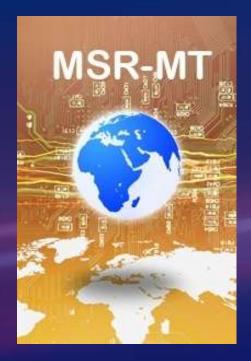
# Microsoft Machine Translation: From Research to Real User

MT Summit XI September 12, 2007



#### Outline

- A Little Background
- Evolution of Microsoft MT technology from rule-based to statistical hybrid
- Experiences with post-editing MT
- Experiences using raw MT
- Deployment of Windows Live Translator

### A Little Background

- Natural Language Processing was the first group at Microsoft Research in 1991
- Initial efforts focused on rule-based parsing and grammar checking
  - Technology shipped in Word 97 grammar checker
- Emphasis on deeper "Logical Form" processing, Mindnet, & information retrieval applications followed
- Using NL components created in 6 languages, work on machine translation began in 1999
- First external visibility of MT was Customer Support KB pilot in 2002
- Today, ongoing NL research includes paraphrasing, sentiment analysis, ESL grammar & style checking, summarization, parsing, and of course, machine translation

## Microsoft Research Machine Translation: MSR-MT, Version 1

Began with a Logical Form-based EBMT system

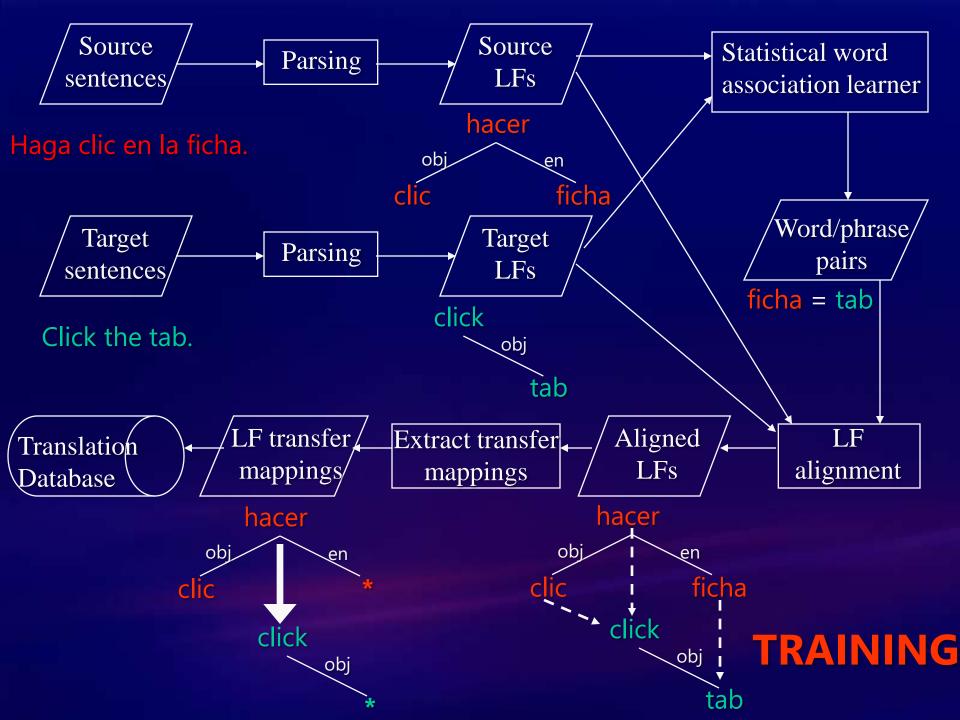
 Presented at EBMT workshop in 2001 and in Chapter 15 of "Recent advances in EBMT" (Carl & Way, ed.)

