WORDSONLINE

What is WordsOnline

WordsOnline is a state of the art cloud-based localization management system by Jonckers. Built with the 4 key pillars and integrated with Jonckers Cloud Foundation, this platform has been developed with the vision to deliver translation any word, any time and any place.

How WordsOnline Works

WordsOnline enables our clients to submit, track and manage their requests to ensure the best results. To facilitate the increasing customer demands for agile localization and continuous delivery, WordsOnline offers the following unique features:

- Process Automation for analyzing and pre/post files.
- Online quote creation and management.
- Automatic project task generation from customizable work-flow.
- Smart sourcing for fast resource booking.
- Resource marketplace for client to select with resources.
- Claimed based translator workbench for continuous translation.
- Dashboard for providing 360° Business Insight.
- Connected to Jonckers Neural MT engine.
- Build in performance rating and feedback appraisal.
- Online collaboration via in-context communication.
- Web API available for system integration.

Process Automation

WordsOnline is designed to support 3 source types in general

- Source localizable file. E.g. in Word, Excel format.
- Customer defined XLF, e.g. XLZ or other customer tools.
- String Arrays.

For each source type, WordsOnline will prepare an automation process to analyze and pre-translate the content into WordsOnline XLIFF translation segments. The analysis log, intermediate files, as well as the pre-translated XLIFF translation segments are saved to our cloud repository to support further business application.

Quote Management

Based on the services and rates agreed with the customer, WordsOnline can be configured to generate and submit quotes automatically as soon as the source analysis is completed. This means the customer can get a quote almost instantly, without the need to wait for the actions from production PM or Engineer. If customers have questions or doubts about the generated quote, they can reject the quote and raise a question online to ask the production team to apply the necessary corrections.

WORDSONLINE (CONTINUED)

Customizable Workflow

WordsOnline provides customers with a feature to define a customized work-flow, and generate a list of project tasks based on service, source and target languages. For example, some customers may need translation only, whereas others may need translation and revision, or machine translation with post editing. Customized workflow gives customers the flexibility to choose the process they need and reduce the tedious work of creating tasks manually.

Smart Sourcing

One of the major problems of managing a localization project comes from resource booking. WordsOnline deploys a smart sourcing service that will initiate resource requests in groups or based pre-defined priority. If the requested resources are not available, WordsOnline will redirect the requests to designated resource managers. They will then facilitate the resource booking process and complete the resource allocation in WordsOnline. As soon as the resource request is confirmed, the resource can start the tasks immediately and deliver back at completion stage in the WordsOnline platform. From the client or PM perspective, they just need to initiate the resource request and then wait for the delivery. The hard work of finding the available resources are managed by WordsOnline Smart Sourcing automatically or can alternatively be found by the resource manager manually.

Resource Marketplace

It's no secret that in localization business, a resource could work for multiple MLVs or customers. WordsOnline marketplace gives the customers the visibility of who is working on their projects and how they perform. In WordsOnline Marketplace, customers can quickly select the resources they need based on service, source and target languages, performance rating etc. They can add/remove the selected resource into/from their programs, or check their history performance feedback and availability.

Continuous Translation

Apart from conventional file based translation, WordsOnline supports a special scenario called continuous translation. In this scenario, a translation job is allocated to multiple translators. Each translator needs to claim and complete 10 translation segments first before they can claim more. This prevents the files from being locked by a single translator who might become the single point of failure if they claim a file but couldn't start immediately. The segments are given to the translator in the sequence of their original context, so the translator can translate with a context. WordsOnline provides the translators with an online translator workbench which supports claim based translation as well as term search. Customers can check the real-time progress of a job as soon as the translator commits to a translation. As a feature of the next stage, WordsOnline will expand the translator workbench to support real-time revision.

WORDSONLINE (CONTINUED)

Client Dashboard

For customers to have a 360° view on their projects, WordsOnline offers the features of Dashboard built from live data. Customers can review and filter business statistics like how many words are completed per language, per division, per period, per service etc. With quote and quality features enabled, the KPIs can be extended to cover quarterly spent, quality score etc. These KPIs give customers a clear business insight with respect to the status of their projects and serve as a reference for their business decision.

Neural MT engine

WordsOnline has two ways to incorporate Jonckers NMT machine translation in the translation process

1) Customers can define Jonckers NMT as a translation provider and enable machine translation during the pre-translating stage.

2) Translators can select a segment and request a machine translation from the translator workbench. With further development, WordsOnline can be extended to support additional translation provider required by the customers.

Performance Rating

WordsOnline has a built-in performance scoring that enable clients or the PM to log a performance rating feedback upon the task delivery and acceptance. The feedback is analyzed and summarized to resource managers as a reference of performance appraisal, who will then trigger new recruitment and replacement. This also gives resources who constantly deliver high quality service, to stand out from their peers and receive more job opportunities.

In-context Communication

WordsOnline uses an "Activity" tab to track all recent activities and updates from different stakeholders. All stakeholders can get up-to-date information about a request without the need to go through historical emails. WordsOnline also offers an in-context comments features, that allows users to add comments or to reply right from the context. This improves the effectiveness and delivery of the communications.

WordsOnline Web API

WordsOnline provides a set of Web API with which customer developers can connect to the platform. This is especially usefully when customers have an existing CMS or TMS, and simply want to post new requests to WordsOnline, without leaving their own system. WordsOnline Web API offers event driven work-flow management, with application notifications. The customer developer can use this to achieve full localization life-cycle automation.

JONCKERS WORDSONLINE (CONTINUED)

Why WordsOnline

HIGH QUALITY TRANSLATION OUTPUT USING NMT	INSTANT CONNECTIVITY TO A LARGE RESOURCE POOL	STREAMLINED WORKFLOW REDUCES INEFFICENCIES
FASTER, BETTER AND MORE COST EFFECTIVE QA	TURNAROUND TIMES ARE NOW FASTER THAN EVER	ENHANCED BUSINESS INSIGHT ACESSIBLE TO ALL USERS

Sales Statement

WordsOnline enables our clients to submit, track and manage their requests to ensure the best results. To facilitate the increasing customer demands for agile localization and continuous delivery, WordsOnline offers the following unique features:

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Unique Selling Point (USP)

Jonckers' flagship localization platform with powerful integration and automation features.