

Building universal understanding

Near real-time multilingual customer service

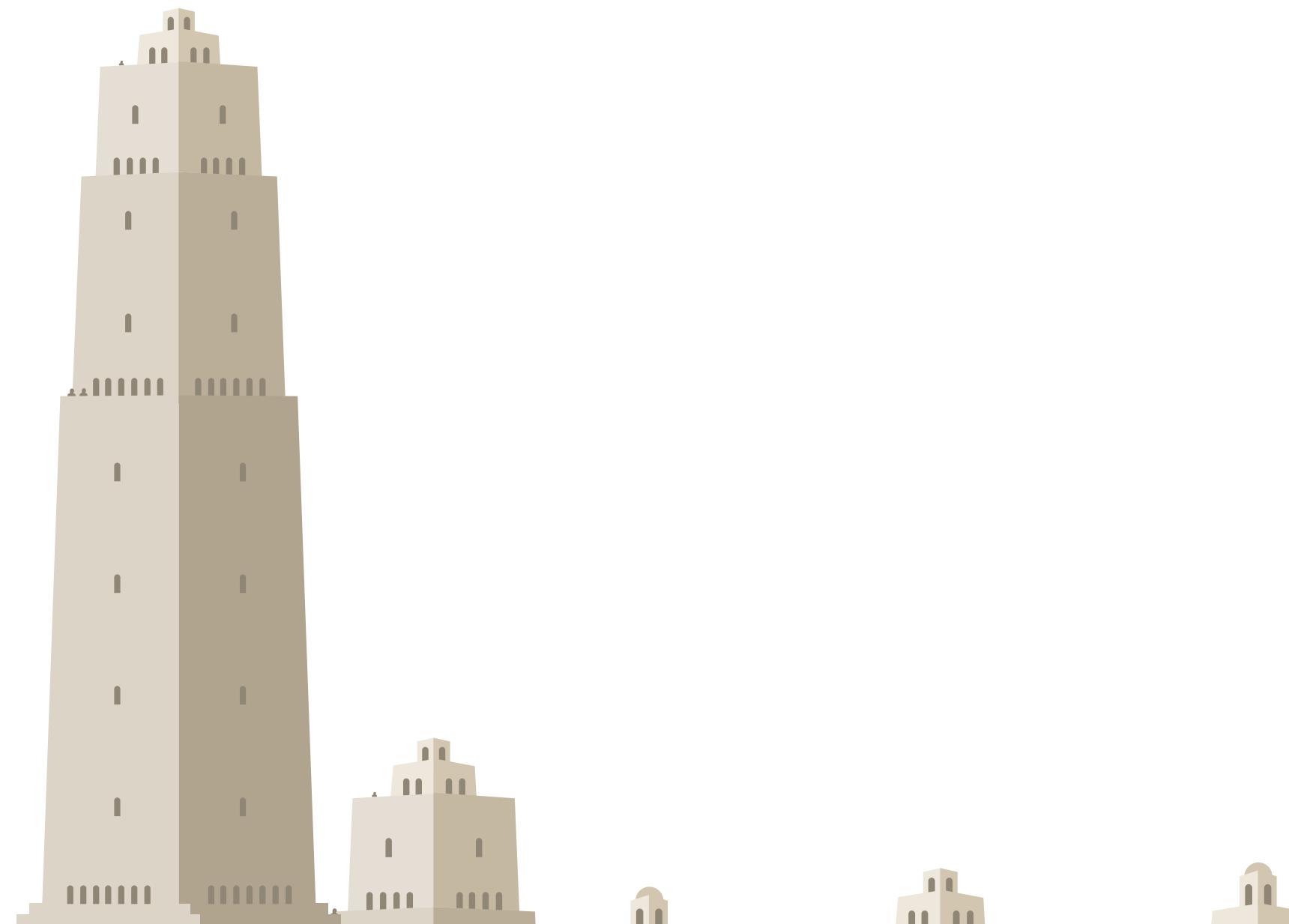
João Graça
CTO



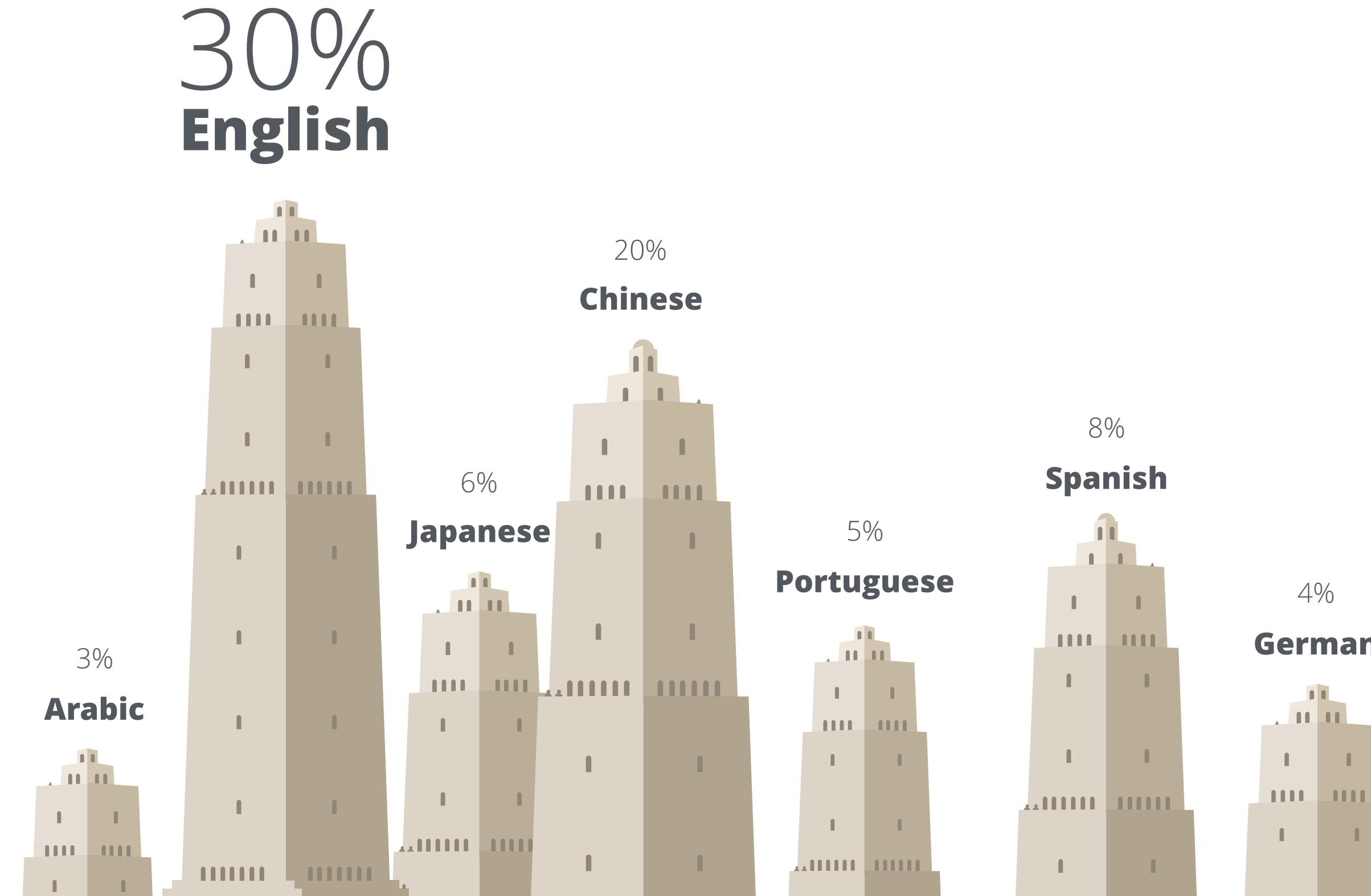
Unbabel

The internet, 1997

80%
English

