**REQUEST FOR TRANSLATION TO**

**BRAZILIAN PORTUGUESE**

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# Introduction

## Technological Context

The phrases and words that need to be translated are related to a telephone interaction between a person (human) and a machine, more precisely an IVR (Interactive Voice Response) system. Being a simple telephone call, the interactions between the caller and the IVR are through speech.

An IVR is basically an automated system that answers telephone calls from people, offers the caller a series of menu options, requests some information from the caller (i.e. to enter a ‘customer number’, a ‘bank account number’ or similar), and then provides specific spoken information to the caller. More info in <https://en.wikipedia.org/wiki/Interactive_voice_response>

The IVR system is capable of understanding what the customer says on the phone, through a technology named Speech Recognition. This technology ‘compares’ what customer says against a ‘list’ of possible words and phrases that need to be recognized. Then indicates if what the caller said matches or not with an element of that ‘list’.

More info in <https://en.wikipedia.org/wiki/Speech_recognition>

## Business Context

The caller calls an 800 number in the US for performing inquiries. This number belongs to the Wyndham hotel chain. The caller has a fidelity rewards card and can check automatically the card’s balance, make hotel reservations, perform payments, etc.

More info in <https://www.wyndhamhotels.com/wyndham-rewards>

## Elements for translation

In this translation request two different kind elements need to be translated:

* Phrases and words spoken by the IVR
* The lists of possible words/phrases that the caller can say

## Contact for questions

Please contact the following person for any questions, concerns or clarifications that may be required for the completion of the translation service:

Leandro Prada

[leandro.prada@certiustech.com](mailto:leandro.prada@certiustech.com)

# Translation elements

This section contains what needs to be translated. The translation needs to be performed in THIS same document.

The first column is what needs to be translated and the second column provides context information. The Portuguese translation needs to be written in the third column.

## Phrases that are spoken by the machine (IVR)

|  |  |  |
| --- | --- | --- |
| Phrase to translate | Context Information  (do NOT translate this. This is for translation guidance only) | Please write the translation to Portuguese here, in this column. |
| Which would you like? You can say... reservations, payments and statements, title & ownership changes, or more options. | This is a menu of options offered by the IVR to the caller. This menu uses Speech Recognition. | O que você gostaria de fazer? Fale: reservas, pagamentos e extratos, mudanças de titularidade e propriedade ou mais opções. |
| That was reservations, is that right? | The IVR tries to confirm if its interpretation of what the caller said is correct.  Similar to: ‘You said reservations, is that right?’ | Você disse reservas, certo? |
| Sorry, I’m having trouble. | The IVR did not understand what the caller said and apologizes. | Desculpe, não entendi. |
| For reservations, press 1, payments and statements 2, title & ownership changes 3, or more options 4. To speak to a representative, press 0. | This is a menu of options offered by the IVR to the caller. This time the caller is instructed to press the option number in the phone keypad, instead of saying what he/she wants.  Reservations: i.e. reservation of a hotel room.  Statements are like a bank statement or payment receipts.  Representative is a Contact Center agent.  Ownership changes is for instance when the caller has a time-share property and wants to report that it was sold to someone else. | Para reservas, aperte 1, pagamentos e extratos 2, mudanças de titularidade e propriedade 3, ou mais opções 4. Para falar com um atendente, aperte 0. |
| You can say... Wyndham rewards, points conversion, personal interval choice, or speak to a representative. | This is a menu of options offered by the IVR to the caller. This menu uses Speech Recognition. | Suas opções: recompensas Wyndham, conversão de pontos, escolha de período ou falar com um atendente. |
| To get started, what is your account number? | The IVR requests the caller to say the account number. | Para começar, qual é o número da sua conta? |
| Please say or enter your account number. | The IVR requests the caller to say the account number or enter the digits through the telephone keypad. | Fale ou digite o número da sua conta. |
| And the date of birth for the primary owner? | The IVR requests the caller to say the date. | E a data de nascimento do proprietário titular? |
| Please tell me the primary owner’s date of birth including month, day, and year or enter it using 2 digits for month, 2 digits for day, and 4 digits for year. | The IVR requests the caller to enter the date through the telephone keypad. I.e. 01312020 for January 1st, 2020 | Fale o mês, dia e ano de nascimento do proprietário titular ou digite usando 2 dígitos para o mês, 2 dígitos para o dia e 4 dígitos para o ano. |
| I couldn't find an account matching the information you provided. Let's try one more time. What is your account number? | The IVR does not find in the hotel records the account number provided by the caller. | Não encontrei uma conta com essas informações. Vamos tentar mais uma vez. Qual é o número da sua conta? |
| You can say transfer ownership, check status, make a payment, or help me with something else. Which would you like? | This is a menu of options though Speech Recognition. | Fale transferir a propriedade, verificar status, fazer um pagamento ou outra opção. Qual você gostaria? |
| To transfer ownership, press 1. Check the status of a transfer that is already in progress, 2. Make a payment, 3. Something else 4. To speak to a representative, press 0. | This is a menu of options offered by the IVR to the caller. | Para transferir a propriedade, aperte 1. Verificar o status de uma transferência em andamento, 2. Fazer pagamento, 3. Outra opção, 4. Para falar com um atendente, aperte 0 |
| Would you like me to send you a copy of the confirmation letter? If you would like to speak with someone, just say "representative." | Representative is a Contact Center agent. | Quer que eu envie uma cópia da carta de confirmação? Se preferir falar com alguém, basta dizer “atendente”. |
| You can say make a payment, check account status, request a document, or more options. Which would you like? | This is a menu of options though Speech Recognition. | Fale fazer um pagamento, verificar a situação da conta, solicitar um documento ou mais opções. Qual você gostaria? |
| To make a payment, press 1. Check account status, 2. Request a document, 3. More options, 4. To speak to a representative, press 0. | This is a menu of options offered by the IVR to the caller. | Para fazer um pagamento, aperte 1. Verificar a situação da conta, 2. Solicitar um documento, 3. Mais opções, 4. Para falar com um atendente, aperte 0. |
| You can say Perks by Club Wyndham, mailing address, wire transfer information, down payment questions, or speak to a representative. Which would you like? | This is a menu of options though Speech Recognition. | Fale: benefícios do Club Wyndham, endereço postal, transferências eletrônicas e adiantamentos ou falar com um atendente. Qual você gostaria? |
| For Perks by Club Wyndham, press 1, payment mailing address, 2, wire transfer information, 3, down payment questions, 4. To speak to a representative, press 0. | This is a menu of options offered by the IVR to the caller.  Options offered are typical of the banking jargon. | Para benefícios do Club Wyndham, aperte 1, endereço postal do pagamento, 2, transferência eletrônica, 3, adiantamentos, 4. Para falar com um atendente, aperte 0. |
| Your current amount due is 5000 dollars, which includes a loan payment of 2000 dollars for contract number 12345678, and an assessment balance of 1000 dollars. Would you like to make a payment today? | Words and terms are typical of the banking jargon. | O valor devido hoje é 5.000 dólares, incluindo o pagamento do empréstimo de 2.000 dólares do contrato número 12345678 e um saldo de avaliação de 1.000 dólares. Deseja fazer um pagamento hoje? |
| Would you like to make a payment today? Press 1 for yes or 2 for no. To speak to a representative, press 0 | This is a menu of options offered by the IVR to the caller. | Deseja fazer um pagamento hoje? Aperte 1 para sim ou 2 para não. Para falar com um atendente, aperte 0. |
| Which document would you like? You can say pay-off quote, statements, cancellation letter or tax documents. | This is a menu of options though Speech Recognition.  Words and terms are typical of the banking jargon. | De qual documento você precisa? Fale cotação de pagamento, extratos, carta de cancelamento ou documentos fiscais. |
| For a pay-off quote, press 1. Statements, 2. Cancellation letter, 3. Tax documents 4. TO speak to a representative, press 0. | This is a menu of options offered by the IVR to the caller.  Words and terms are typical of the banking jargon. | Para cotação de pagamento, aperte 1. Extrato, 2. Carta de cancelamento, 3. Documentos fiscais, 4. Para falar com um atendente, aperte 0. |
| Would you like me to send you a copy of your cancellation letter to the address on file? If you would like to speak with someone, just say "representative." | Representative is a Contact Center agent. | Quer que eu envie uma cópia de sua carta de cancelamento para o endereço em arquivo? Se quiser falar com alguém, basta dizer “atendente”. |
| I can send you a copy of your most recent annual statement, or a copy of your most recent monthly statement. Which one would you like, annual or monthly? |  | Posso enviar uma cópia de seu extrato anual ou mensal mais recente. De qual você precisa: anual ou mensal? |
| To receive a copy of your most recent monthly statement, press 1. For you most recent annual statement, 2. To speak to a representative, press 0. |  | Para receber uma cópia do extrato mensal mais recente, aperte 1. Para o extrato anual mais recente, 2. Para falar com um atendente, aperte 0. |
| To receive a copy of your most recent annual statement, press 1. For you most recent monthly statement, 2. To speak to a representative, press 0. |  | Para receber uma cópia do extrato anual mais recente, aperte 1. Para o extrato mensal mais recente, 2. Para falar com um atendente, aperte 0. |
| Your current payoff amount is 500 dollars. Would you like me to send you a payoff letter with this information? |  | Você pagou hoje 500 dólares. Quer que eu envie um comprovante desse pagamento? |
| Would you like me to send a copy of your most recent 1098 tax document to the address on file? | 1098 tax document is an Internal Revenue Service (IRS) form used to report the amount of interest and related expenses paid on a mortgage | Quer que eu envie uma cópia do documento fiscal 1098 mais recente para o endereço em arquivo? |
| You have a past due balance of 300 dollars. Would you like to make that payment in full today? |  | Você tem um saldo vencido de 300 dólares. Deseja quitar esse pagamento hoje? |
| I've processed your request. Is there anything else I can help you with today? You can say main menu or simply hang up. | Main menu refers to the first menu offered by the IVR to the caller when the call started. | Solicitação processada. Posso ajudar em mais alguma coisa hoje? Fale menu principal ou simplesmente desligue. |
| Is there anything else I can help you with today? You can say main menu or simply hang up. |  | Posso ajudar em mais alguma coisa hoje? Fale menu principal ou simplesmente desligue. |

## Word or phrases that are spoken by the caller (human)

|  |  |  |
| --- | --- | --- |
| Words or phrases to translate | Context Information  (do NOT translate this. This is for translation guidance only) | Please write the translation to Portuguese here, in this column. |
| operator, agent, representative, customer service | Different words that can be said when the caller wants to be transferred to a Contact Center agent.  Translation should indicate what are the equivalent words commonly used in Portuguese. | operador, agente, atendente, atendimento ao cliente |
| yes, yep, correct | Translation should indicate what are the equivalent words commonly used in Portuguese. | sim, OK, certo |
| no, nope, wrong | Translation should indicate what are the equivalent words commonly used in Portuguese. | não, negativo, errado |