WIPO Speech to Text (S2T)

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Agenda

- WIPO S2T History

- Features of WIPO S2T

- Journey/Challenges

- User experience/feedback

- Our learnings

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WIPO S2T History

- Dec 2017: Exploration in S2T

- Aug 2018: Prototype

- Aug 2019: WIPO S2T in production

- 2019 - : Exported WIPO S2T to various International Organizations

- Aug 2022: New WIPO webcasting platform

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WIPO Webcasting

WIPO S2T in action for WIPO conferences

https://webcast.wipo.int/

Features of WIPO S2T

- Machine learning using open source tools

- S2T in all six UN languages

- On-premise deployment for confidential data

- Integration with WIPO meetings

- Fully automated workflow

- Fast and at par accuracy with commercial providers

- Performs well on speech with diverse accents

- Multilingual search

- Export of outputs in various formats

WIPO English - December 2022

	WIPO	AWS	Google
	0.877	0.882	0.877

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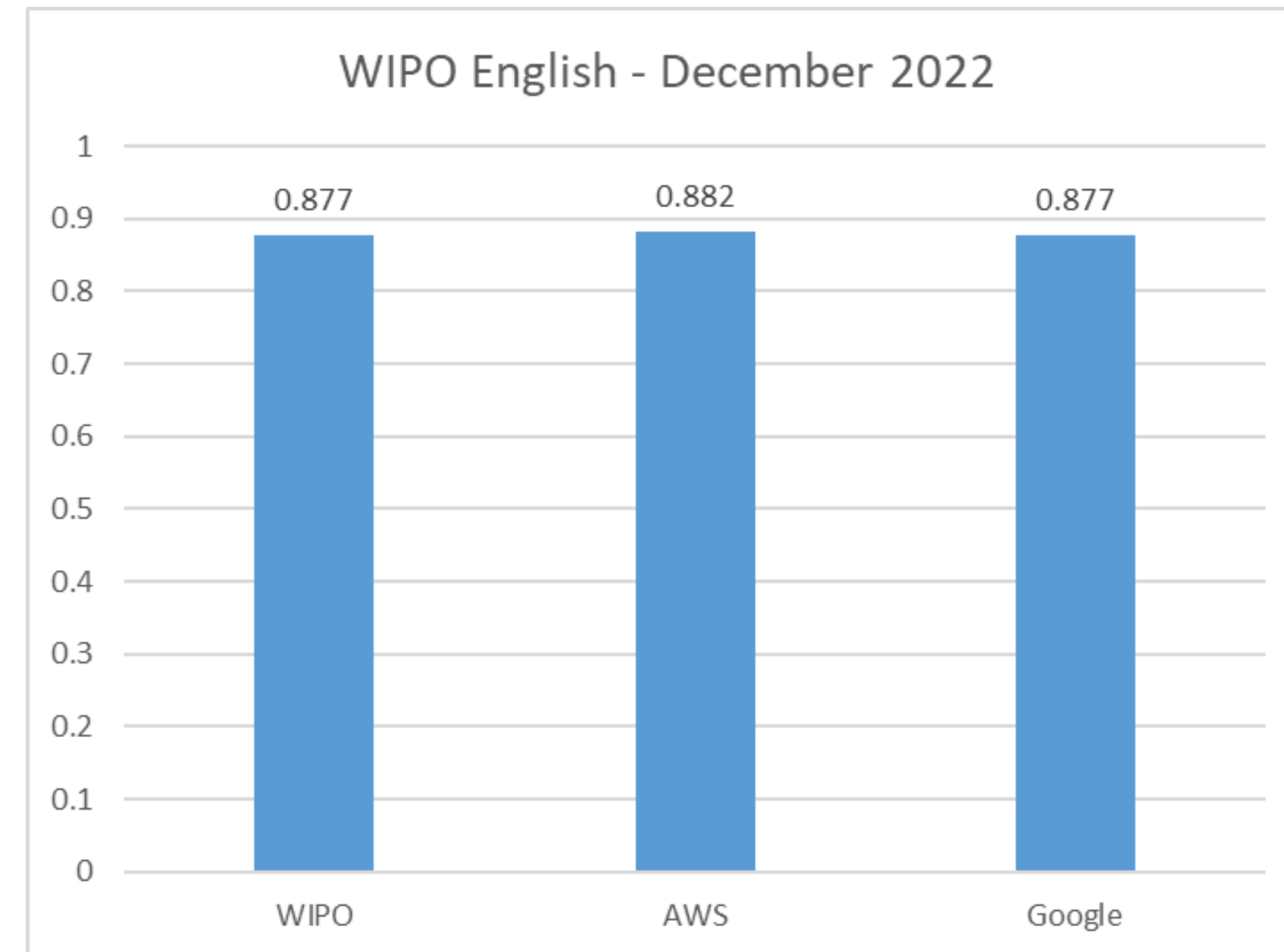
Business use cases

■ Quick meeting records delivery (After the fact)

