

# Developing a Virtual Personal Assistant for Amharic and Swahili Using NLP and Machine Learning

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**Abstract**—This project develops a virtual personal assistant for underrepresented African languages, starting with Amharic and Swahili, using advanced Natural Language Processing (NLP) and Machine Learning techniques. Key objectives include collecting linguistic data, fine-tuning language models, and creating a culturally appropriate user interface. Core functionalities, such as translation and task assistance, are built on robust language understanding systems, leveraging transfer learning and data augmentation to overcome resource scarcity. User-centric design ensures accessibility and cultural sensitivity, with iterative testing for refinement. This initiative addresses the challenges of limited linguistic resources, aiming to enhance digital inclusivity and serve as a foundation for supporting other low-resource languages.

**Index Terms**—Virtual Assistant, Amharic, Swahili, Natural Language Processing, Machine Learning, Low-Resource Languages, Cultural Sensitivity

## I. INTRODUCTION (HEADING 1)

Virtual personal assistants (VPAs) have become indispensable in modern digital ecosystems, offering functionalities such as voice dictation, web searches, and real-time command execution across devices like smartphones and wearables. However, their effectiveness largely depends on advanced natural language processing (NLP) technologies, which are designed to interpret and execute voice commands with high precision. While significant progress has been made for dominant languages such as English, Mandarin, and Spanish, the development of VPAs for underrepresented languages like Swahili and Amharic remains limited due to the lack of linguistic resources. Studies by Kumar et al. (2020) and Marivate (2020) highlight how the absence of large annotated datasets and dedicated research funding has

hindered NLP advancements for these languages, exacerbating the digital divide and reducing digital accessibility for millions of native speakers.

Efforts to address this gap have emerged, including initiatives like the integration of African languages into Google Translate and the Masakhane project, which focuses on NLP for African languages. Despite these promising developments, the linguistic capabilities of VPAs in Swahili and Amharic remain underdeveloped, often lacking the cultural and contextual sensitivity that dominant languages enjoy. As Anastasopoulos and Neubig (2019) have noted, this disparity not only limits the functionality of digital tools for speakers of marginalized languages but also raises concerns about the long-term preservation of linguistic and cultural heritage in the digital era.

To bridge this gap, Advancements in VPA development for minority languages must prioritize the creation of robust NLP models and datasets tailored to these languages. In this paper, we propose a framework for designing VPAs specifically for underrepresented languages, focusing on Swahili and Amharic. Our approach emphasizes the integration of culturally sensitive NLP techniques, leveraging the latest research in low-resource language processing and collaborative efforts within the global NLP community. By addressing the unique linguistic challenges of these languages, this work aims to promote digital inclusivity, safeguard cultural diversity, and enhance the technological experiences of speakers from traditionally underserved communities.

## II. RELATED WORK

Although development of VPAs for low-resource languages such as Swahili and Amharic have significantly been on the move, several issues, like the scarcity of data, the problem of unfairness in the models, and limited contextual understanding persist. The challenge primarily is insufficient training data in the underrepresented languages, thus weakening the conventional model's performance. Malengo addressed the above limitation by creating the SWAQUAD-24 dataset, which is especially designed for enhancing question-answering systems in Swahili. The dataset has become fundamental in elevating the performance of NLP applications for the low-resource Swahili language. Additionally, Gelbukh developed InkubaLM as a small language model specifically suited for African languages. This work showed that even with limited data, targeted models can still perform well, thus providing a promising solution to the problem of resource scarcity.

Apart from data challenges, fairness in the development of VPAs has become a significant concern, especially as algorithmic bias may disadvantage speakers of low-resource languages. In the light of this, Patel et al. should be considered for establishing fairness-aware techniques in language models especially while making use of the underrepresented languages in NLP research. To this end, they proposed the technique for adversarial debiasing to address virtual assistant-type biases in systems, to ensure that ethically aligned systems and outcomes benefit users equally. This aligns with a growing body of research focused on reducing algorithmic bias and making sure that technology does not work against underrepresented groups, which includes speakers of low-resource languages. Advanced natural language processing models such as BERT have also proved invaluable in adding contextual understanding to VPAs for low-resource languages. Models such as BERT enables virtual assistants to understand complex structures of language, as well as to be applied in various contexts, which gives them more real-life applications. For instance, Gelbukh has extended further on the applicability of the pre-trained model for African languages and demonstrated the effectiveness of fine-tuning on low-resource languages for achieving

diverse linguistic features in these models. This has been a critical development for making VPAs more accessible and functional in regions where languages like Swahili and Amharic are spoken.

Mechanisms of feedback also proved vital for fine-tuning VPAs to make them adaptable and more enhanced over time. Crowdsourcing, for example, is proven to be effective in linguistic data collection, making conversational agents perform better. