

ILA Customization Tools

Overview of Available Features

Feature	What It Does	Details
Key Terms	Boosts the speech recognition engine to listen out for specific words. Useful for industry jargon, technical vocabulary, names, places, acronyms, or short phrases that might otherwise be misheard.	Up to 50 terms. Can be single words or short phrases.
Word & Spelling Replacements	Corrects how the ILA displays specific words. If a word is consistently misspelled, misinterpreted, or displayed incorrectly, you can force the system to always show your preferred spelling.	Works as a direct find-and-replace on the speech-to-text output.
Acronyms	Handles abbreviations in three ways: expand an acronym to its full term (e.g. IEP becomes Individualized Education Program), shorten a full term into its acronym, or keep an acronym displayed as-is to prevent misinterpretation.	Supports all three directions: expand, shorten, and keep as-is.
Translation Context	Provides background information about your environment (industry, setting, speaker types) so the translation engine can adapt its output to be more relevant and accurate for your specific use case.	The more detail provided, the better the translations perform.
Translation Style	Three modes available. Faithful: precise, word-for-word, no liberties taken (best for legal/medical). Fluid: natural and conversational while staying accurate (recommended for most). Creative: prioritises tone and emotional impact over literal accuracy (best for marketing).	One style is set as the default. Fluid is recommended for most customers.
Translation Helpers	Sets manual translations for specific words or sentences in specific languages. If you always want a phrase translated a certain way, you provide the exact translation and the system will use it every time. Works both from English and into English.	One entry per phrase per language.
Common Phrases	Pre-set messages that appear in a drop-down menu on the ILA. Tap to send instantly during a conversation. Organised into categories. Translated automatically by the ILA, or you can provide exact translations for specific languages.	Max 150 characters per phrase. Use clear, full sentences.
Questions & Answers	Pre-written questions with tap-to-respond answer options. When a question is sent, the recipient sees preset answers they can select instantly. Organised into categories, same as common phrases.	Each question can have multiple answer options.
Video URLs	Share videos during conversations via the same drop-down menu as phrases and questions. Add any video URL and it can be sent through the chat. Videos are not translated and will play in their original language. You can set specific video URLs for specific languages.	Any valid URL. Organised into categories with a display label.