

UNIDO Case Study

Event Background

UNIDO, the United Nations Industrial Development Organisation hosted an event to discuss women's economic empowerment and their participation in industry and innovation.

The challenge

The event took place online to allow UNIDO to enlarge its outreach, to innovative in the practice of convening a global forum, and enhance the inclusiveness of participants, particularly among women, who may not have been able to travel.

There were over 50 speakers and 1200 attendees expected to join from all around the world, and each separate conference needed to be interpreted into English, Arabic and French.

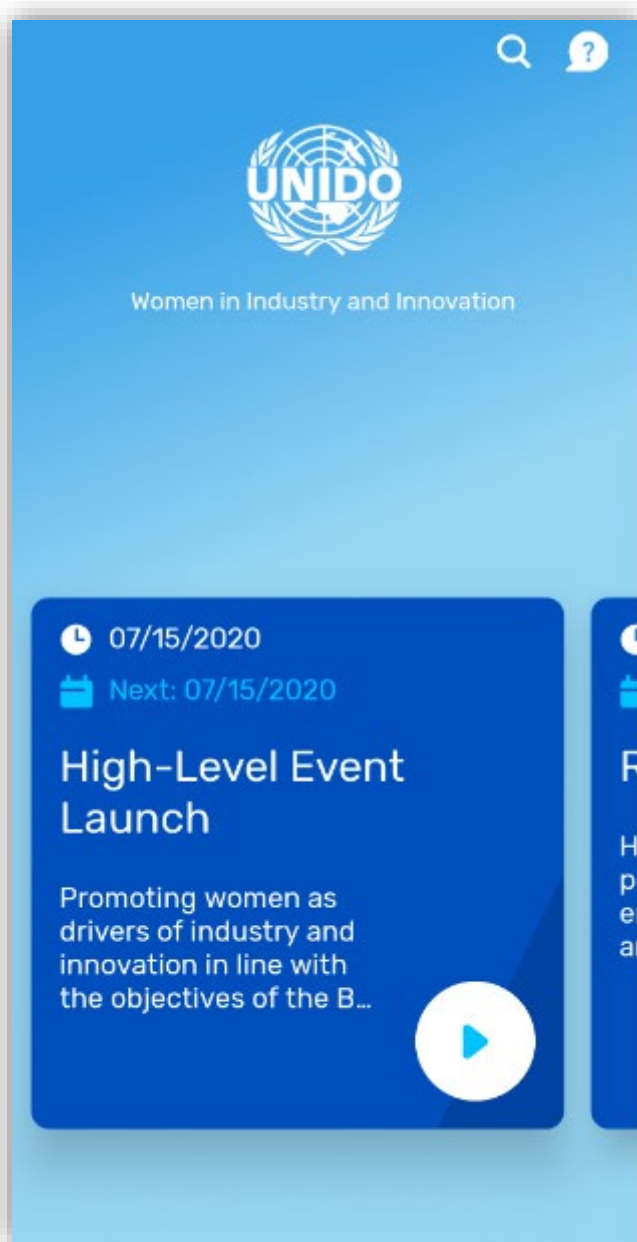
The platform chosen by UNIDO, Whova, where each separate conference was held using Zoom videoconference platform, did not include an interpretation service. A remote interpreting solution which would allow real-time monitoring was needed, that could also be easily integrated with zoom with minimum impact on the attendees' user experience.

Our solution

The RSI partner chosen for the event was Interaction as it enabled participation from a large audience number from an easy-access app or webapp and included the participation of a virtual booth technician. Thus, we not only facilitate meetings with professional interpretation, but also provide timely technical support and customer service during and after the conference.

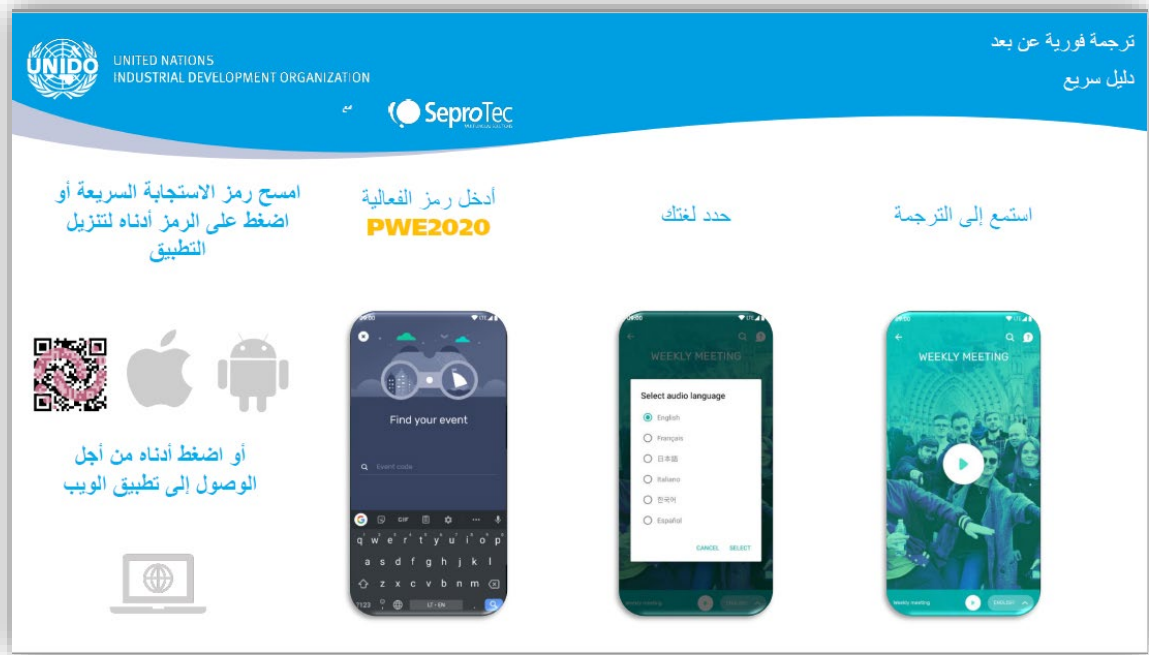
A kickoff meeting was held with the client to discuss the event particulars and after gathering information we agreed upon the corporate identity on the support materials and interpretation app, including logo, background image and colour scheme, and a preferred access code for the interpretation app was established. Information to help towards the preparation of interpreters, such as background information on the event and list of speakers was also shared, as well as a list containing separate Zoom links to each conference to enable broadcasting.

