

# DESIGN AND METHODOLOGICAL ARCHITECTURE OF A MULTILINGUAL CORPUS OF INTERPRETER-MEDIATED PUBLIC SERVICE TELEPHONE INTERACTIONS

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## INTRODUCTION

Interpreter-mediated telephone interaction lacks visibility but remains deeply multimodal through acoustic, temporal, discursive and pragmatic interaction. PRAGMACOR proposes a multilingual infrastructure capable of integrating aligned audio, multilayer annotation and pragmatic mediation.

### MULTIMODALITY BEYOND VISUALITY

LAYER	WHAT IT CAPTURES
Acoustic Layer	Voice quality, pauses, overlaps, rhythm and prosody.
Temporal Layer	Time-aligned turns, segmentation and sequential organisation.
Discursive Layer	Speech acts, turn-taking dynamics and interactional structure.
Pragmatic Layer	FTAs, mitigation strategies and relational effects.

PRAGMACOR conceptualises multimodality as the integration of acoustic, temporal, discursive and pragmatic layers in multilingual telephone interaction.

## CORPUS ARCHITECTURE

PRAGMACOR integrates multilingual telephone interactions involving EN-ES, FR-ES, DE-ES and ZH-ES. The corpus combines aligned audio, speech-act segmentation, overlap representation and FTA annotation.

## METHODOLOGY

The workflow combines anonymisation, voice obfuscation, local Whisper transcription, human revision, multilayer annotation and double validation procedures.

## RESULTS & DISCUSSION

Interpreter-mediated communication is not merely linguistic transfer, but a form of acoustic-discursive pragmatic mediation where multilingual interaction is continuously reformulated through mitigation, segmentation and relational negotiation.

### WORKFLOW

- Audio anonymisation
- Voice obfuscation
- Local Whisper transcription
- Human revision
- Speech-act segmentation
- FTA annotation
- Double validation

### MAIN CONTRIBUTION

PRAGMACOR conceptualises telephone interpreting as a multimodal, multilingual and pragmatically layered research object.

### ANNOTATION LAYERS

Audio Signal

Orthographic Transcription

Overlap Representation

Speech Act Segmentation

FTA Classification

Relational Effects