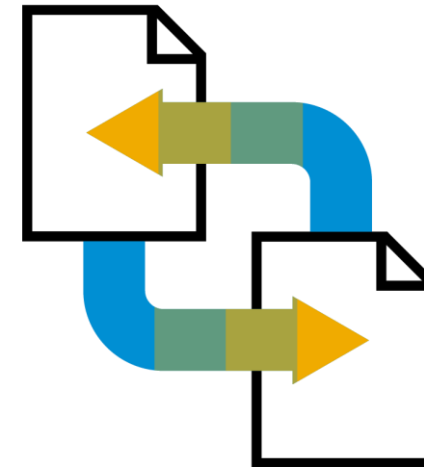


# Translation Service for SAP Notes and KBAs

## Automatic Translation in the SAP ONE Support Launchpad

Fiona Murphy, SAP Notes Translation Service Owner  
SAP Globalization Services - Language Experience  
April 02, 2020

PUBLIC



# Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP's intentional or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

# Automatic Translation Self-Service for SAP Notes and KBAs



SAP launched **automatic translations** for SAP Notes and SAP Knowledge Base Articles (KBAs) in the SAP ONE Support Launchpad. Get fast, machine-generated translation – at the click of a button.

## Overview

- Available in Japanese, Brazilian Portuguese, Chinese, Spanish, French, Russian, Korean, Italian, and German
- Translations are generated by SAP Leonardo Machine Learning Foundation MT, designed to recognize SAP documentation and terminology
- Based on neural machine translation and artificial intelligence (AI) to process entire sentences and phrases
- Translation quality is continuously improving through feedback and learning

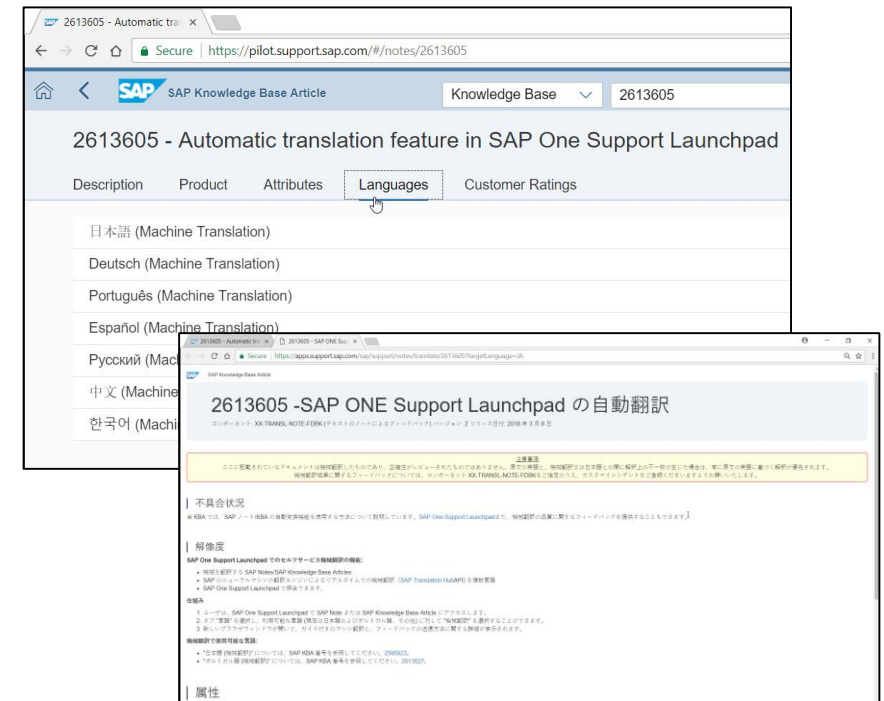
## Benefits

- Breaks through language barriers
- Offers fast access to machine-translated SAP Notes and KBAs – in your preferred language – at no additional cost
- Works in real-time
- Lets you obtain the right SAP technical information, in the right context for your business

## Access

- S-user required
- Access an SAP Note or SAP Knowledge Base Article in the SAP ONE Support Launchpad
- Choose the *Languages* tab and select *Machine Translation*.
- A new browser window opens and displays the machine translation
- See this [KBA](#)

## Preview



# Automatic Translation Self-Service for SAP Notes and KBAs

## How to Provide Feedback



In the machine translation window, you will also see a text inviting you to submit a customer incident under component XX-TRANSL-NOTE-FDBK providing your feedback on our automatic translation service.

We welcome your feedback so we can use it to make improvements to our tool and improve the translation results.

Please note, however, that since the technology is based on machine learning, we cannot provide an exact point in time when the change(s) will be visible to you.



SAP Knowledge Base Article

## 2613605 - Característica de conversión automática en SAP ONE Support Launchpad

Componente: XX-TRANSL-NOTE-FDBK (feedback sobre la calidad textual de las notas), Versión: 9, Liberado el: 21.01.2020

**Atención:**  
Este documento ha sido traducido automáticamente y su precisión no ha sido revisada.  
Si desea dejar algún comentario acerca de esta traducción automática, por favor cree una incidencia con el componente XX-TRANSL-NOTE-FDBK.

# Automatic Translation Self-Service for SAP Notes and KBAs

---



## Next Steps

- ❑ Over time, we hope to improve and further simplify our feedback process and continuously improve the quality of our machine translations.
- ❑ We welcome any ideas you may have to help us better meet your needs. Contact us via Customer Support Incident (Component XX-TRANSL-NOTE-FDBK).

## Further Information

---



- ❑ Blog: <https://blogs.sap.com/2018/03/07/self-service-machine-translation-for-sap-notes-and-knowledge-base-articles-in-the-sap-one-support-launchpad/>

