used in Azure
   DevOps (formerly called Visual Studio Online and Visual Studio Team Services)

2.4 Chrome:

Fig 2.5

Google Chrome is a cross-platform web browser developed by Google. It was first released
in 2008 for Microsoft Windows, and was later ported to Linux, macOS, iOS, and Android.

The browser is also the main component of Chrome OS, where it serves as the platform for web apps.

Most of Chrome's source code comes from Google's open-source Chromium project, but Chrome is licensed as proprietary freeware.[14] WebKit was the original rendering engine, but Google eventually forked it to create the Blink engine; all Chrome variants except iOS now use Blink.

As of July 2019, StatCounter estimates that Chrome has a 71%[16] worldwide browser market share on traditional PCs and 63.34%[17] share across all platforms. Because of this success, Google has expanded the "Chrome" brand name to other products: Chrome OS, Chromecast, Chromebook, Chromebit, Chromebox, and Chromebase.

Technologies Used

2.5 Hyper Text Markup   Language (HTML5)

Fig 3.1

HTML5 is a software solution stack that defines the properties and behaviors

of web page content by implementing a markup based pattern to it.

HTML5 is the fifth and current major version of HTML, and subsumes XHTML. The current standard, the HTML Living Standard is developed by WHATWG, which is made up of the major browser vendors (Apple, Google, Mozilla, and Microsoft), with the Living Standard also existing in an abridged version.

HTML5 was first released in public-facing form on 22 January 2008,[3] with a major update and "W3C Recommendation" status in October 2014.[2][4] Its goals were to improve the language with support for the latest multimedia and other new features; to keep the language both easily readable by humans and consistently understood by computers and devices such as web browsers, parsers, etc., without XHTML's rigidity; and to remain backward-compatible with older software. HTML5 is intended to subsume not only HTML 4, but also XHTML 1 and DOM Level 2 HTML.[5]

HTML5 includes detailed processing models to encourage more interoperable implementations; it extends, improves and rationalizes the markup available for documents, and introduces markup and application programming interfaces (APIs) for complex web applications.[6] For the same reasons, HTML5 is also a candidate for

cross-platform mobile applications, because it includes features designed with low-powered devices in mind.

Many new syntactic features are included. To natively include and handle multimedia and graphical content, the new `<video>`, `<audio>` and `<canvas>` elements were added, and support for scalable vector graphics (SVG) content and MathML for mathematical formulas. To enrich the semantic content of documents, new page structure elements such

As `<main>`, `<section>`, `<article>`, `<header>`, `<footer>`, `<aside>`, `<nav>`, and `<figure>` are added. New attributes are introduced, some elements and attributes have been removed, and others such as `<a>`, `<cite>`, and `<menu>` have been changed, redefined, or standardize

2.6 Cascading Styling Sheet (CSS3)

Fig 3.2

7.Cascading Style Sheets (**CSS**) is a style sheet language used for describing the presentation of a document written in a markup language like HTML.[1] CSS is a cornerstone technology of the World Wide Web, alongside HTML and JavaScript.[2]

CSS is designed to enable the separation of presentation and content, including layout, colors,   and fonts.[3] This   separation   can   improve content accessibility, provide more flexibility and control in the specification of presentation characteristics, enable multiple web pages to share formatting by specifying the relevant CSS in a separate .css file, and reduce complexity and repetition in the structural content.

Separation of formatting and content also makes it feasible to present the same markup page in different styles for different rendering methods, such as on-screen, in print, by voice (via speech-based browser or screen reader), and on Braille-based tactile devices. CSS also has rules for alternate formatting if the content is accessed on a mobile device.

 The name cascading comes from the specified priority scheme to determine which style rule applies if more than one rule matches a particular element. This cascading priority scheme is predictable.

The CSS specifications are maintained by the World Wide Web Consortium (W3C). Internet media type (MIME type) `text/css` is registered for use with CSS by RFC 2318 (March 1998). The W3C operates a free CSS validation service for CSS documents

2.7 JavaScript (ES6)

Fig 3.4

JavaScript: JS, is a high-level, interpreted scripting language that conforms to the ECMAScript specification. JavaScript has curly-bracket syntax, dynamic typing, prototype-based object-orientation, and first-class functions.

Alongside HTML and CSS, JavaScript is one of the core technologies of the World Wide Web.[9] JavaScript enables interactive web pages and is an essential part of web applications. The vast majority of websites use it,[10] and major web browsers have a dedicated JavaScript engine to execute it.

As a multi-paradigm language, JavaScript supports event-driven, functional, and imperative (including object-oriented and prototype-based) programming styles. It has APIs for working with text, arrays, dates, regular expressions, and the DOM, but the language itself does not include any I/O, such as networking, storage, or graphics facilities. It relies upon the host environment in which it is embedded to provide these features.
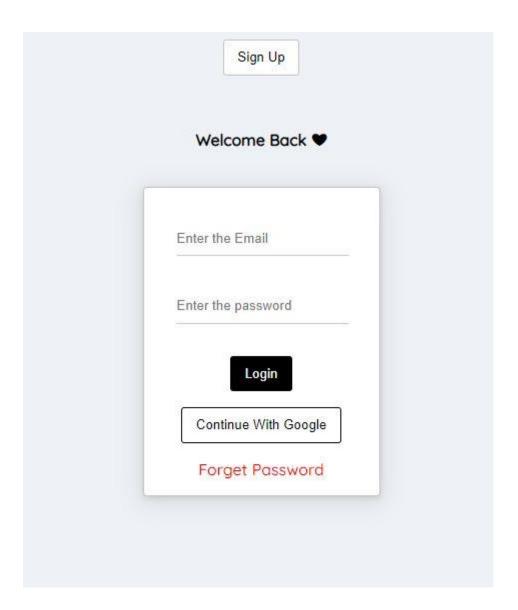
Initially only implemented client-side in web browsers, JavaScript engines are now embedded in many other types of host software, including server-side in web servers

and databases, and in non-web programs such as word processors and PDF software, and in runtime environments that make JavaScript available for writing mobile and desktop applications, including desktop widgets.

The terms Vanilla JavaScript and Vanilla JS refer to JavaScript not extended by any frameworks or additional libraries. Scripts written in Vanilla JS are plain JavaScript code.
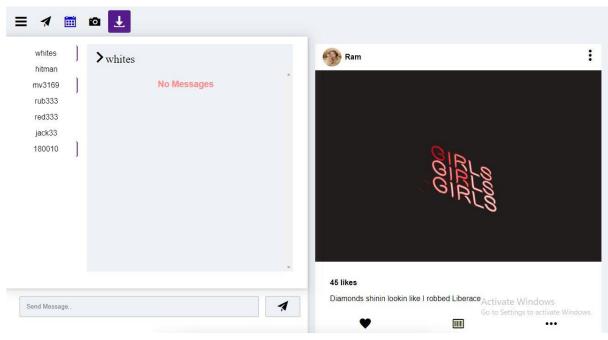
Chapter-3
Snapshot

3.1Login page:

3.2Webpage:

**

Chapter-4
Code

<!DOCTYPE html>

<html lang="en">

  <head>

    <meta charset="UTF-8">

    <meta name="viewport" content="width=device-width, initial-scale=1.0">

    <meta http-equiv="X-UA-Compatible" content="ie=edge">

```
<meta name="Description" content="The Social Networking site for
uploading images and chat with others people out there and help people to
interact with one another.">

<link rel="stylesheet"
href="https://cdn.iconmonstr.com/1.3.0/css/iconmonstr-iconic-
font.min.css">

<link rel="manifest" href="manifest.json">

<link
href="https://fonts.googleapis.com/css2?family=Kufam:wght@500&family
=Quicksand:wght@500&display=swap" rel="stylesheet">

<link rel="stylesheet" href="css/page.css">

<link rel="icon" href="images/Untitled.png">

<!-- The core Firebase JS SDK is always required and must be listed
first -->

<script src="https://www.gstatic.com/firebasejs/7.21.0/firebase-
app.js"></script>

<!-- TODO: Add SDKs for Firebase products that you want to use

  https://firebase.google.com/docs/web/setup#available-libraries -->

<script src="https://www.gstatic.com/firebasejs/7.21.0/firebase-
auth.js"></script>

<script src="https://www.gstatic.com/firebasejs/7.21.0/firebase-
firestore.js"></script>

<script src="https://www.gstatic.com/firebasejs/7.21.0/firebase-
storage.js" defer></script>

<script src="https://www.gstatic.com/firebasejs/7.21.0/firebase-
messaging.js" defer></script>

<script src="js/init.js"></script>

<title>The Accessy</title>

</head>
```

```html
<body>
  <nav>
    <a class="im im-menu" id="toggleSidebar"></a>
    <a class="im im-paperplane" id="togglePaperplane"></a>
    <a href="eventList.html" class="im im-calendar"></a>
    <a class="im im-photo-camera" id="uploadBtn"></a>
    <div class="install-banner hidden" style="display: none;">
      <a class="im im-download" style="border-radius: 4px;background: #551a8b;color: #fff;" id="installAppBtn"></a>
    </div>
  </nav>
  <div class="container">
    <div class="sidebar">
      <div class="user-profile">
        <img src="" id="profilePic" alt="">
      </div>
      <div>
        <div class="user-display-name">
          <h2 style="margin: 0.2em;" id="userDisplayName">charlie</h2>
          <h4 style="margin: 0 0.2em 0.5em 0; padding: 0.5em;">Hi, I am Test. We love Websites, If You Want To Work With Me. You Can Join :)</h4>
        </div>
        <div class="user-list">
```

```html
            <i href="" style="font-size: 28px; padding: 0.2em;"
class="im im-picture-o "></i>

            <i href="" style="font-size: 28px; padding: 0.2em"
class="im im-users "></i>

            <i href="" style="font-size: 28px; padding: 0.2em;"
class="im im-gear "></i>

            <a class="im im-sign-out" id="logout"></a>

        </div>

        <div class="install-banner" style="display: none;padding:
1em;justify-content: space-between;background: black;color: #fff;">

            <div>Install App </div>

            <div>

                <i class="im im-download installAppBtn"></i>

            </div>

        </div>

      </div>

    </div>

    <div class="paperplane">

        <div class="chat">

          <div class="users">

            <div style="display: flex; justify-content: center;"
id="usersLoader">

                <div class="loader"></div>

            </div>

          </div>
```

```html
        <div class="chat-content">

            <div class="pallet">

                <i class="im im-angle-right button" id="toggleUsers"></i>

                <i class="im im-x-mark button" id="closeChat"></i>

            </div>

            <!--<div class="pallet">Test</div>-->

            <div class="message-content">

                <div class="sender">

                    <div class="msg">Talk To anyone :)</div>

                </div>

            </div>

        </div>

    </div>

    <form class="chat-form" id="chatForm">

        <input type="text" id="message" style="margin: 0em 1em;" autocomplete="off" placeholder="Send Message..">

        <button type="submit" class="im im-paperplane" id="sendBtn"></button>

    </form>

    <div style="background-color: #fff; text-align: center; padding: 1em;">Accessy is on Fire</div>

    </div>

    <div class="app">

        <div class="post">
```

```html
<div class="profile">

    <div class="profile-section">

        <img
src="https://images.pexels.com/photos/3393705/pexels-photo-
3393705.jpeg?cs=srgb&dl=pexels-maryia-plashchynskaya-
3393705.jpg&fm=jpg" alt="" class="profile-pic">

            <div class="displayName">Ram</div>

        </div>

        <i class="im im-menu-dot-v"></i>

    </div>

        <img src="https://images.pexels.com/photos/3651821/pexels-
photo-3651821.jpeg?cs=srgb&dl=pexels-luca-nardone-
3651821.jpg&fm=jpg" alt="" class="post-pic">

        <div class="desc">

        <div style="padding: 1em 0em; font-weight: 700;">45
likes</div>

        <div class="">Diamonds shinin lookin like I robbed
Liberace</div>

        </div>

        <div class="reaction">

            <i class="im im-heart"></i>

            <i class="im im-barcode"></i>

            <i class="im im-menu-dot-h"></i>

        </div>

    </div>

</div>
```

```html
        </div>

    <div class="upload">

        <div class="upload-post">

            <div class="pallet" style="background: #eef2f7; justify-content:
flex-end;">

                <i class="im im-x-mark button" id="closeUpload"></i>

            </div>

            <div>

                <canvas id="c"></canvas>

                <div class="switch">

                    <button type="button" class="btn"
id="switchBtn">Post</button>

                </div>

            </div>

            <form id="postForm">

                <div class="form-group" required>

                    <input type="file" id="file" accept="image/*"/>

                </div>

                <div class="form-group">

                    <input type="text" placeholder="Gave Some Title... blah
blah" id="titleName" required/>

                </div>

                <div class="form-group">

                    <input type="text" placeholder="Gave Some Caption... blah
blah" id="titleCaption" required/>
```

```
        </div>

        <div class="form-group" style="

    display: flex;

    justify-content: center;

    flex-flow: column nowrap;

  ">

            <div class="feedback" id="postFeedback">

                <h3>You are best !</h3>

            </div>

            <button type="submit" class="btn"
id="uploadPicBtn">Upload a Pic</button>

        </div>

    </form>

    <form id="fileForm">

        <div class="form-group" required>

            <input type="file" id="photo" accept="image/*"/>

        </div>

        <div class="form-group">

            <input type="text" placeholder="Event Name..."
id="eventName" required/>

        </div>

        <div class="form-group">

            <input type="text" placeholder="Event Description"
id="eventDesc" required/>

        </div>
```

```html
        <div class="form-group">

        <input type="text" placeholder="Place where event is going
on..." id="eventPlace" required/>

        </div>

        <div class="form-group">

        <input type="text" placeholder="Event is Supervised
under.." id="eventCoordinate" required/>

        </div>

        <div class="form-group">

          <label for="startAt">Start At</label>

          <input type="datetime-local" id="startAt"/>

        </div>

        <div class="form-group">

          <label for="endAt">End At</label>

          <input type="datetime-local" id="endAt"/>

        </div>

        <div class="form-group" style="
    display: flex;

    justify-content: center;

    flex-flow: column nowrap;

    ">

        <div class="feedback" id="fileFeedback">

          <h3>Life is Good </h3>

        </div>
```

```html
            <button type="submit" class="btn"
id="postEventBtn">Post An Event</button>

        </div>

      </form>

    </div>

  </div>

  <div class="register">

    <div class="register-event">

      <div class="pallet" style="justify-content: flex-end;">

        <i class="im im-x-mark" style="display: block;"
id="closeRegister"></i>

      </div>

      <div class="register-body">

        <div class="register-content">

          <div class="loader"></div>

          <form>

            <div class="form-group">

              <label for=""></label>

              <input type="text" style="background-color: #f5feff;"
placeholder="Kuch bhii">

            </div>

          </form>

        </div>

      </div>

    </div>
```

```html
</div>
<script src="js/db-final.js"></script>
<script src="js/page.js"></script>
<script>
  window.addEventListener('DOMContentLoaded', ()=>{
    if ('serviceWorker'in navigator) {
        navigator.serviceWorker.register('service-worker.js').then(reg=>{
            console.log('Service Worker is Registered', reg)
        }
        ).catch(e=>{
            console.log('Error While Registering Service Worker', e)
        }
        )
    }
  }
  )
</script>
<script>
  let btnInstall = document.querySelector('#installAppBtn')
  let installBanner = document.querySelector('.install-banner')
  window.addEventListener('beforeinstallprompt', e=>{
    console.log('before_install_prompt', e)
```

```
    window.deferredPrompt = e


    installBanner.style.display = 'inline-block'

}

)


btnInstall.addEventListener('click', event=>{

  console.log('Btn is clicked !')


  let deferredPrompt = window.deferredPrompt


  deferredPrompt.prompt()


  deferredPrompt.userChoice.then((result)=>{

    window.deferredPrompt = null

    installBanner.style.display = 'none'

  }

  )

}

)


let displayMode = 'browser tab'

if(window.matchMedia('(display-mode: standalone)').matches) {
```

```
            displayMode = 'standaone'

    }


    console.log('display_mode', displayMode)
  </script>

 </body>

</html>
```

Chapter-5
Results and Benefits:

In this article, we discussed why it is important to provide language translation features in a chat app, and then combined the services of Stream Chat and Amazon Translate to build a functioning demo.

Below are some of the clear benefits of using a live chat translation service. Each has its own merit but together these benefits can propel your business towards more markets and better customer service.

Platefrom Independent

In business, the wrong translation or misinterpretation of a customer's question can lose you a potential client and possibly damage your brand. Even the slightest error in translation can completely derail a conversation.

"The difference between the almost right word and the right word is like the difference between a lightning bug and lightning." – Mark Twain

There is just too much room for error when you rely on agents to translate what customers are saying. Offering a live chat service in the local language of the customer is a great step towards providing a trustworthy channel of communication.

A live chat translation service will also remove the burden of accuracy from your agents. A busy customer service agent can become frustrated and flustered when interpreting foreign languages on top of their duties. By having a system that automatically translates chat messages, your agents can spend more time attending to the customer needs instead of deciphering chat messages.

Communication

If you buy something either online or at a physical store, you probably engaged in a conversation with a store attendant or agent. Unless you know the product very well, you would want to know as much as possible about it before you buy it. For any transaction, it is crucial to receive your requested data in the clearest and most accurate way possible.

The term language barrier is very appropriately named as it is a hindrance and a hurdle for businesses..

Fast

Customers demand quick resolutions to their problems and speedy answers to their questions. Chat services have since helped e-commerce businesses in quickening their response times to customers. But what happens when customers are talking in a different language?

Having translators at hand can be a solution but this can take time. Having a translation software is a more advanced solution but still requires time to process.

In this modern age, people like living fast, fast food and fast everything.

In a recent study of chat services, customers spend an average time of 2 minutes and 40 seconds waiting for a response to chat queries. This long waiting time is already bad business practice but this can be even longer when factoring in chat translation.

If an online store is emulating a brick and mortar business, can you imagine a customer waiting at least 3 minutes or more for anyone to answer their question? Saying that it is bad for business is an understatement. Customers expect real-time answers to their questions and anything less will lead to dissatisfaction. Answering in real-time using the customer's local language will be a very pleasant experience.

Multi-languages

Before the existence of our real-time multilingual chat translation technology, online businesses would need to tailor their website for multiple languages. This is a limited solution, requires a ton of website work and does not solve the challenge of multilingual chats. It's also very hard to find such talented people and if you managed to hire some, it's a fair assumption that they might only know a handful of languages.

Manual translation of customer queries will take time and before you answer, the customer might not even be interested anymore.

A system that automatically and accurately translates chat conversations on the fly is a better and more cost friendly solution to providing a multilingual service.

Increase buyer confidence

Ask any non-English speaking person about their experience when eating at a stateside restaurant like McDonald's or buying something at a convenience store. The challenge of getting what they want will require a lot of repeated orders, finger pointing, and hand gestures. They will also tell you that the presence of a store attendant who speaks their language is a godsend.

Having someone who fully understands what they are saying assures the buyer that they will get exactly what they are ordering. The level of buyer confidence will not only affect the current sale but will probably result in several repeat transactions.

Having an automatic chat translation service will also show that your store or company gives importance to the customer and showing respect to their language.

Going back to the McDonald's analogy, simple orders like set meals are easy to understand and convey even for non-English speaking customers. It gets a little complex when the customer detracts from the norm and asks for some simple requests like "no ice for my drinks" or "please don't put mayonnaise on my burgers". Sure, it's not a deal breaker but the additional work and stress to the customer just to say what they want may affect future transactions.

By having a reliable chat translation service, foreign speaking customers can just type in what they want without worrying if the person on the other side can understand them. Receiving chat replies in their own language will also delight the customer and strengthen the buyer-seller relationship.

Chats are kept as record

Recorded live chats can be used as transcripts that can help deepen a relationship with an existing customer. This is useful when penetrating a foreign speaking market. By studying chat conversations, one can identify remarks that may seem quirky but are actually everyday quotations, idioms, or sayings in the customer's local dialect.