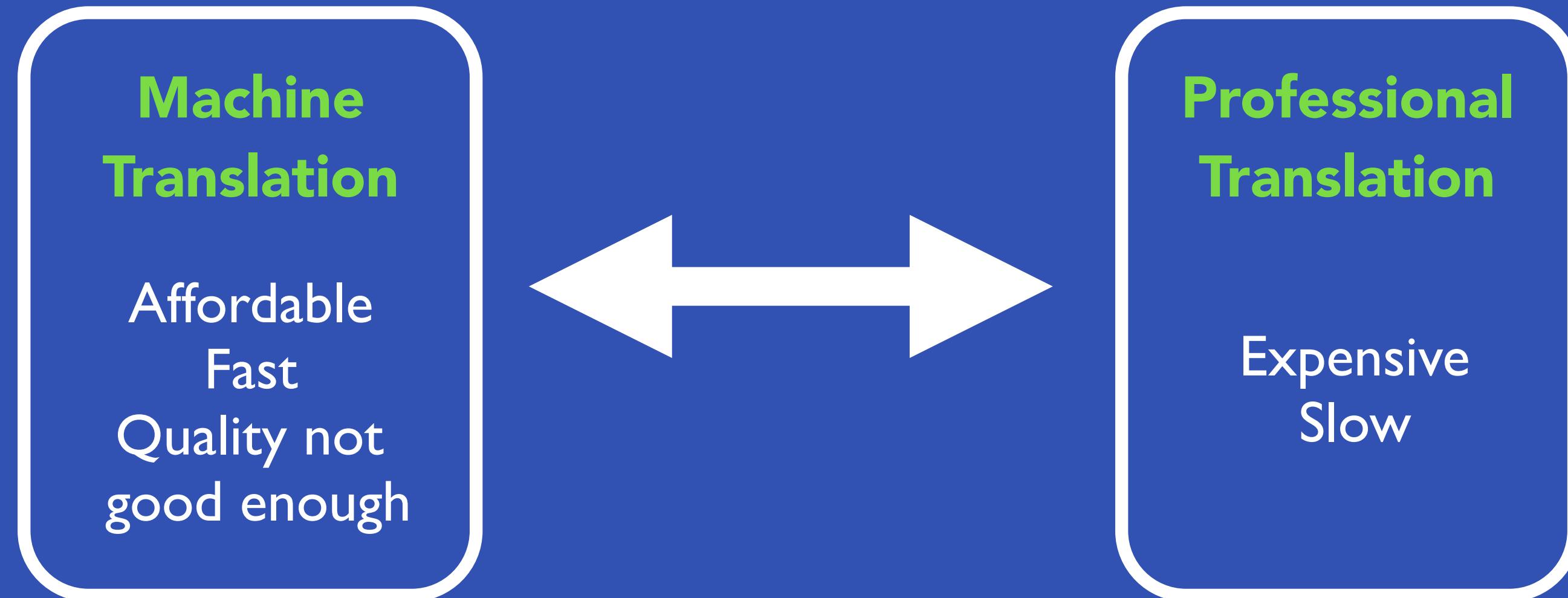


The internet, 2017



Available Solutions

Lack of fast, affordable translation with human quality



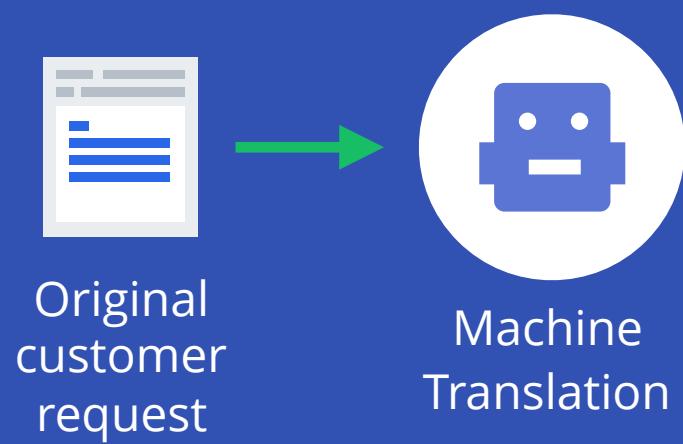
Unbabel Pipeline

Unbabel Pipeline

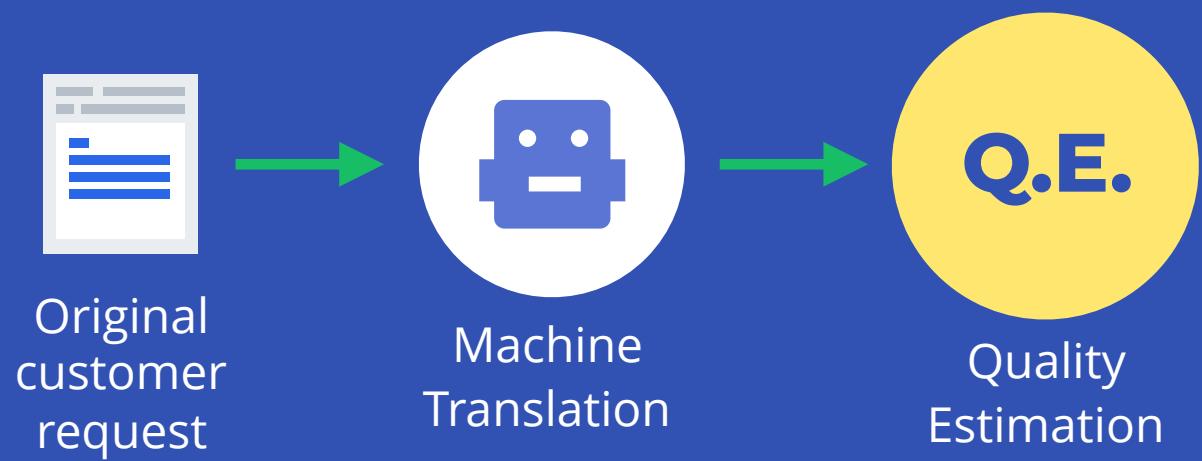


Original
customer
request

Unbabel Pipeline



Unbabel Pipeline



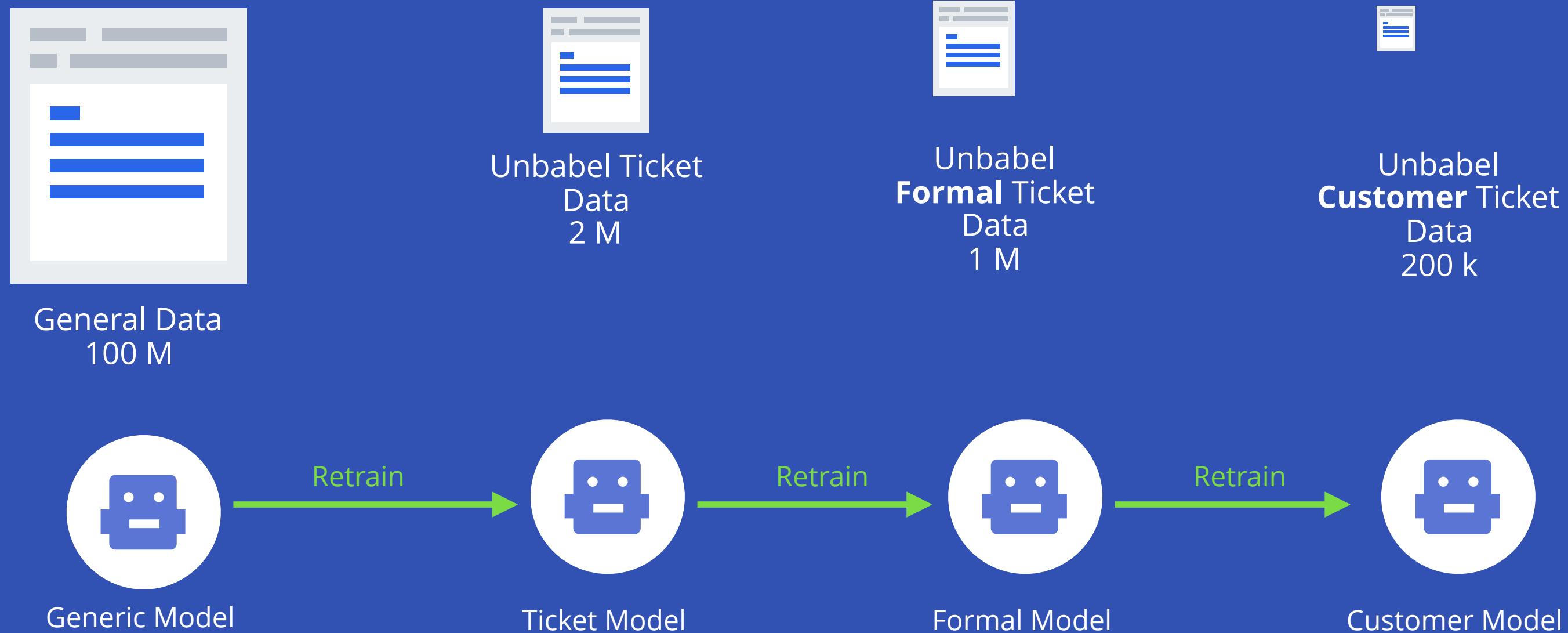
Unbabel Pipeline



Unbabel Pipeline

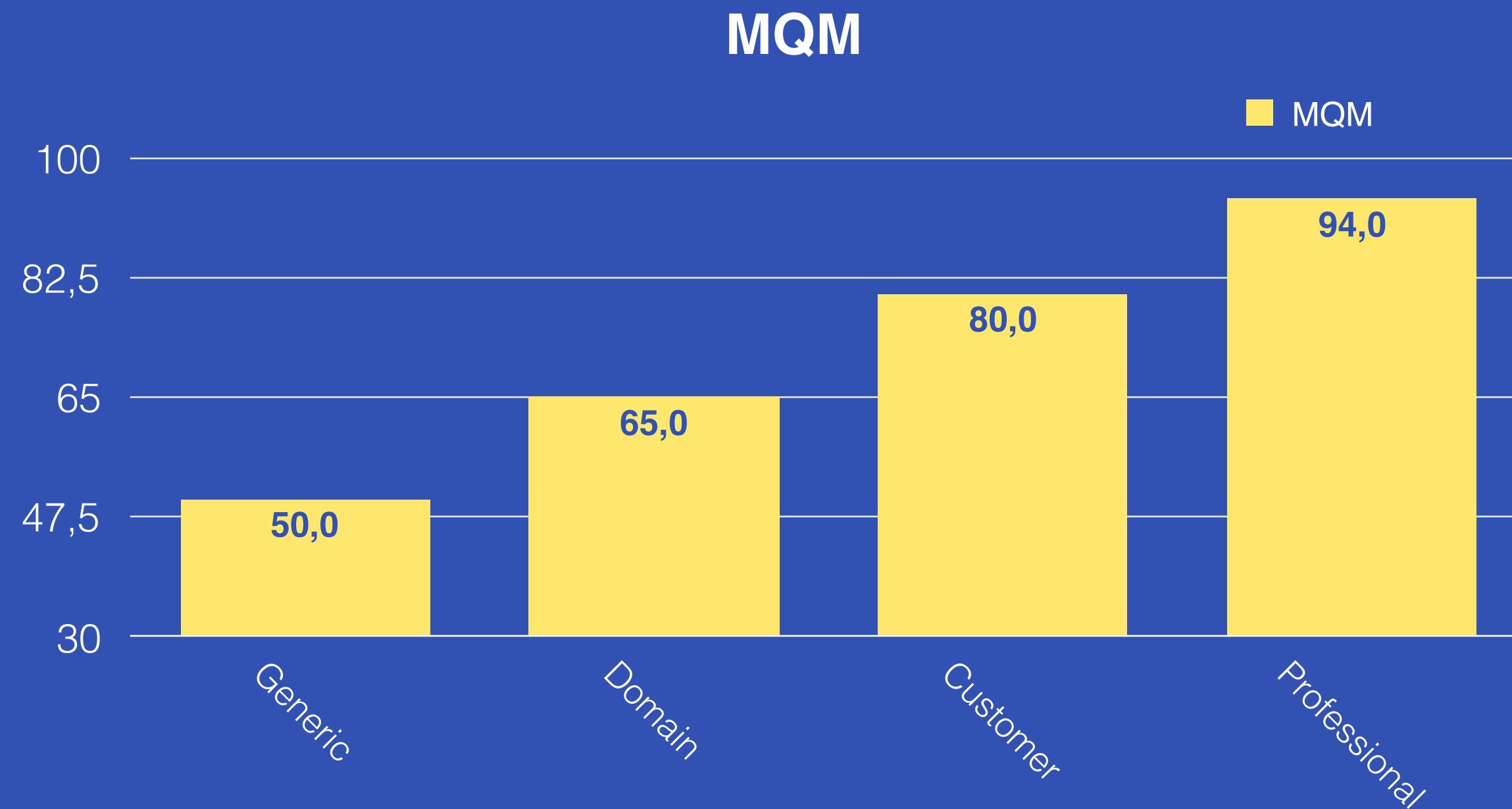


Customized Machine Translation

