HOW CAN I TRANSFORM AN ONLINE SERVICE TO TRULY MULTILINGUAL?
The Best Practices were defined in the context of www.organic-lingua.eu project based on the experience of developing a truly multilingual Pan-European online service, the www.organic-edunet.eu portal

10 ways to become truly multilingual

1. Rely on REST style
2. Localize your service
3. Rely on multilingual KOSs
4. Publish KOSs as linked data
5. Be domain specific
6. Select the best MT service
7. Enable multilingual search
8. Wrap language services
9. Keep analytics
10. Think of users
Rely on REST style

Follow a service oriented approach in the architecture of your online service

- Follow a SOA approach using REST
- Integrate easily new language technologies
- Integrate easily KOSs to annotate your resources and allow navigation
- Cache information if performance matters
Localize your front end service

Follow the concepts of the International web design (i18n) to localize your front end service

Localize your service

✓ Internationalization
✓ Do not use graphics with text
✓ Localize all components of the portal e.g. generic content, feedback forms
✓ Use MT in interface translation as a supporting tool
Rely on multilingual KOSs

Use and Manage multilingual KOSs centrally

- Use multilingual KOSs
- Keep them centrally
- Manage them with a friendly open source tool that can be used by domain experts
- Allow collaborative KOS evolution
- Rely only on KOS’s id and not on labels in your local db
Publish KOSs as linked data

Published all the KOSs used in your online service as linked data

- KOSs linking
- Link to external sources
- Use terms from external KOSs in search
- Use KOSs for domain adaptation
Be domain specific

The language services should be domain specific especially if your online service targets a particular sector

- Collect domain language resources
- Train language services by using domain specific resources
- Use domain specific widely accepted KOSs
Select the best MT

Select the best MT for the domain of your service
Multilingual search

Allow users to search using their native language.

Multilingual search

✓ Keep in mind that users know the terminology in their native language
✓ Translate queries
✓ Enrich your indexes with domain specific KOSs
✓ Put manual enrichment first
Wrap language services

Add a component in your architecture that will wrap the language services

Wrap language services

- Different language services for each language
- Do not integrate directly the language services in your portal
- Create a uniform REST interface for all the language services
- Share the same wrapping component among
Keep analytics

Analytics can help you in understanding how the language technologies are used in your online service

✓ Track the origin of your visitors
✓ Create a linguistic profile of the users
✓ Use an analytics component in your architecture
✓ Add a simple rating for MT in your analytic services
Think of users

Always think of users and their linguistic profile

✓ Study their geographical distribution
✓ Inform users about automatic translation
✓ Allow users to disable the automatic translation in search and browsing
✓ Enable feedback about the automatic translation
✓ Allow users to submit improved translations
It is important to evaluate the MT services before their use in your online service. Organic.Lingua project.

- ICT – PSP
- Just finished
- Check our project site [www.organic-lingua.eu](http://www.organic-lingua.eu)
- Check our service [www.organic-edunet.eu](http://www.organic-edunet.eu)

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**27/3/2014, 15:00 CET**  