Much like "A piece of cake" is a term used to say "easy" in the English language, a Spaniard might say "ser pan comido" or "to be bread eaten". By just virtue of the translation, this may seem out of place or misinterpreted but this is the Spanish expression for saying something is easy. It's important to keep track of these expressions to make the conversation more tuned to the buyer's language.

The live chat transcript is also useful when reviewing the customer questions and the seller's answers. Check for patterns of questions or the quality of the answers.

Foreign buyers from another country might be more concerned with the product quality to lessen the chance of a lengthy item replacement. You can then design a set of responses specifically focused to answer queries about quality. These are just two examples of next level customer profiling based on language and country.

Chapter-6

Conclusions:

Finally, when we run the application in multiple windows, you can do the realtime translation chat in the selected languages. I have also verified the application by hosting in Azure with the Free Application Plan Tier. In the future, it will be possible to bring this kind of feature to popular messaging apps like whatsapp when the group chat is having people who speak different regional languages and enabling automatic translation settings would help a lot. I have posted the entire source code in my github library.

Future Scope:

Health or Medical Translators and Interpreters: They usually work in health care settings and help patients communicate with doctors, nurses, technicians, and other medical employees. Translators must have knowledge of medical terminology in both languages.

Legal or Judicial Translators and Interpreters: They usually work in courts and other legal settings. In hearings, recording statements, depositions, and trials, they assist those people who have limited English proficiency. They must have a strong understanding of legal terminology.

Literary Translators: They are responsible for converting the books, poetry, short stories and journal articles from one language into the desired language. Whenever possible, literary translators work together with the intention of original publication, as well as authors to capture literary and cultural features.

Sign Language Translators/ Interpreters: They facilitate communication among those who are deaf or hard of hearing and people who can hear.

Conference Interpreters/ Translators: They work at conferences that have non-English-speaking audience. They usually work in international business conferences or diplomacy, for example, they translate Spanish language to French and then into English etc.

The factors need to be taken into account are:

1. Make sure you review the document(s) and files before starting a translation. Read all the instructions that come with the job: they show you the way in which the translation must be approached. You wouldn't call a plumber to repair a leak and leave your house without a shower. Ensure that all the files and documents that the client needs are the ones you have received.

2. Make sure that you are comfortable with the subject matter and language style and confirm this with the Translation Project Manager. Whilst you may take on translations in fields in which you are not an expert for the sake of expanding your business, it will take you more time to master the terminology and you will have to invest time in doing so. There is nothing wrong with it, but be aware that your own quality checking and revision become even more important. Sadly, there may be some subjects for which you are simply not qualified or that you are not good at. It is OK. Professional translators specialize in a few subjects and, in time, they become so good at them that they hardly take on anything outside their sphere of expertise.

3. Make sure you are familiar with the file format. If you are working for a translation company, the files should be sent in a translation-friendly format and with a translation memory. Do not change the CAT tool your client has specified. There is no worse feeling for Translation Project Managers than receiving a file that they have to restructure because of bad formatting. You may have saved some money using a tool that promises full compatibility with this and that format, but if you have not tried it yourself and the original format is heavily formatted, you end up wasting the Project Manager's precious time and ruining a good relationship. They will have to reconstruct the whole file and no matter how good your translation was, wasted time can never be recovered. You risk losing a client.

4. Use all reference materials, style guides, glossaries and terminology databases. Never ignore a glossary that has been sent to you. If the client has created a database, use it. If it is a simple excel file, you know all tools can import this format into a CAT tool and CSV can create a glossary file in seconds. It is essential that you are consistent with the terminology and style of previous jobs. Quite often, you will not be the first translator involved in a publication process. One-time translation buyers are few and far between and if you want to succeed in business as a translator, you want regular, paying clients and a regular income. It

may be the first time you are translating a particular piece or set of files. It may be the first time you are translating for a particular client, but they are sure to have bought translation services before and they expect consistency in style and terminology.