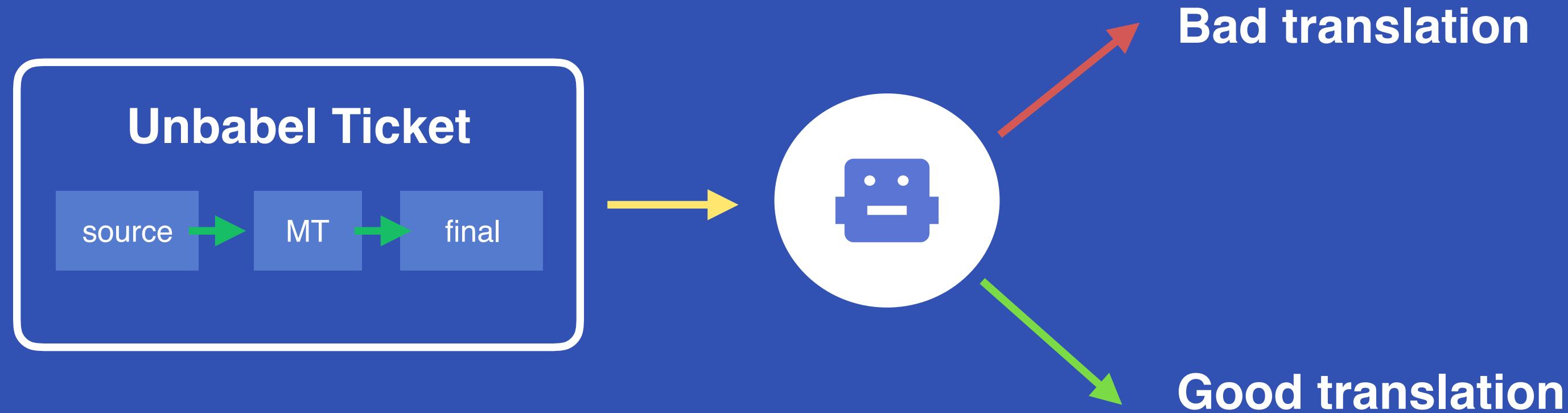


Customer Adaptation

Customer Support Tickets

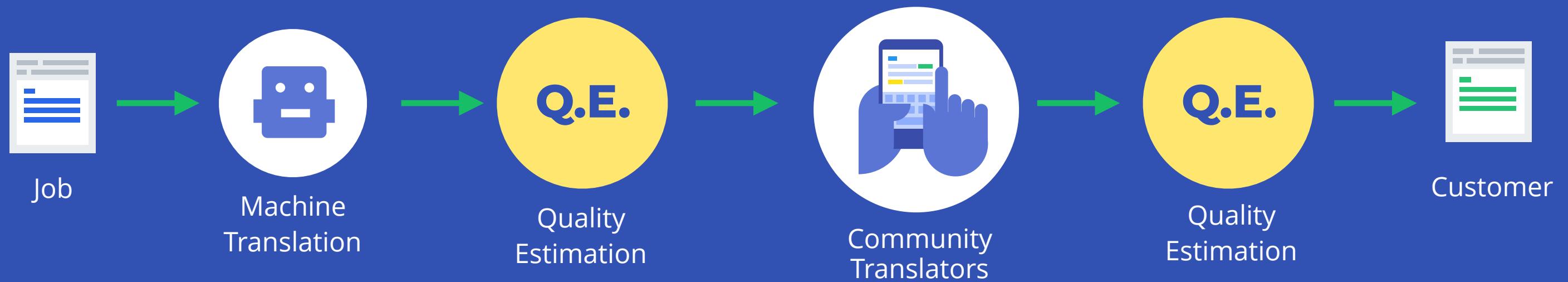


Quality Estimation



En-De		
Threshold	Skip	Risk
0.9	1%	Zero
0.85	5%	Min
0.80	11%	Moderate

