

5 TIPS FOR OPERATORS

Here's how you can help create the best experience for the audience with spf.io.

Relax!

Keeping up with a fast-moving event can be stressful, so relax! Your goal is to serve your audience with helpful captions and translations, not to perfectly capture every little detail of what is happening. If you fall behind, don't worry, spf.io will show you what it captured so you can catch up, or simply summarize what you understood. Meaningful interpretation is more valuable than exhausting your brain with every little detail.

Release regularly.

Your audience wants to keep up with what's happening, so release early and often. It's better to get some information in near real-time than to get captions in big bursts with long pauses in between. Release prepared content before the speaker finishes their sentence so your audience can get a magical experience--the captions and translations appearing without any delay.

Think like an interpreter.

Languages have different word and clause orders, so break up utterances into coherent phrases and sentences. Avoid breaking up lines in ungrammatical ways because it will negatively impact translation. Punctuation and capitalization help ensure the translation is accurate. If a speaker is hard to understand, it's okay to try to interpret what they are saying and summarize for your audience. You're there to serve them.

Clear the captioner.

The AI algorithms powering the captioner can get stuck from time to time. Sudden noises, changing voices, or internet issues can all cause it to get stuck. If you anticipate a significant audio change (like a switch in who is speaking or music being played), clear the captioner or turn it off/on so it starts with a clean slate and begins captioning the new sounds without trying to make sense of whatever it had lingering in its memory.

Practice and prepare!

The more you practice and prepare ahead of time, the easier the live experience tends to be. Complete the training and practice on new challenging scenarios. Get all prepared materials loaded into spf.io in advance. Set up autoreplacements for unique names, phrases, and terminology that you anticipate will be used during the event.