

Machines and humans: let's crack it together

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The World's Translation Layer



OSI Model

L1 - Physical Layer

L2 - Data Link Layer

L3 Network Layer

L4 - Transport Layer

L5 - Session Layer

L6 - Presentation Layer

L7 - Application Layer

L8 - Language Layer

But...

One step at a time



**Translate 25%
of customer communications**



Building the layer



AI Stack



Gig
economy



Proprietary
data



Continuous
learning



Seamless
Integrations



Unbabel helps Microsoft empower customer advocates to deliver incredible customer service



October 23, 2019

[Print](#)

Providing exceptional customer service experiences across a range of languages is essential for the modern business, but it can be a major hurdle. That's where Unbabel—the AI-powered translation service built on Microsoft Azure and connected with Microsoft Dynamics 365 Customer Service—comes in. After finding success supporting fast-growing companies' international expansion, Unbabel was ready to enter the enterprise market. Investment from M12, Microsoft's venture fund, provided

Learn More

[Unbabel Translate on AppSource](#)

[M12, Microsoft's venture fund](#)

CSAT scores that soar

How Skyscanner used Unbabel to drive efficiency and increase customer satisfaction by 22.5% in under a year.

Unbabel helps Microsoft empower customer advocates to deliver incredible customer service



October 23, 2019

Providing exceptional customer service in a modern business, but it can be a challenge. Skyscanner's service built on Microsoft Azure comes in. After finding success with Unbabel, Skyscanner was ready to enter the enterprise market.



Case study — Travel

Translating empathy into quick multilingual support at Expedia Group

Expedia Group's app support team slashed non-English language response time with Unbabel Tickets while maintaining emotionally intelligent customer support.



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Microsoft

Customer Stories



Unbabel helps customer support teams provide incredible customer support.

AI

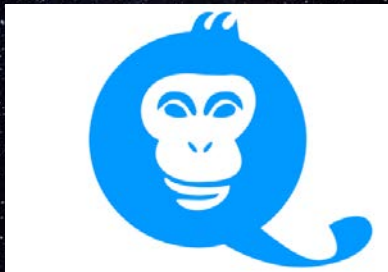
Unbabel raises \$60 million to bring machine-human translations to more enterprises

PAUL SAWERS @PSAWERS SEPTEMBER 23, 2019 4:00 PM



Above: Founders: Vasco Pedro, Hugo Silva, Bruno Prezado, João Graça.

