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Automatic translation and transcription of voicemail

ABSTRACT

This disclosure describes automatic translation and transcription of foreign language voicemails into a language of a user's choice. Language detection, translation, and transcription techniques are employed to generate the text transcript in the preferred language. The user is provided a text transcript of voicemail in their preferred language with an indication that the voicemail was translated.

KEYWORDS

- Voicemail
- Transcription
- Translation
- Foreign language
- Language detection

BACKGROUND

Voicemail transcription converts voicemail into text, thereby enabling a user to read a voicemail rather than listen to it. Users typically receives a notification indicating availability of new voicemail. If voicemail transcription is supported by the service provider, the user can read an automatically generated transcript of the voicemail. However, current voicemail transcription work well only when the sender and receiver speak the same language. When a voicemail is received in a foreign language, voicemail transcription often fails or provides inaccurate transcription.

DESCRIPTION

The techniques of this disclosure enable automatic transcription and translation of a voicemail into a language of the user's choice. For example, a voicemail in Chinese is first transcribed into Chinese text which is then translated into English. Automatic transcription as described herein can be performed using either order - transcription followed by translation, or vice versa. Language detection, translation, and transcription techniques are employed to provide voicemail transcript in a target language.

Fig. 1 illustrates an example process flow per techniques of this disclosure. A user receives a phone call (100). When the user is unavailable, the caller leaves a voicemail (102), e.g., in a foreign language. When the user provides permission, voicemail transcription/translation is enabled. Upon such permission, a transcription module (104) detects the language used in the voicemail and transcribes the voicemail to text in the same language. A translation module (106) translates the foreign language text of the voicemail to a language of the user's preference e.g., as preset by the user. The voicemail transcription in the user-preferred language (108) is presented to the user, along with an indication that the text is an automatically translated version of a voicemail in a different language.

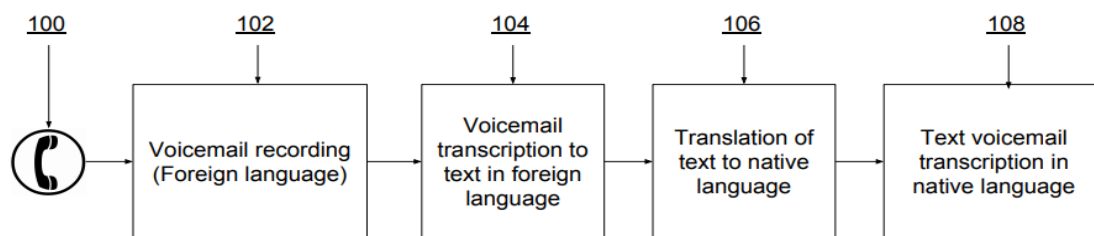


Fig.1: Automatic transcription of voicemail

Alternatively, the voicemail is first translated from the foreign language into the user preferred (native) language, followed by transcription in the preferred language. The user

receives a text voicemail transcription in a preferred language with an indication that the voicemail was translated.

As an example, a user may set English as the default language for text transcripts of voicemail. With user permission and express content, the techniques of this disclosure are utilized to transcribe and translate foreign language voicemails into English.

Further to the descriptions above, a user may be provided with controls allowing the user to make an election as to both if and when systems, programs or features described herein may enable collection of user information (e.g., information about a user's social network, social actions or activities, profession, a user's preferences, or a user's current location), and if the user is sent content or communications from a server. In addition, certain data may be treated in one or more ways before it is stored or used, so that personally identifiable information is removed. For example, a user's identity may be treated so that no personally identifiable information can be determined for the user, or a user's geographic location may be generalized where location information is obtained (such as to a city, ZIP code, or state level), so that a particular location of a user cannot be determined. Thus, the user may have control over what information is collected about the user, how that information is used, and what information is provided to the user.

CONCLUSION

This disclosure describes automatic translation and transcription of foreign language voicemails into a language of a user's choice. Language detection, translation, and transcription techniques are employed to generate the text transcript in the preferred language. The user is provided a text transcript of voicemail in their preferred language with an indication that the voicemail was translated.