

Translation Panel: Advanced Settings – Help

The translation panel in the consultation platform allows you to customise your experience based on the needs of you and your patient. To translate between English and isiXhosa, you can use the default models which are already selected. However, for various reasons you may want to change these selected models. The ‘Advanced Settings’ on the translation panel allows you to do just this.

Click on the ‘Advanced Settings’ to open up the selection options. The first selection allows you to choose a model that will convert your speech into text if you are speaking English. The second selection allows you to choose a model that will convert your speech into text if you are speaking isiXhosa. The third selection allows you to choose a model that will convert your text from one language to another.

The default settings have selected the most accurate models. However, you may have other needs to consider when using the system. The table below highlights some of the considerations you may make when choosing a model. If you are unsure or have any questions, please contact the system administrators using the platform helpdesk.

Model	Accuracy	Cost	Privacy
South African English Speech Recognition			
Microsoft Azure	Highest	May incur cost	Subject to Microsoft T&C
Google Cloud	Low	May incur cost	Subject to Google T&C
Whisper	Medium	Free	Your data is not stored (highest level of privacy)
MMS	Lowest	Free	Your data is not stored (highest level of privacy)
isiXhosa Speech Recognition			
Google Cloud	Low	May incur cost	Subject to Google T&C
MMS	Lowest	Free	Your data is not stored (highest level of privacy)
English/isiXhosa Translation			
Google Cloud	Highest	May incur cost	Subject to Google T&C
Microsoft Azure	Medium	May incur cost	Subject to Microsoft T&C
ChatGPT	High	May incur cost	Subject to OpenAI T&C
Gemini	Low	Free	Subject to Google T&C
NLLB	Lowest	Free	Your data is not stored (highest level of privacy)