5. Contact your Translation Project Manager immediately if you find any problems with the translation memory or the glossary. Previous translators may not have followed it or perhaps they had a bad day. If there are any quality issues with the material you have been provided with and you do not know whether to follow the translation memory or the glossary, contact the Translation Project Manager and let them know there is a problem with the source. If this is not possible because of time constraints, follow what has been done before, even if your personal style and personal preferences are different. Take note in a separate file of any terminology issues and comments while you are working. You will not feel like doing that or going over the errors once you have finished the translation. Let the Translation Project Manager know what has happened. Remember, feedback is always appreciated and it helps to build on quality and improvements in the process. You will score many points in your Translation Project Manager's eyes and you will build a reputation for yourself as a serious, quality-conscientious translator.

6. Contact your Translation Project Manager or client immediately if you encounter or foresee any problems with the document, format, wordcount or delivery time.

7. Identify relevant reference sources on the Internet for the subject you are going to translate. If you are going to translate technical documentation for bicycles, find the brand's website in your language. The manufacturer's competitors are often a source of good terminology and style. If you are translating medical devices, you are sure to find some relevant material on related websites. Have all this ready before you begin to translate. It is called "background work". And it pays off, in the short and long term. It is like doing a reference check. Would you accept work from a client who you know nothing about? Would you meet someone in real life that you know nothing about without delving a little bit into who they really are? Don't companies do a reference check on freelance translators and staff that they want to employ? So, have other online resources specific to the topic you are translating at hand for easy reference. And, more importantly, become a researcher of the topics you specialize in as a freelancer. Prepare yourself for those days without internet when you have no connection to the online sources of information but you still have time to deliver.

8. When you have finished your translation, run your spellchecker and correct any misspellings and typos. Now is the time to become your own editor and read over the document, comparing it to the original. Read again without looking at the source text to make sure that it makes sense. Readers will not have access to your source material and, frankly, they do not care that the text was translated or how it was translated. They want to read in their native language and you, the translator, are the link that allows them to do so. Your version has to read as if it had originally been written in your language, free of literal translations and cumbersome expressions that are *directly transferred* and without any errors.

9. Check your translation against the source for any missing text or formatting issues. Most CAT tools include QA features as the standard within their software. Each tool offers different features, but they all are good at detecting untranslated segments, source same as target, and even missing or wrong numbers. If your CAT tool only offers basic checking procedures or you want to run more in-depth checks, my recommendation is to use XBench. You can even load translation

memories and check their consistency, formatting, coherence across files, missing translations and "suspect translations" where different source segments have generated the same translation (perhaps an error accepting a translation memory match), or vice versa, when a single source file has generated multiple translations. Your clients will certainly appreciate this.

10. Do not be literal. Translation buyers and readers never appreciate translations that sound "corseted", a word-for-word carbon copy of a foreign language. It is not acceptable unless you are translating technical material, as expressions and idioms seldom translate literally from one language to another. Technical material may include pharma translations, engineering, translations for the automotive sector, medical translations, software translation, patents, etc. Accuracy and precision take priority over style in legal translations. Many examples and references may seem very relevant and clear to the original writer, but not to the target audience. Some years ago, the British Prime Minister put Japanese translators on freeze mode when he announced on a visit to Japan that he was prepared to go *"The Full Monty"* on his economic policies. The film had not been released in Japan. Website translations, any type of books and literature, news clips, CVs, all require a beauty of expression and flow that only come with a "neutral approach to translation". You have to distance yourself from your work, edit and proof it from a critical point of view. You should always look at your translation as if it were the final product. You offer a professional translation service and each one of your clients is unique. Do not count on editors or proofreaders to fix your unchecked work and your mistakes. Nobody likes to correct other people's lack of care.

11. Be sure to run your spellchecker again. It will take a couple of minutes if everything is fine. A small typo may have been added during your revision stage and it would destroy all of the quality steps you have carried out until now.

12. Remember to include any notes or comments for your client or for the editors about your translation in your delivery file. A blank delivery with your signature, or a "please find files attached" shows little interaction with your client. It may be a sign that if you do not have time to write two lines about the delivery of the project then you probably did not have time to do a quality check at all. Thank the Translation Project Manager for the job and look forward to the next one. If there are simply no issues to raise, say that the job went smoothly. Perhaps the translation memory was very good or in the absence of it, you felt very comfortable and enjoyed doing a translation in your field of expertise.

Reference:

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