



DRAFT – NOT FOR DISTRIBUTION

FAQ

Customer FAQ

Q. What are the covered languages?

A. The current version supports English Language only as translation services are not part of this version

Q. Is it live or offline?

A. The current version of the Prototype runs live and process all workload on the AWS cloud services, Offline is not part of this release

Q. How much does it cost?

A. The current version of Prototype runs on AWS credit , while it is estimated to run it on the AWS cloud might cost less than 500 USD per month (it is estimated)

Q. Converse meaning?

A. Converse means getting into two way conversation while the voice mate service is a one way translation services from English Language to Sign Language.

Q. Does it cover all local language?

A. the current version of VoiceMate is working with English language only, while it can be extended to any supported language on AWS platform.

Q. What other languages covered

A. The current released version only English language is supported , while adding other supported languages is possible but it is not covered in this version

Q. Is it real time or offline?

A. the current VoiceMate service for translating English language to sign language is real time service connecting to AWS cloud services.

Q. Is it real character with formal dress?

A. The avatar that was chosen for first version is meant out of Bahrain CIC and it is the formal Bahraini dress, meanwhile any other dress or character can be uploaded and used but the current version is the Bahraini formal one.

Q. Is it male or female?

A. the Avatar is a male character in formal Bahraini dress but the user of the service can be anyone.

Q. How accurate is this service?

A. The VoiceMate at its current state is a prototype and it accurate to a good percentage and relevant to how clear the voice and words being voiced, where only 400 words are covered now and the other words if not in dictionary it will be splended out letter by letter in sign language . The capability is endless to make machine learn and increase accuracy and words coverage.

Q. Is there a way to enhance accuracy by providing feedback? Optimize ML model?

A. the current version is meant to be a working Prototype and it doesn't have an M/L models but the capability can be there in the future.

Q. Is there latency / delay in the translation?



DRAFT – NOT FOR DISTRIBUTION

A. The tested prototype had no latency on a normal speed up to 10Mbps , nevertheless and it is still dependent on Internet speed if it is very low some latency might occur

Q. Does it recognize different supported languages automatically?

A. The current Version was built as prototype and it is developed to capture English Language , although it can be customized or configured with other supported Languages on AWS but at this stage it is only English

Q. Service availability/ failover/ redundancy?

A. The current prototype is deployed on AWS cloud but not Bahrain region, and it uses production level services, but it is not deployed with full failover, redundancy and availability as it needs additional work to deploy on Bahrain region and deploy all production level services.

Q. Simplicity of using for non-technical users (starting, stopping, etc....)?

A. The current prototype and service was built with very simple accessibility and user interface, it only has start button and user can start speaking and the Avatar starts translating to the sign language.

Stakeholders FAQ

Q. Is it adopted by IGA?

A. Tamkeen the CIC funding sponsor is working to include IGA and 2 other public sector organization in the deployment discussion , but at the moment it is still an internal Prototype with the University of Bahrain CIC

Q. Is Tamkeen funding the pilot?

A. Yes Tamkeen is funding the program at the CICs and this prototype is part of the challenges at UoB CIC

Q. How many students are working?

A. 4 students from UoB are working on the prototype

Q. Which university is leading?

A. University of Bahrain is leading this challenge

Q. Is it going to be live or prototype?

A. the current version is a prototype and Tamkeen is working with IGA, Shura Council and Bahrain TV to make it live solution.

Q. Percentage of population whom will get benefit of this service?

A. According to the world health organization it is estimated that 466 million people has hearing disability. [WHO People with Deaf disability](#).

Q. Other services/ jobs that might be affected?

A. a lot of services can be affected positively with this service like news , parliament, events, public speeches among others that can benefit or be affected when launching this service