THAT
CHANGES
THE WAY
WE THINK



APPLICATION FORM

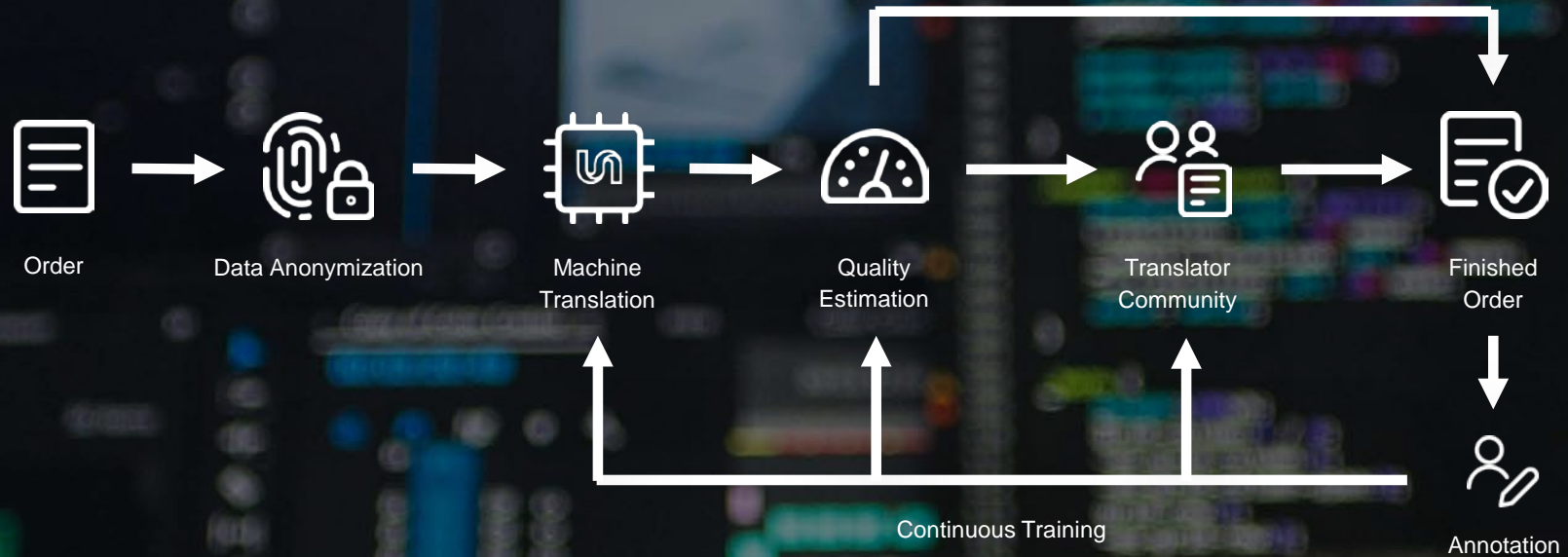
PART D Technical information

Title of the proposed Action: User-focused Marian

TENtec number: 28631005

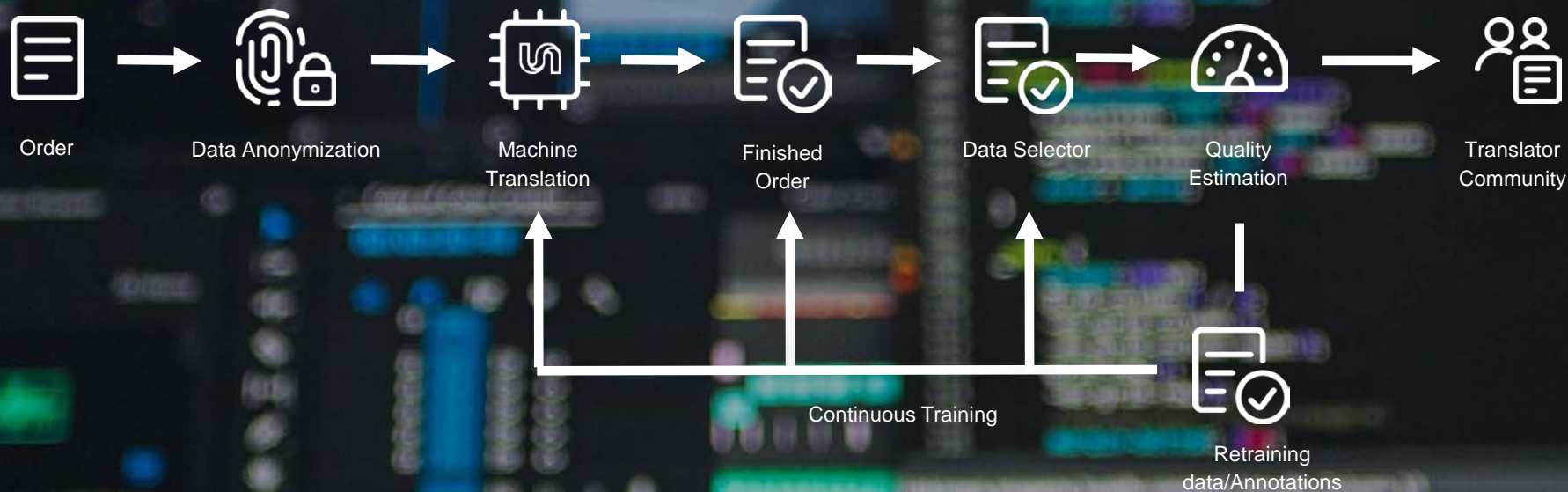
Unbabel Translation Pipeline

(email)



Unbabel Translation Pipeline

(chat)

