Abstract

This master's thesis deals with automated captions on the videoconference platform Zoom. It aims to examine how automated captions can help interpreters and whether they are accurate enough for the remote interprets to rely on. The theoretical part delves into topics such as automated captions, ASR technology, simultaneous interpreting, remote inrepreting, and simultaneous intepreting with text. Special attention is given to the cognitive load that intepreters experience while intepreting. The theoretical part concludes by summarizing existing research to date in the field of intepreting with automated captions – how automated captions impact intepreters' cognitive load, but also in which ways they can be helpful. The emphirical part aims to determine the accuracy of Zoom's automated captions in three different languages (Czech, English, and Spanish) using the NER metrics. The research focuses on overall accuracy as well as the accuracy in pre-established categories (names, abbreviations, acronyms, numbers, terms, ennumerations and negations), in which the author deems automated captions might be helpful to interpreters. The results show that the overall accuracy in all examined languages is high (averaging 95%) and the automated captions also steadily achieve high accuracy in certain categories (f.e. local names, lower numbers and terms). However, the automated captions show different negative tendencies in different languages (f.e. Spanish captions do not contain punctuation, signs and capital letters; Czech captions use words to transcribe numbers instead of digits).

Keywords