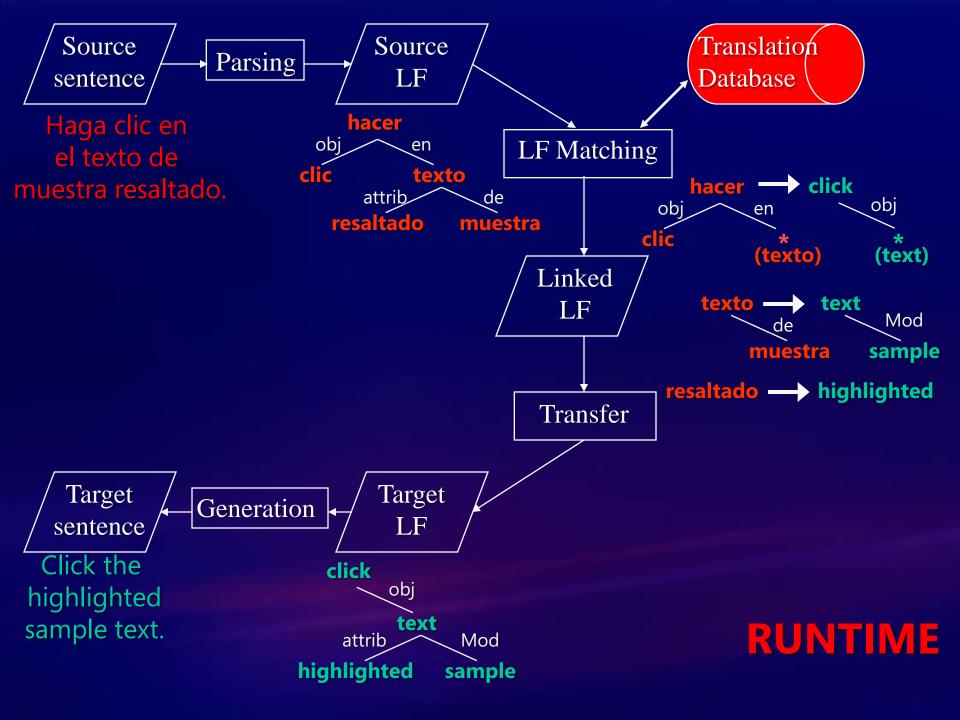
#### Training

- Parsing of parallel text in both languages, obtaining parallel logical forms (LFs)
- Rule-based alignment of LFs
- Extraction of paired, aligned LF fragments

#### Runtime

- Parse source language text, obtain LF
- Match LF-fragments extracted during training
- Choose best fragments based on size and frequency
- Assemble a target LF
- Generate target sentence from LF





#### MSR-MT, Version 1

- Logical form representation:
  - Brought semantically related elements together
  - Handled superficially discontiguous but semantically connected 'phrases'
  - Allowed easy generalization of phrases, e.g. by inserting extra modifiers
  - Handled global re-ordering by simple movement/rotation in the LF structure

#### BUT:

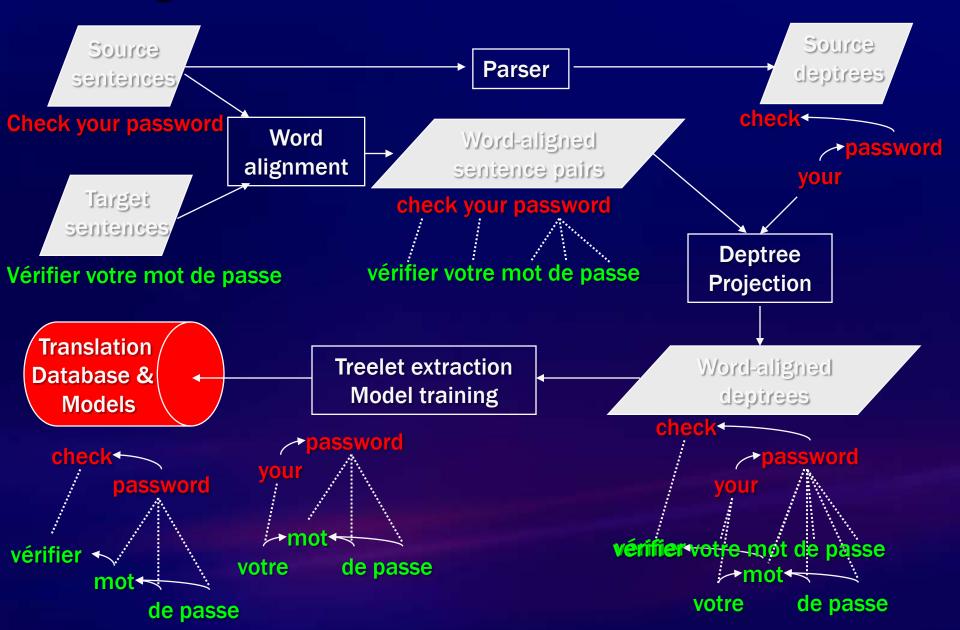
- Difficulties dealing with combinatorial explosion of phrases
- Heuristic scoring was brittle & hard to tune; no smoothing in the absence of examples
- Generated text not as fluent without target language modeling

#### MSR-MT, Version 2: Treelet translation

- Representative of current focus in MT research community
  - One big difference: emphasis on  $E \rightarrow X$ , rather than  $X \rightarrow E$
- Combines advantages of linguistic processing with Phrasal SMT techniques
  - Exploits version 1 rule-based source language parser or newer dependency parsers
  - Uses rules for certain closed-class phenomena
  - Statistically aligns words
  - Employs an end-to-end statistical decoder
  - Computes a weighted combination of channel, ordering, and target language models
- Use source-language parser everywhere
  - Learn phrases in the tree
    - Dependency tree brings related words together
  - Handles discontiguous phrases Learns mappings from "treelets" to target language strings, thus minimizing target language requirements

    Reorder with simple tree rearrangements
- Menezes & Quirk 2005; Quirk et al., 2005

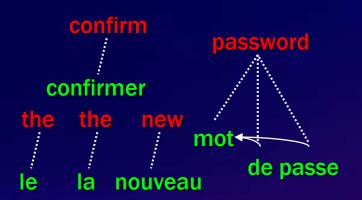
#### Training



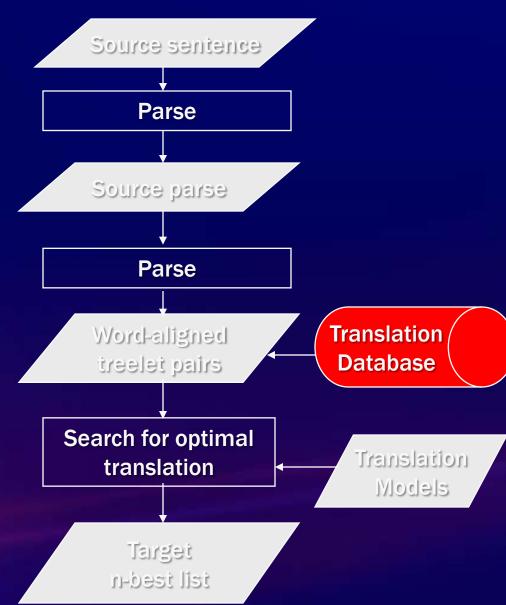
## Runtime Decoding

Confirm the new password









### Ongoing research on Version 2

- Incorporate deeper syntactic information
  - So far, only part-of-speech and dependency structure
  - Current work on morphological modeling for richly inflected languages
  - Incorporate linguistic features into other models, not just ordering
- Exploring alternatives for supporting for X→E processing
- Performance and scaling
  - Recent significant speed ups in decoding
  - Larger language models

#### Microsoft Internal MT Service

- MSR-MT service runs a cluster of servers on our corporate intranet
- Trained with 5M to 50M words of previously translated Microsoft technical documentation
- From English to 25 languages, from 6 languages to English
- Extensive infrastructure to retrain & test languages every day or every few days on clusters of computer servers
- Available generally via the Word task pane & our internal web site
- Service API can be called from other applications as well

<b>Currently available Langua</b>	ages	
English ←→ French	English <del>&gt;</del> B. Portuguese	English → Czech
English ←→ Spanish	English <del>&gt;</del> Russian	English → Polish
English ←→ Japanese	English → Korean	English → Greek
English ←→ German	English → Dutch	English -> Turkish
English ←→ Italian	English -> T. Chinese	English -> Hungarian
English $\leftarrow \rightarrow$ S. Chinese	English → Arabic	English → Finnish
	English → Hebrew	English → Hindi
	English → E. Portuguese	English → Thai
	English → Swedish	
	English → Danish	
	English → Norwegian	

## Using MT at Microsoft

#### Post-edited MT

- Users see human-edited MSR-MT translations
- Enables increased efficiency (and cost savings) in localization efforts
- Used when accuracy is critical
  - e.g., MT output is post-edited by localizers during translation of documentation and software strings

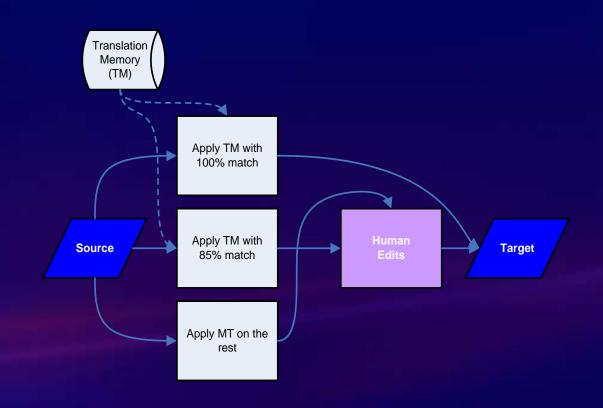
#### Raw MT

- Users see unedited MSR-MT translations
- Enables translation of material that otherwise goes untranslated
- Used when some errors can be tolerated
  - E.g., when the alternative is nothing at all: the CSS knowledge base
  - Users are motivated!

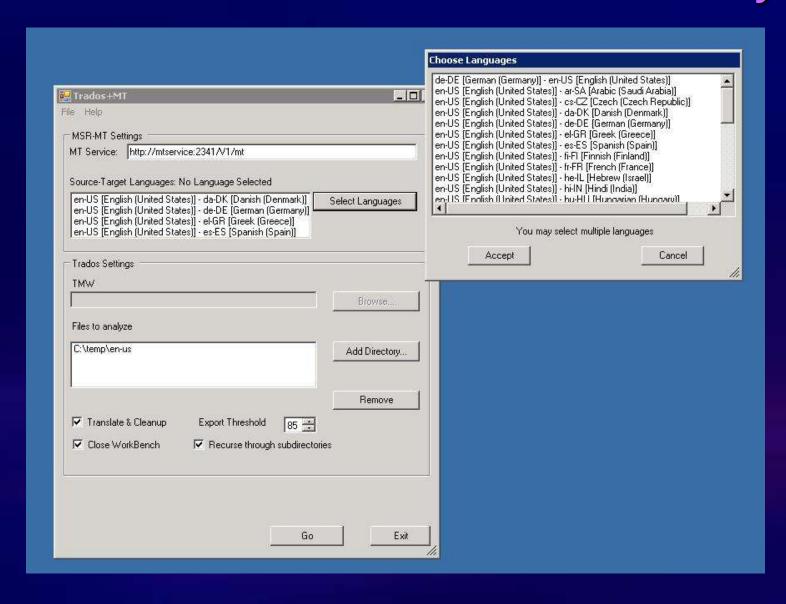
## Microsoft Internal Use: Post-edited MT

• Many Microsoft Localization teams have piloted MT and continue to do so:

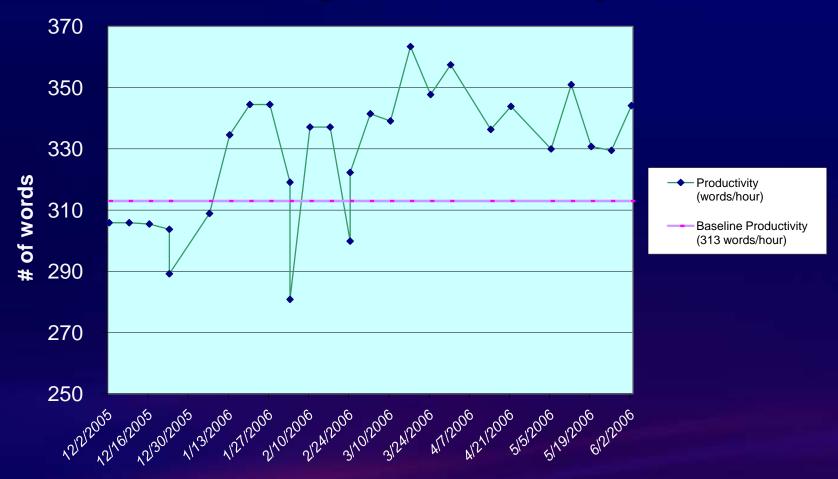
- Office 2007
- Windows Vista
- Visual Studio 2005
- Windows Server
- SQL Server
- Exchange
- Microsoft.com



## SDL/Trados+MT: Integration of Microsoft MT with Translation Memory



## MT Post-Editing Productivity



- Ranges from 5% to 25% savings in translation time/cost
- Depends on division of labor, post-editing quality guidelines, translator training, and vendor

## Microsoft Internal Use: Raw MT

- Customer Support KB since 2002
- Last Windows Vista beta shipped with all help files machine translated into German and Japanese
- Visual Studio 2005 Brazilian Portuguese wiki allows user-developers to edit machine translated documentation and help
- Microsoft Developer Network (MSDN) is piloting machine translated articles in 7 languages