The event was created on our partner's platform, mirroring each scheduled individual conference to gather specific analytics by session, rather than by the event as a whole. The agreed corporate identity was assigned to the app and webapp and the agreed access code was programmed. A draft version of the app interface was shared with and approved by the client, shown in figure 1 below.



1. App interface

For easy information dissemination, the User Guide and Recommendations for speakers and participants was produced into the event's languages, English, French and Modern Standard Arabic (MSA). The MSA version was not available at the time of creating the event and had to be translated internally. Completed support materials were shared with the client in PDF format for distribution to participants via the Whova platform. See figure 2 for the User Guide (MSA)



2. User Guide, MSA version

Results

Seven interpreters were assigned to three booths. Some of the interpreters had not worked on our partner's platform before, therefore a test session was conducted separately to walk them through the online console.

An internal test was conducted the day before the event with the some of the interpreters using a sample Zoom session to mirror the event's videoconference platform. Our partner's technical support solved some minor connectivity issues related to the interpreters' browser and sound settings.

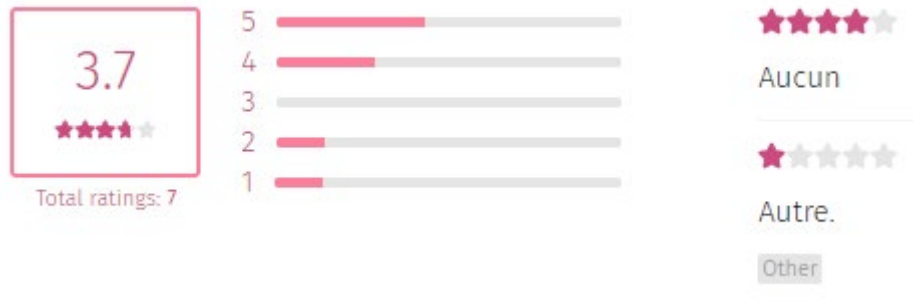
On the day of the event, 30 minutes before the event start one of our Project Managers (PM) connected to the session at the same time as the booth technicians, the interpreters and UNIDO's representative, to ensure smooth start of the interpretation and answer any last minute questions from UNIDO. The PM's and booth technician's phone numbers were also shared with UNIDO for emergency communications.

Some minor sound issues were found in the Arabic booth which were solved by the booth technician but delayed the start of Arabic interpretation by 7 minutes. French interpretation started timely. English interpretation was active very briefly during one presentation given the language configuration, as most of the sessions were held in English. There were interruptions in the video feed at different times during the conference, which prompted some interpreters to join the zoom sessions separately in silent mode to keep visual contact with the speakers.

Our partner's platform's analytic section was shared with UNIDO to allow independent access and use of information related to users, their location, connectivity and attendance.

Feedback

The app feedback is positive, with an average of 3.7 stars over 5. Most users accessed the interpretation via app.



During the conference the client reported change in volume in the French booth, this was due to the switch between booth partners who had different sound settings. The booth technician was informed and he monitored the outgoing sound regulating the volume. No further feedback has been received.

Interpreter feedback on RSI platform

Below is the feedback of one of the interpreters who had not worked on this platform previously.

The technician of the meeting was attentive and efficient which led to a good sound quality. I can say that Interactio is an excellent RSI platform because the technical support is detail-oriented, friendly and efficient if needed. The interpreter-dashboard is user-friendly. The console is well designed, easy to use and requires no specific training. It is simple to configure, its layout is aesthetic.

Prior to the beginning of the event, the interpreter receives a useful information package, including clear guidelines, proactive troubleshooting link that allows the interpreter to easily carry out connection speed test, audio test and speed test.

When joining the platform, the interpreter only needs to proceed by adding incoming audio relay channels on the left side of the screen so as to be able to choose the original language.

The many functionalities of platform offer the interpreter the advantage of a seamless operation and stress-free screen. This allows us to focus on interpreting and performing.

During the event, a dedicated technician is constantly available to provide support to the meeting and to the interpreters.

The console also features a very useful chat box on the right side of the screen to allow communication with the session technician or with fellow interpreters.

Lessons learned

A full event analysis is recommended to advise the client on the best language configuration and technical requirements and thus ensure maximum efficiency and keep costs down. This

may include recommendations on language pairs (offering relay for very little used languages) and information gathering from participants to more precisely estimate the number of users.

There is need to participate as supervisor during the event via the AV console in Interactio's platform, Interpreter's Desk, however this participation must be limited to the chatbox. NB: all interpreters view the chat so it's best to keep communications to a minimum to prevent distractions.

A direct communication line with technical support is needed to ensure visibility. WhatsApp was chosen as preferred method and will be kept for future events as well.

Silent participation in the client's event during the start of the event is also recommended to solve last minute issues and ensure a smooth start.

A full test session is necessary on the RSI platform with the interpreters at least one day before the event, preferably on the same VC platform.