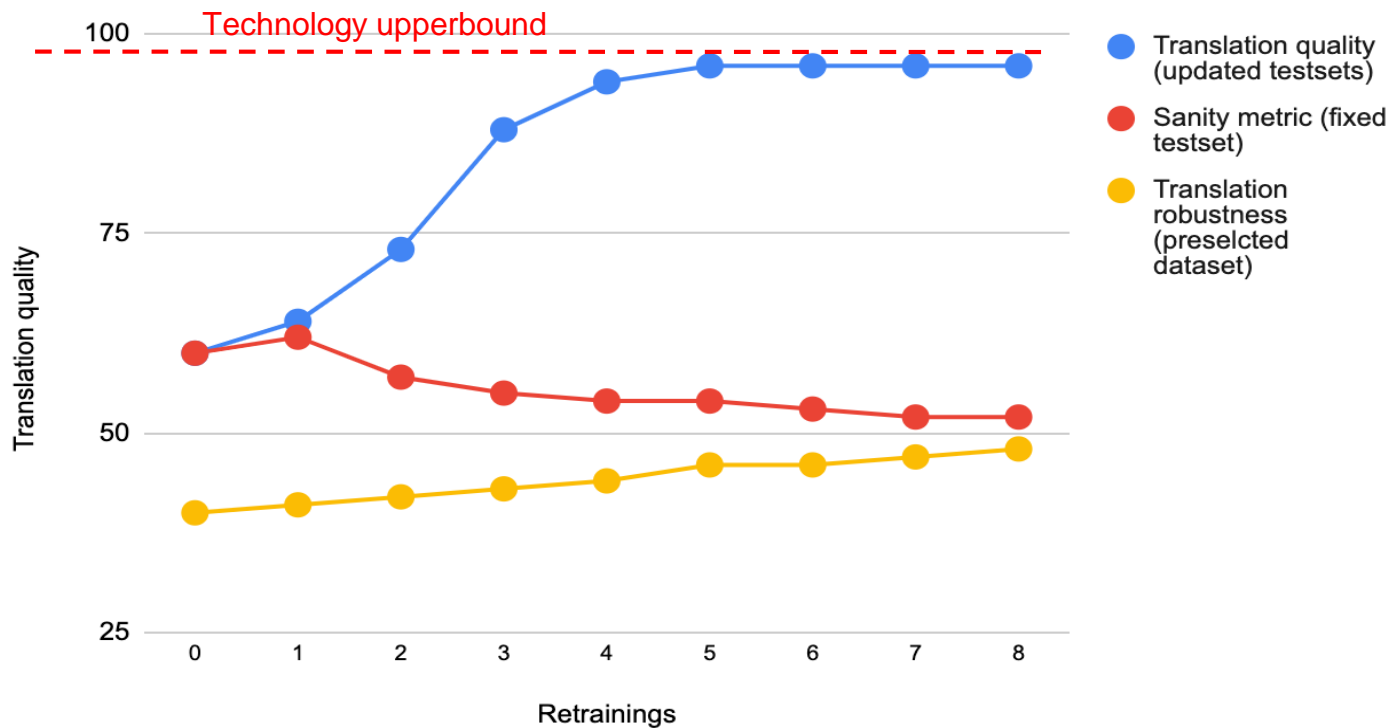


System retraining

Goal 1: keep the model up-to-date to the content customers want us to translate

Goal 2: increase the generalization power of our model by adding incremental in-domain data (amb system robustness)

Retrainings



An aerial photograph of the San Francisco skyline at dusk. The Transamerica Pyramid is prominent on the left, and the Salesforce Tower is on the right. The city is densely packed with skyscrapers, many of which have their lights on. The word "Keystrokes" is overlaid in the center in a light green, sans-serif font.

Keystrokes

Raw data

At 18:03:30:
In nugget 3
mouseClick
Cursor at 16
Selected: 0
At 18:03:31:
In nugget 3
Pressed Backspace
Cursor at 16
Selected: 0
At 18:03:31:
In nugget 3
Pressed Backspace
Cursor at 15
Selected: 0
At 18:03:31:
In nugget 3
Pressed Backspace
Cursor at 14
Selected: 0

At 18:03:35:
In nugget 3
Pressed Shift
Cursor at 25
Selected: 0
At 18:03:35:
In nugget 3
Pressed s
Cursor at 25
Selected: 0
At 18:03:35:
In nugget 3
Pressed i
Cursor at 26
Selected: 0
At 18:03:35:
In nugget 3
Pressed e
Cursor at 27
Selected: 0

At 18:03:30:
In nugget 3
mouseClick
Cursor at 16
Selected: 0
At 18:03:31:
In nugget 3
Pressed Backspace
Cursor at 16
Selected: 0
At 18:03:31:
In nugget 3
Pressed Backspace
Cursor at 15
Selected: 0
At 18:03:31:
In nugget 3
Pressed Backspace
Cursor at 14
Selected: 0

Processed information

Initial text

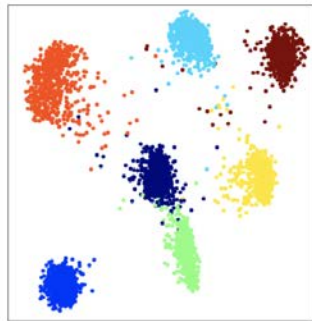
“Espero que esto es útil”

- Deleted word “es”
- Inserted word “sea”

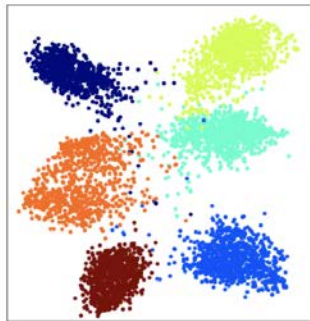
Submitted text

“Espero que esto sea útil”

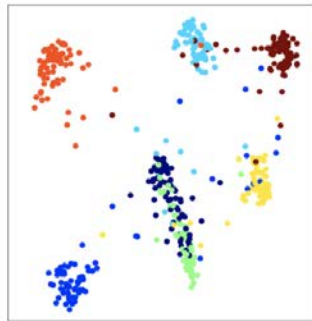
Translator2Vec



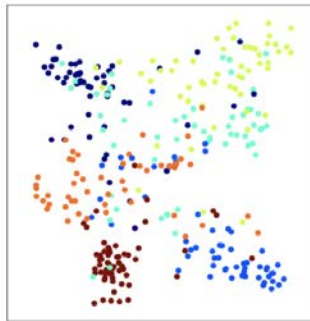
(a) En-De training set



(b) En-Fr training set



(c) En-De test set



(d) En-Fr test set

Translator2Vec: down

- Multi-purpose representation of each editor or session
- Editor identification
- Editor representation
- Non-sequential automatic post-editing
- Other downstream tasks



Thank you

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