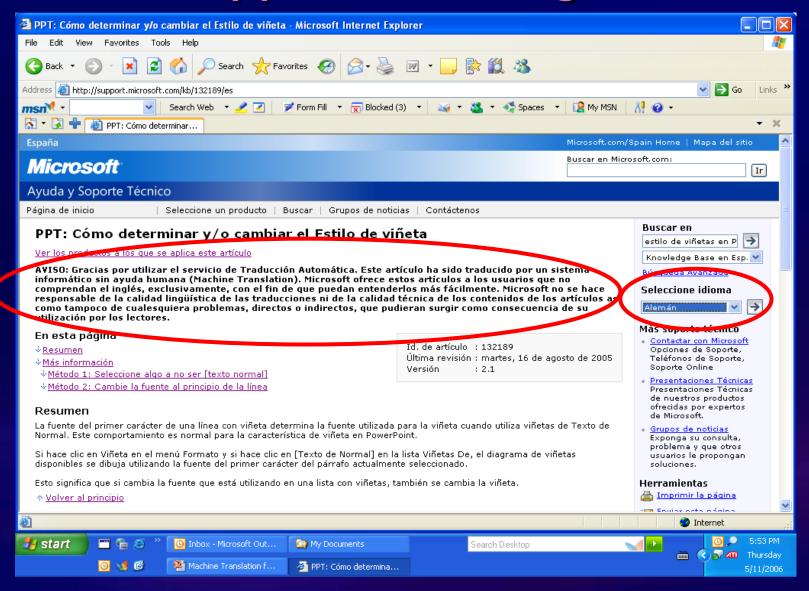
## **Customer Support Knowledge Base**

- Knowledge Base (KB) Size
  - 200,000 articles x 600 words/article = approximately 120m words
  - 2,000+ articles change per week
- Previously, only 5%-20% of articles had been translated (with multi-million dollar annual budget)
  - Average cost to translate 1 article = \$150 (for European languages)
  - Complete, up-to-date translation not economically feasible (approx. \$30M initial outlay for one language, not including weekly updates
- Customer satisfaction numbers for machine translated articles is comparable to & sometimes exceeds original English!

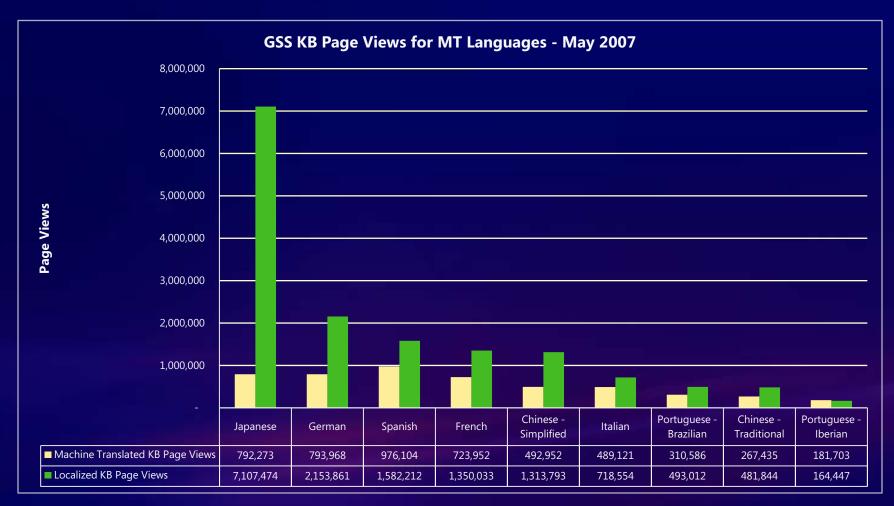
#### Number of articles

Language	<u>HT</u>	MT	<u>Total</u>
German	26k	176k	202k
Spanish	10k	185k	195k
French	33k	178k	211k
Japanese	64k	153k	217k

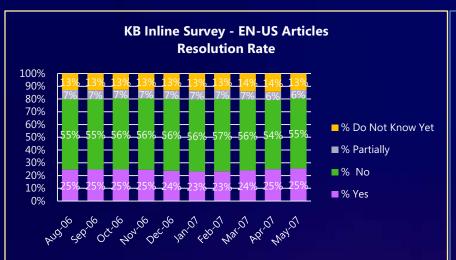
### **Customer Support Knowledge Base**

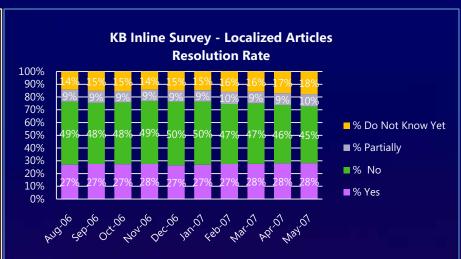


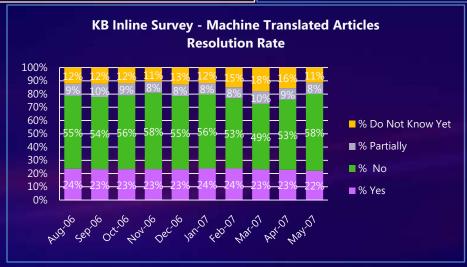
# Customer Support KB: Page Views by Language



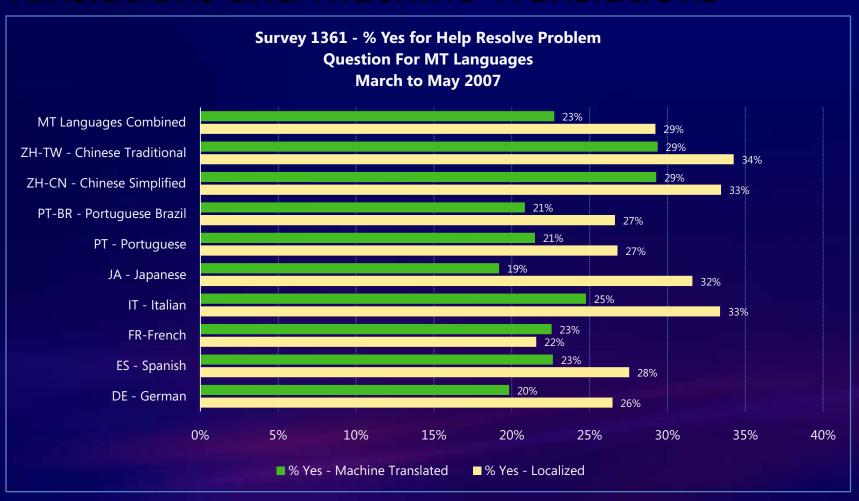
#### Customer Support KB: Resolution Rate over time for English, Human Translations, and Machine Translations







#### Customer Support KB: Resolution Rate by Language for Human Translations and Machine Translations



## "Global English"

Microsoft groups are using established authoring guidelines to improve MT quality (see Aikawa et al. 2007 – this afternoon)

#### **EXAMPLE RULE: End every sentence at the first logical opportunity**

- You can manually add root hints by using the DNS snap-in, by replacing the cache.dns file on your hard disk with the backup Cache.dns file, or by replacing it with the original version of the Cache.dns file from the Windows Server 2003 CD.
- (MT) Mit Hilfe, indem die cache.dns-Datei auf ihrer Festplatte mit der Sicherung-cache.dns-Datei ersetzt oder es durch die Originalversion der cache.dns-Datei von der Windows Server 2003-CD ersetzt, des DNS-Snap-in können Sie Stammhinweise manuell hinzufügen.

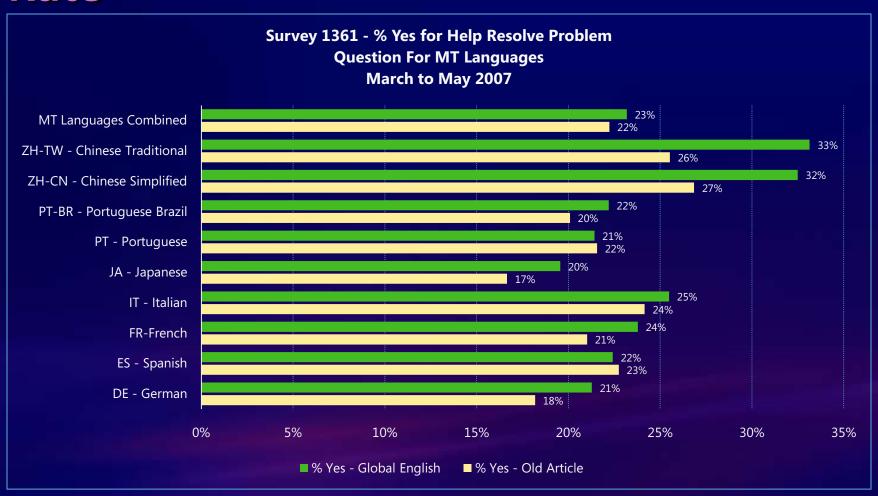
#### You can easily turn this one long sentence into a bulleted list:

- You can manually add root hints in three ways:
  - You can use the DNS snap-in.

  - You can replace the Cache.dns file on your hard disk with the backup Cache.dns.
    You can replace the Cache.dns file with the original version of the Cache.dns file from the Windows Server 2003 CD.
- (MT) Manuell können Sie Stammhinweise auf drei Arten hinzufügen:
  - Sie können das DNS-Snap-In verwenden.

  - Sie können die Cache.dns-Datei auf ihrer Festplatte durch die Sicherungskopie Cache.dns ersetzen. Sie können die Cache.dns-Datei durch die zu erhaltende ursprüngliche Datei-Cache.dns-Version von der Windows Server 2003-CD ersetzen.