Data Generation Engine



Profession translation



Unbabel pillars

Profession translation



Unbabel pillars

- Editors Pool

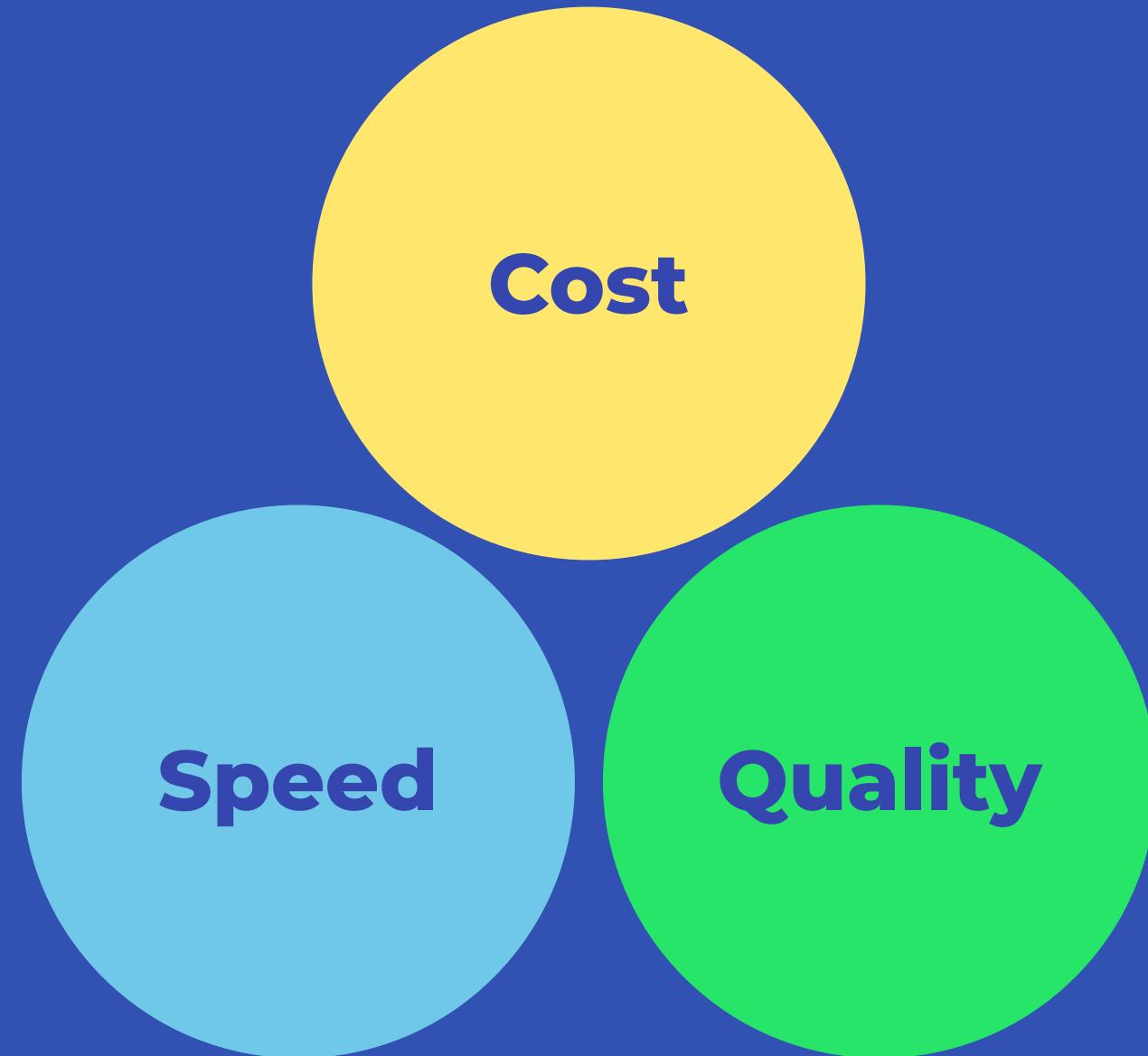
Profession translation



Unbabel pillars

- Editors Pool
- Initial Text (MT)

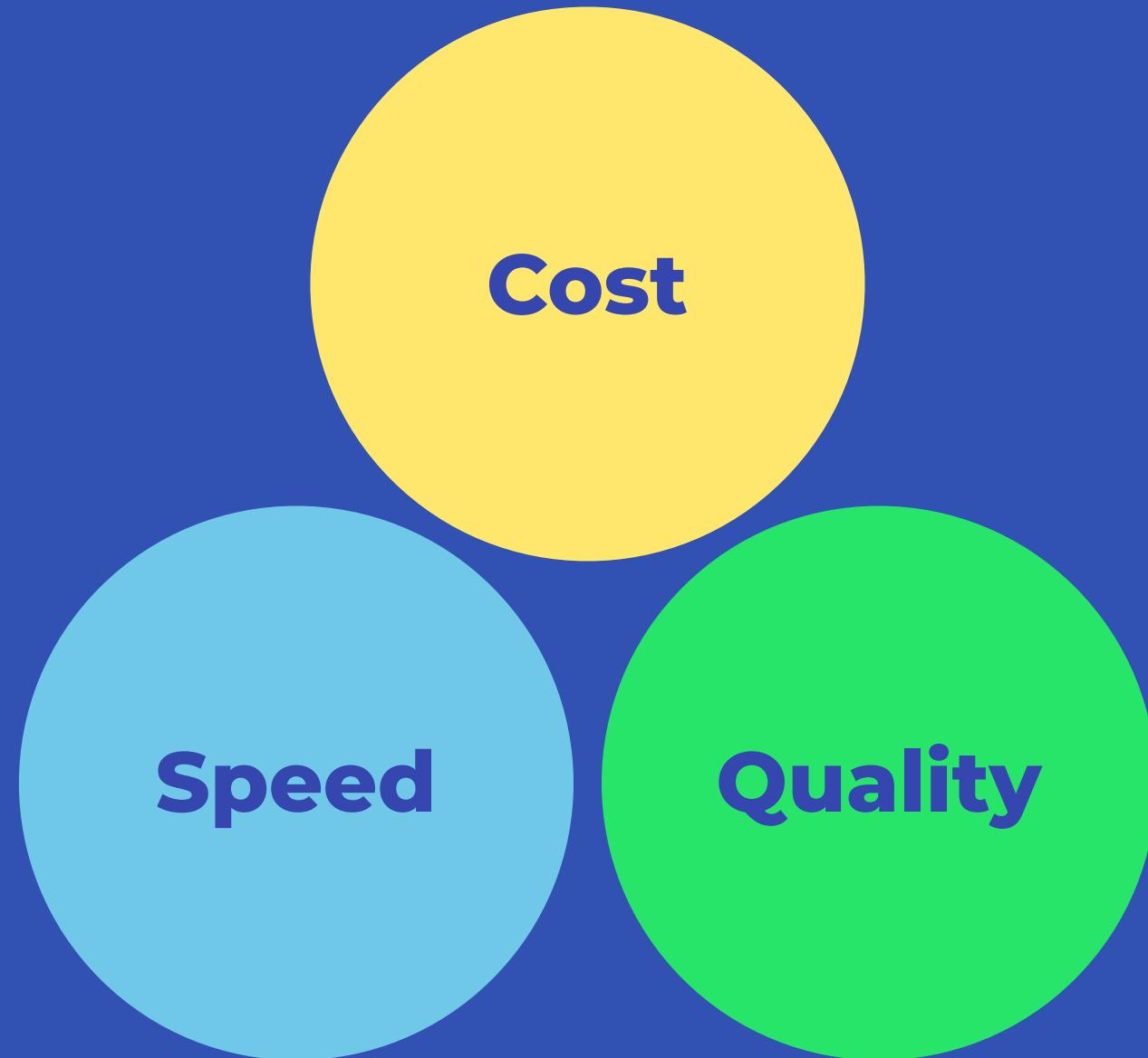
Profession translation



Unbabel pillars

- Editors Pool
- Initial Text (MT)
- Editor Assignment

Profession translation



Unbabel pillars

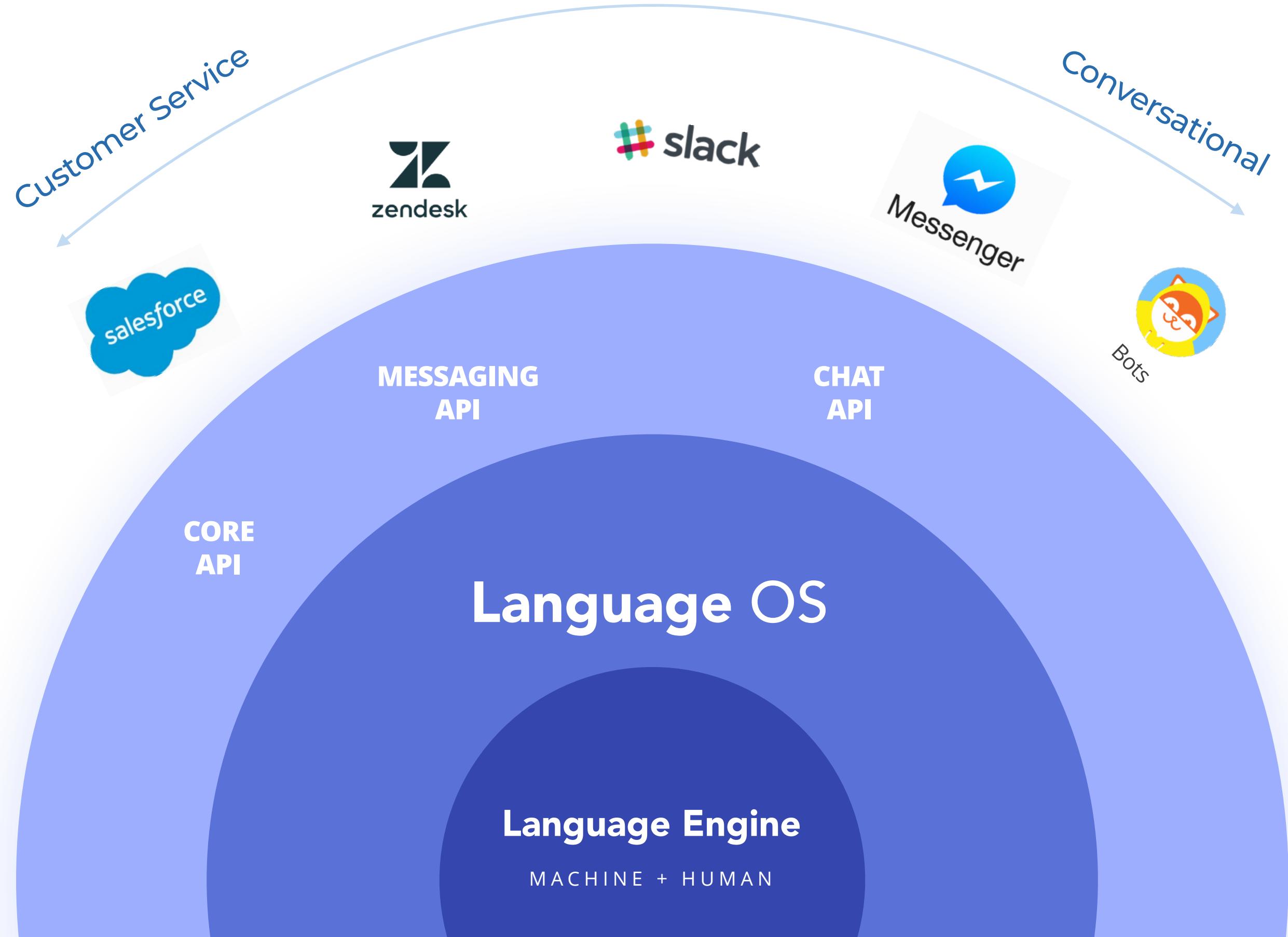
- Editors Pool
- Initial Text (MT)
