



Suhas Bhairav

AI Technical Help FAQ Translation Guide

**Translate tech troubleshooting content safely
across languages without breaking terms or UI.**

A practical, start-to-scale guide for multilingual
support translation with AI and governance.

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suhasbhairav.com

Automation & Review Guidelines

Outline what to automate, what needs human review, and what data/tools are required for reliable translations in Support.

Key move Build and lock your glossary before translating UI.

PRACTICAL CHECKLIST

- 01** Translate FAQs, knowledge base articles, and troubleshooting steps using AI with a translation memory and glossary.
- 02** Preserve product and UI terms via a centralized glossary; map UI strings to standard terms.
- 03** Flag ambiguity and region-specific phrases for human review in the translation workflow.
- 04** Use bilingual QA: compare source and translated content to ensure accuracy and tone.
- 05** Data/tools: translation memory, glossary, AI models (Claude/ChatGPT), CMS/localization platform, QA tools.
- 06** Examples include translating 'Clear cache', 'Reset password', and 'Two-factor authentication' consistently across languages.

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Weekly Adoption Plan

A practical, 6-week plan to pilot AI translation in Support with minimal risk.

Key move **Never deploy translations to live without human review on first big release.**

PRACTICAL CHECKLIST

- 01** Week 1: Audit existing multilingual content and inventory core terms for glossary scope.
- 02** Week 2: Create glossary and translation memory; define quality criteria and roles.
- 03** Week 3: Pilot translating top 20 FAQs and troubleshooting steps; collect reviewer feedback.
- 04** Week 4: Add automated QA checks and integrate with Help Center workflows.
- 05** Week 5: Scale translations to additional articles; monitor translation latency and accuracy.
- 06** Week 6: Finalize governance; assign owners; establish review cadence and SLAs.

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Risk, Approvals, & Measurement

Define guardrails, approvals, and metrics to ensure safe, effective translation and rapid feedback.

Key move Define clear ownership and SLAs for translation cycles.

PRACTICAL CHECKLIST

- 01** Risk: term drift or UI breakage; mitigate with versioned glossary and automated UI checks.
- 02** Approvals: assign glossary ownership, translator approvals, and localization lead sign-off.
- 03** Data privacy: avoid PII; redact sensitive data before translation and limit data exposure.
- 04** Monitoring: track accuracy, user satisfaction, and translation latency; use dashboards.
- 05** Ownership: designate translation lead, product owner, and localization manager per domain.
- 06** Compliance: ensure regulatory and accessibility standards are met.
- 07** Metrics: accuracy rate, incident count, mean time to publish, and user-reported usefulness.

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ABOUT THE CREATOR

Suhas Bhairav

I build AI systems that combine distributed architecture, retrieval, knowledge graphs, security, and practical workflow design. My focus is AI that can be used repeatedly by real teams: understandable, reliable, and grounded in the work people already do.

EXPERTISE

- Principal systems architecture and applied AI engineering
- Production-grade AI systems, agentic workflows, RAG, and knowledge graphs
- Full-stack workflow applications across AWS, Google Cloud, Azure, on-premise, and hybrid environments
- Practical AI implementation patterns for automotive, manufacturing, finance, logistics, cybersecurity, sales, and customer operations
- Security, governance, observability, approvals, and failure-mode thinking for operational AI systems

WEBSITE

suhasbhairav.com

EMAIL

suhasbhairav@gmail.com