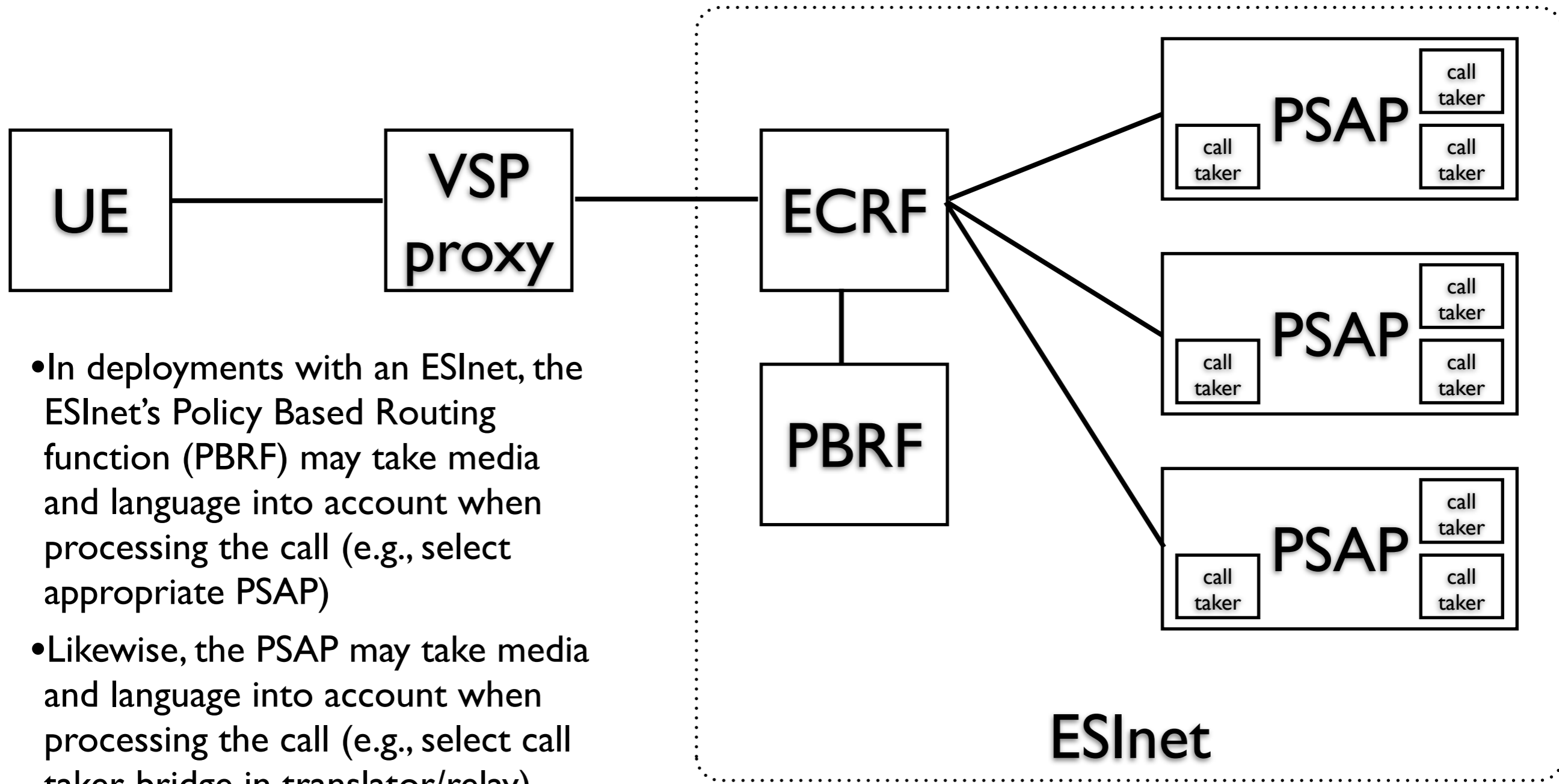# Negotiating Human Language

draft-gellens-mmusic-negotiating-human-language-01
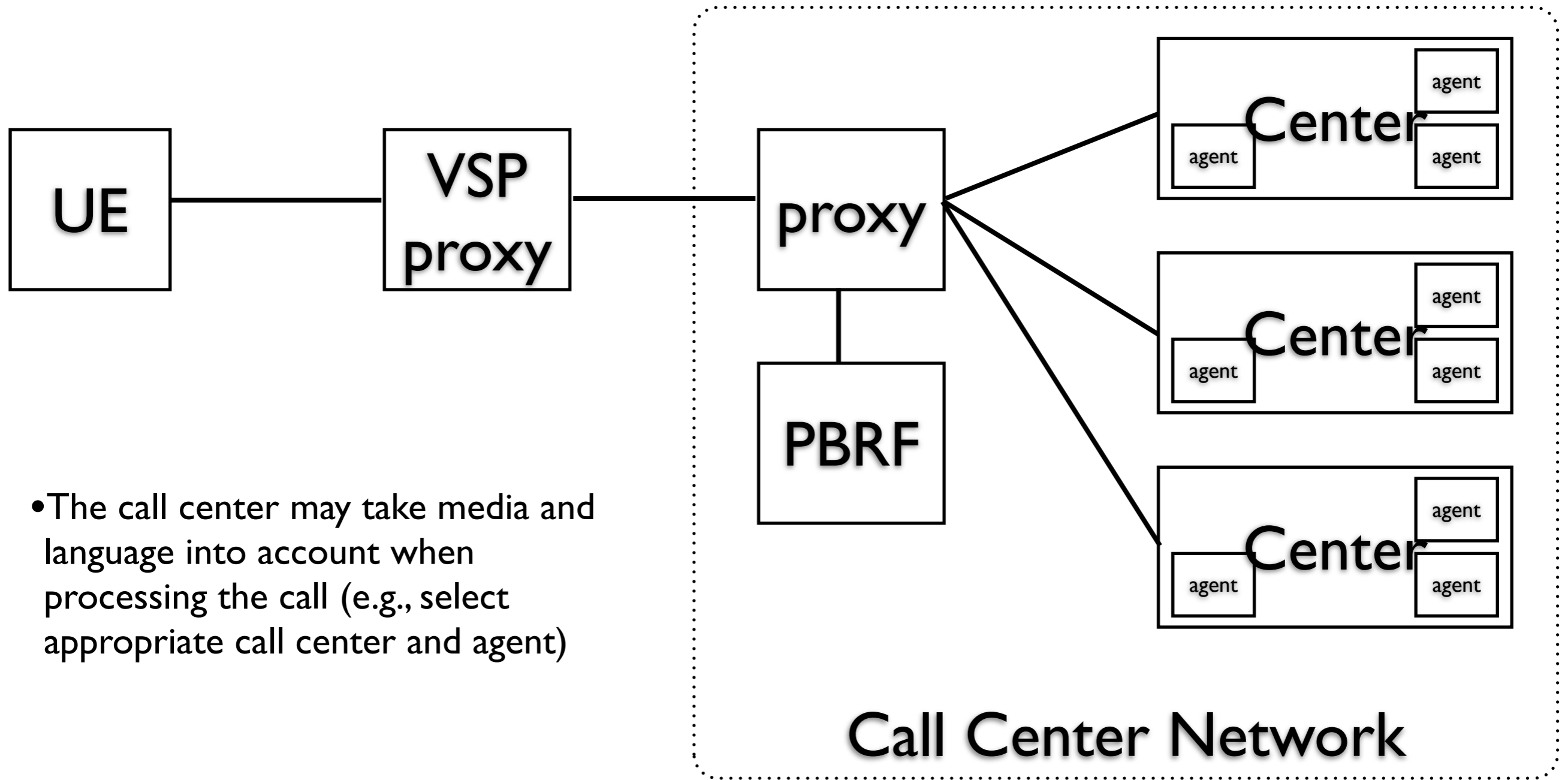
Slides version 3 (July 30, 2013)

- Enable matching the caller's language (in conjunction with media) preferences with called party capabilities

- Language may be spoken, written, signed

- Especially needed without context/ understanding (e.g., not calling a friend)

- Primary use case is emergency services

- Also useful when calling a call center

Human language (spoken/written/signed) can be negotiated in the same way as the media (audio/text/video) or codecs. The user may have a set of languages he or she speaks, with perhaps preferences for one or a few, while the call center supports a set of languages. Negotiation should select the user's most preferred language that is supported by the call center. Both sides should be aware of which language was negotiated. This is conceptually similar to the way other aspects of each media stream are negotiated using SDP (e.g., media type and codecs).

Emergency Calling case

UE — VSP proxy — proxy

proxy connects to PBRF

Call Center Network

Center — agent, agent, agent

Center — agent, agent, agent

Center — agent, agent, agent

- The call center may take media and language into account when processing the call (e.g., select appropriate call center and agent)

Call Center case

Current Proposal

- SDP stream attribute: RFC 5646 language tags in preference order

- Send/receive values usually set the same

- Text cautions against overly complex values and "silly states" (signed language for audio)

- SIP "hint" if call center can't use SDP in PBRF

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Open Issues

- Need for conveying language preference information beyond ordered list
  - none, 3-level (ideal/OK/poor), q-value

- Reopened debate if SDP is the right choice

- Continuing discussions on complexity vs completeness (how much of language communication usage needs to be able to be technically specified versus just used)

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