- Editor Assignment
- Custom Editing Interfaces

Profession translation



Unbabel pillars

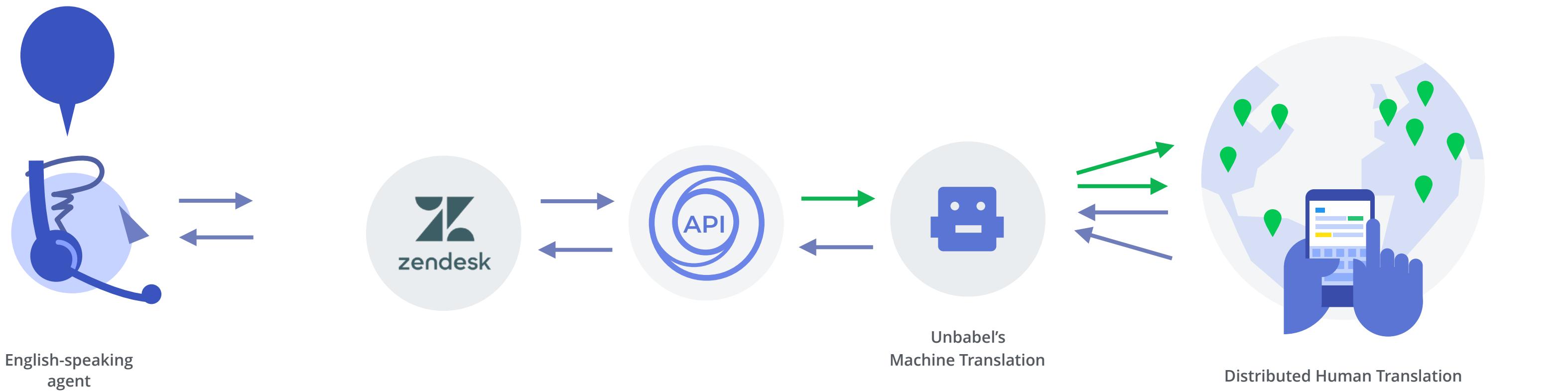
- Editors Pool
- Initial Text (MT)
- Editor Assignment
- Custom Editing Interfaces
- Constant Quality Evaluation



Unbabel for Customer Service

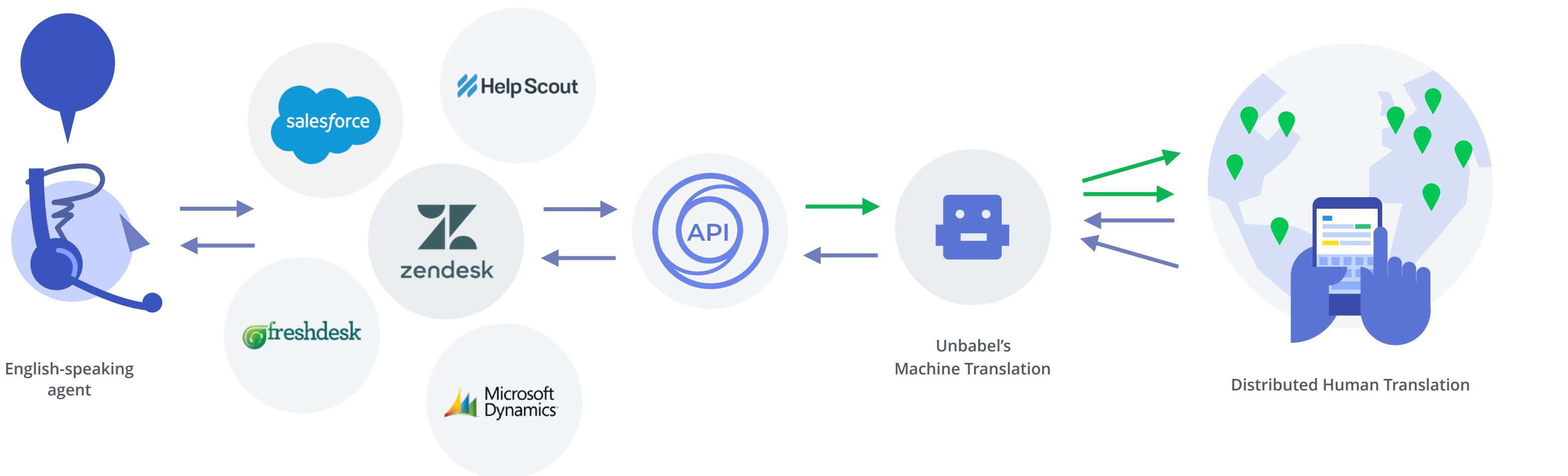
Unbabel adapts to any workflow

Unbabel for Customer Service



Unbabel adapts to any workflow

Unbabel for Customer Service



Unbabel adapts to any workflow

Customer Replies: **Speed & Quality**



20 minutes



94

Unbabel Chat

Native speaking in multiple languages



Chat



Unbabel Chat

Understand and be understood in multiple languages.

with Juan Torres 

Start typing here, or paste the text you'd like to be translated.

Translate to

Portuguese

Translate

Good morning, that's great! What color do you like?

 Translating...

Good morning, I would like to buy a hat

Bom dia, gostava de comprar um chapéu

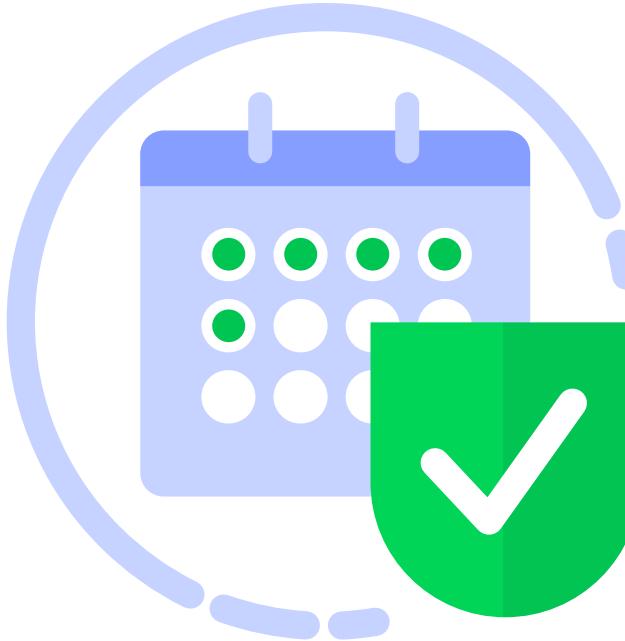
Chat Translation Flow



Chat Messages: **Speed & Quality**



2 minutes

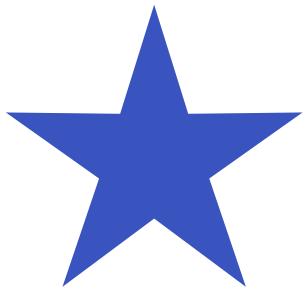


90

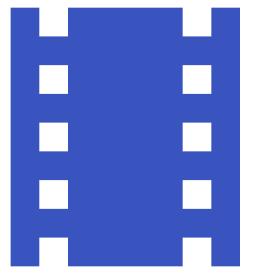


80%

Other Use Cases



Reviews



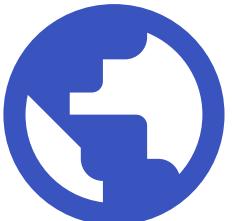
Video



Newsletters



Travel
descriptions



SEO

Unbabel

Thank you