AI FactSheet

Vendor Name	Wordly Inc.
System Name	Wordly Transcription and Translation
Overview	The Wordly system makes real-time, spoken language transcription and translation available around the globe. Wordly can support live conferences and virtual meetings of any size, from 2 to 10,000 in over 50 different languages.
Purpose	The primary purpose of the Wordly system is to transcribe and translate spoken language in real-time.
Intended Domain	Wordly is intended to handle all domains of human discourse.
Training Data	Wordly uses models trained by third parties on data they collect. No Wordly customer data is ever used. Different models are used for different languages and all third parties involved stipulate that their data is collected legally.
Test Data	Wordly uses proprietary data sets to test all AI models it uses. This data is not obtained from customers and is collected legally.
Model Information	The AI models Wordly uses for transcription and translation are generally large transformer models.
Update procedure	The AI models used by Wordly are updated regularly. Wordly tests all models at least quarterly and updates the models in use when new models test better. Updates are generally transparent to customers and they have no need to opt into improvements.
Inputs and Outputs	The input to the Wordly system is spoken audio from live speakers or recorded content. Outputs are text transcriptions and translations and spoken translations if desired. Customers can select from a variety of different interfaces for consuming Wordly services, depending on their specific needs.
Performance Metrics	Measured performance metrics for transcription are Word Error Rate and for translation BLEU score. For the majority of languages, WER is generally under 10% and for the 5 most commonly used languages is under 5%. BLEU scores do not compare well across languages but all

	languages rate a "good" level and the 5 most common languages are all "excellent".
Bias	The models used by Wordly are not known to exhibit any particular bias except when translating from ungendered to gendered languages there is a bias toward masculine pronouns.
Robustness	The primary robustness measures are the performance metrics discussed above. When customers encounter issues with transcription or translation of unusual words or phrases (like proper names or acronyms) they are able to compensate by creating a glossary for those terms.
Optimal Conditions	Optimal conditions for the Wordly system occur when input audio is clean and clear with little background noise or music.
Poor Conditions	Poor conditions include very noisy audio or loud background music. In such situations Wordly can have trouble transcribing the original speech. However, the system is generally quite robust even in poor audio situations.
Explanation	The nature of the Wordly system does not require that results be explained. The goal is a faithful transcription and translation.
Jurisdiction-specific Considerations	There are no know jurisdictional restrictions on the Wordly system.

Algorithmic Impact Assessment Questionnaire

How is the AI tool monitored to identify any problems in usage? Can outputs (recommendations, predictions, etc.) be overwritten by a human, and do overwritten outputs help calibrate the system in the future?	Wordly systems are monitored 24 hours a day to ensure they are working as intended. Wordly transcription and translation accuracy is measured on a regular basis to identify problems or opportunities for improvement. Customers are able to provide feedback via email at any time.
How is bias managed effectively?	Customers can report bias via email or phone and these reports are monitored and dealt with as appropriate.

Have the vendors or an independent party conducted a study on the bias, accuracy, or disparate impact of the system? If yes, can the City of San José review the study? Include methodology and results.	In general, bias that affects accuracy or reliability is not present in the type of models used by Wordly.
How can the City of San José and its partners flag issues related to bias, discrimination, or poor performance of the AI system?	Issues related to bias and accuracy can be reported to Wordly via email or phone.
How has the Human-Computer Interaction aspect of the AI tool been made accessible, such as to people with disabilities?	Wordly makes it services available through a variety of interfaces suited to different customer needs.
Please share any relevant information, links, or resources regarding your organization's responsible AI strategy.	Visit https://www.wordly.ai for general information about the Wordly system, and https://www.wordly.ai/blog/trusted-ai-translation for specific information about our AI policies.