■ Confidential / Huit clos meetings
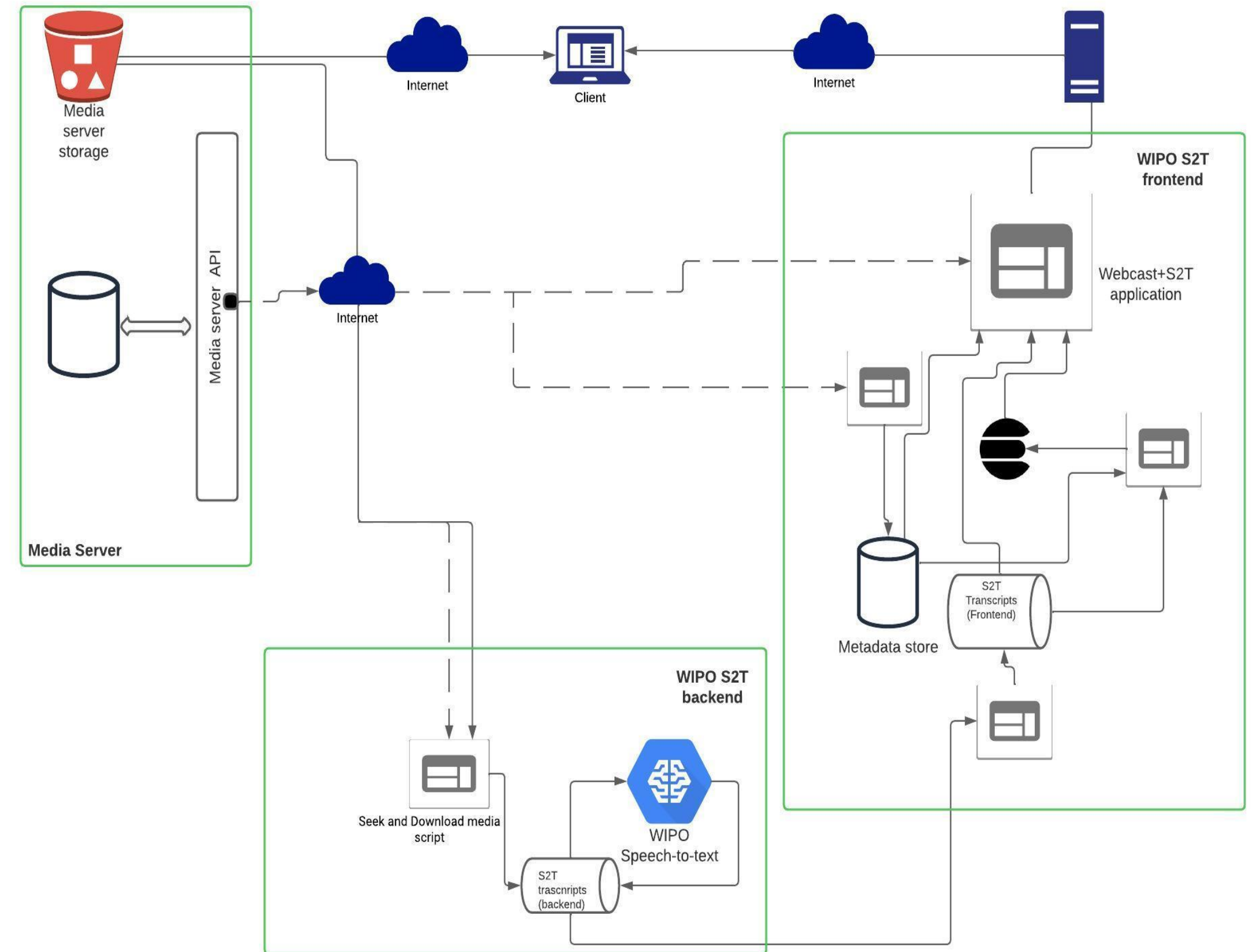
■ Multilingual Search – knowledge discovery

Challenges

Technical challenges

- Lack of training data
  - Silos
  - Non EN is a major problem
- Integration & Automation
- Evaluation
- Fairness

Other challenges

- Managing corrections from delegations

Delegations experience/feedback

- *"It's a very useful system. It allows the attendees to have a deeper understanding of the content of the meeting and the ability to review the meeting content later."*

- *"That site is great! It is very helpful that there is a live transcript offered. Even though the wording still needs improvement, it is an enormous helpful tool to make reporting quick and complete."*

- *"Good initiative that should be encouraged".*

- *"It is a user-friendly interface, simple to use. Function buttons are arranged in an easy-to-see position."*

- *"I'm not so techie and this is my 1st time to use this platform, but I can say we've really come to this digital age, and we need this kind of tech. Thanks WIPO for this!"*

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Our learnings

- Unexpected benefits of the platform

- Efficient Intra-agency Collaboration (lean development)

- Inter-agency Collaboration

- Preparing training data is time consuming

- Relationship management

FIN

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