#### Customer Support KB: Impact of Global English on Resolution Rate

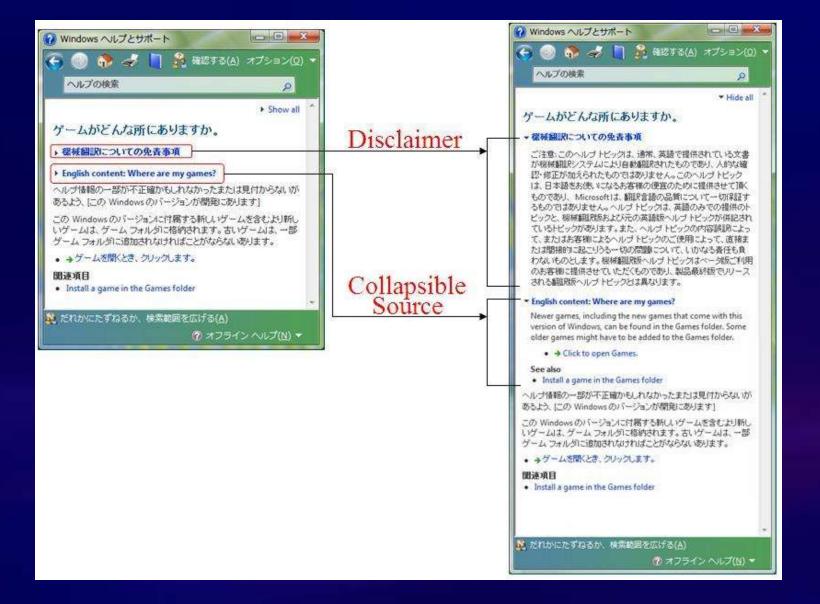


## Customer Support KB: Number of Customers Helped by MT

ESTIMATED NUMBER OF CUSTOMERS HELPED BY MT: FY'07 TO	D	Α	TE	Ε
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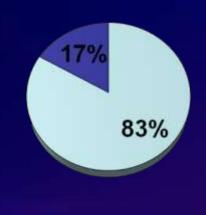
Language	MT KB Article Page Views Jul 2006-May 2007	KB Resolution: % Yes for MT	Estimated # Customers Helped
DE: German	38,990,066	20%	7,798,013
FR: French	28,925,940	23%	6,652,966
IT: Italian	15,456,194	25%	3,864,049
JA: Japanese	84,198,014	19%	15,997,623
PT: Portuguese	2,577,645	21%	541,305
PT-BR: Portuguese-Brazil	8,091,415	21%	1,699,197
ZH-CN: Chinese Simplified	22,506,847	29%	6,526,986
ZH-TW: Chinese Traditional	9,196,373	29%	2,666,948
TOTAL			45,747,087

#### Windows Vista Beta



#### Japanese MVP Customers consider MT valuable

Did MT Help?



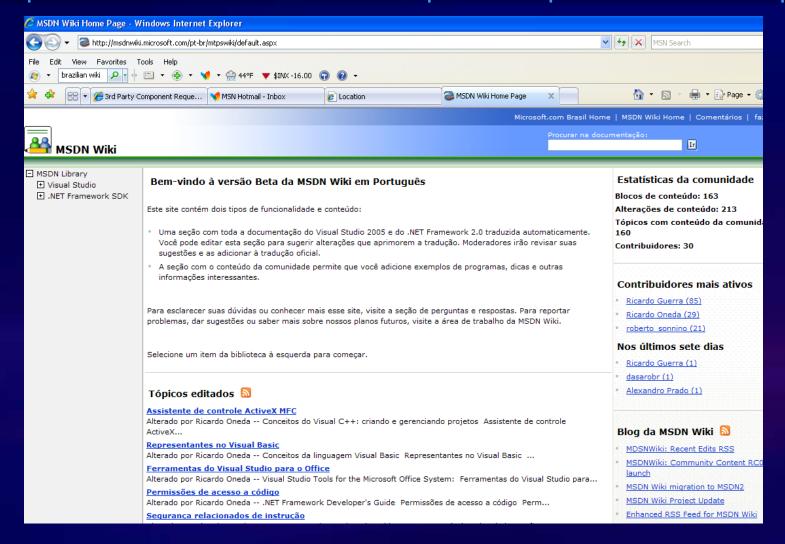
■Yes ■No

Do you want more machine translated content?



#### MSDN: Visual Studio 2005 Brazilian Wiki

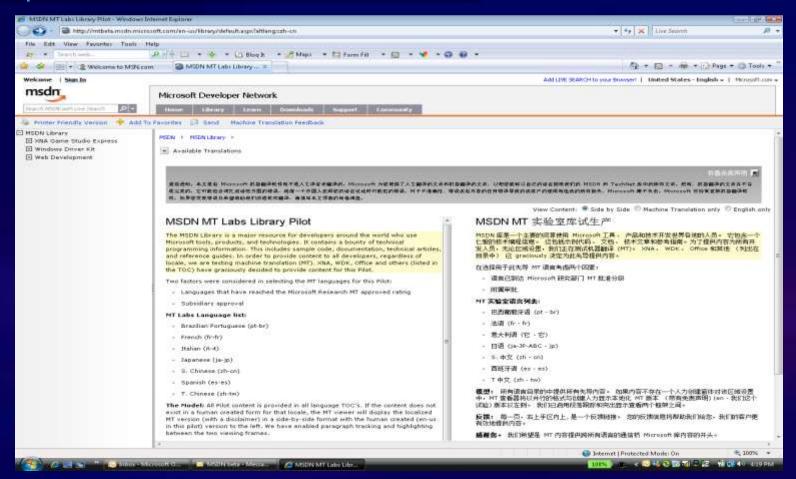
http://msdnwiki.microsoft.com/pt-br/mtpswiki/default.aspx



#### **MSDN Library: Machine Translation Pilot**

- 7 languages: B. Portuguese, French, Italian, Japanese, Spanish, S. Chinese, T. Chinese
- Translated library articles displayed side-by-side with original text and synchronized highlighting of paragraphs

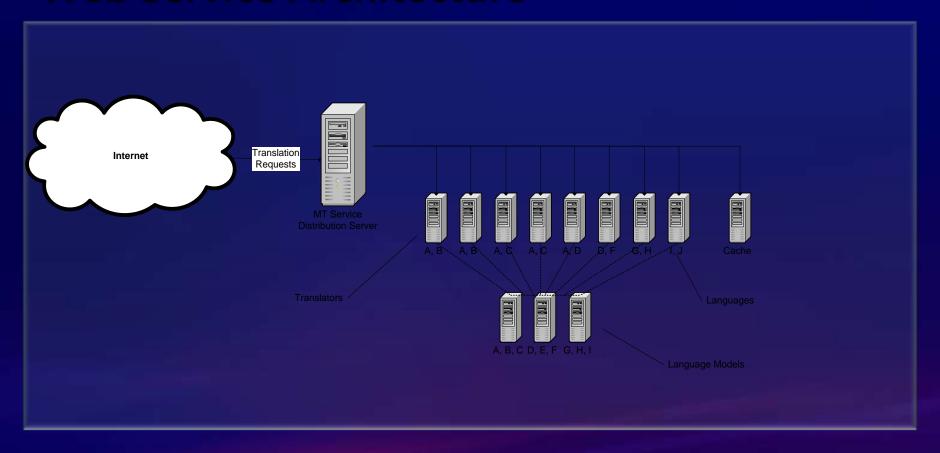
http://mtbeta.msdn.microsoft.com/



#### Windows Live Translator

- Now at: <a href="http://translate.live.com">http://translate.live.com</a>
- Internet translations in 13 bi-directional language pairs
- "Free" like other services: drives ad-revenue and increased traffic to related web sites
- Uses Microsoft Research's own machine translation software for computer-technical text and web pages in 8 language pairs
- Currently uses Systran as default for all other domains and languages

## Windows Live Translator Web Service Architecture



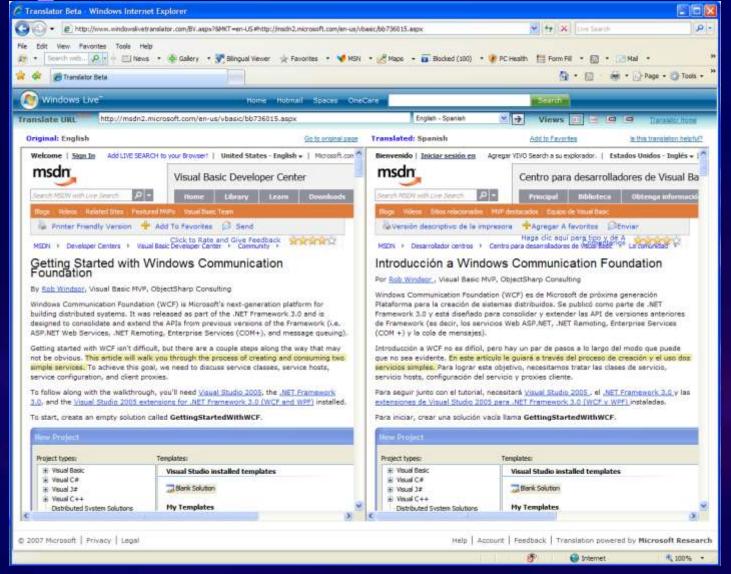
 Translation processing is distributed across multiple machines to achieve performance, scaling, & reliability

# Windows Live Translator Bilingual Viewer user interface

- Focus on enhanced user experience
  - Mitigate MT shortcomings
  - Assist in language learning/understanding
- Four viewing modes:
  - Side-by-side
  - Top-bottom
  - Original text with hover translation
  - Translated text with hover original
- Synchronized scrolling and highlighting
- Progressive rendering of translated text
- Bilingual navigation of hyperlinks

http://translate.live.com

# Windows Live Translator Bilingual Viewer user interface



#### Microsoft Machine Translation: Lessons learned

- Real users are invaluable to real research
- User experience is as important as translation quality
- Seamless integration into existing software applications and user scenarios is key to broad acceptance
- We can never have enough clean, parallel data
- Having lots of parallel, distributed computing power makes a difference
- Really good machine translation is still 5 years away!

## Thank you