

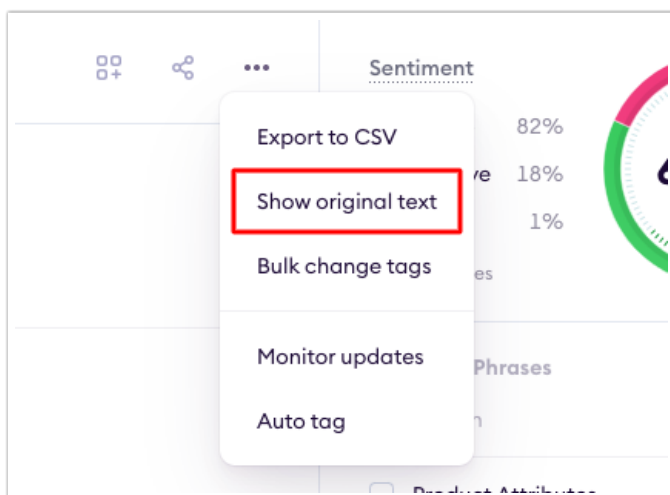
# Which Languages Does Alchemer Pulse Support?

## Overview

We currently work with global companies who process data in over 100 different languages, and we can analyse feedback in most languages apart from phonetic spellings. Our machine learning models analyse the feedback, and you can then see the comments both in English and the original language.

## See the original text on all responses

To see the original text for all the responses, go to the **Feedback** page, click on the three dots on the top right hand corner, and select **Show original text**.



## Show the original text only on specific responses

You have the option of seeing the original text only for specific responses. If you prefer that, skip the above step, and simply click on the **See original** link that appears below each translated comment. The original language will be indicated in brackets next to it.



## Select your translation preferences

You can decide to either translate everything to English or select a language that you like to see in the original text.

Feedback preferences

Select Default Segment ▼ Select the segment you'd like to see as a default view.

Select Default Sorting ▼ Select the default sorting view you'd like to read the feedback.

Translate all to English ▼ Select which non-English responses you'd like to read in their original language.

For example, if you're a French speaker, you can choose to see all French comments untranslated.

Don't translate French × Select which non-English responses you'd like to read in their original language.

## About mistranslation

The great thing about using neural-nets (like we do) is that they operate at a semantic level of language rather than depending on any one 'keyword' to identify meaning or sentiment.

This means that if a word is slightly mistranslated or even misspelled, the algorithm will look at the context in which it is being used and still have a significantly higher likelihood of classification than a rule-based or keyword-based system.

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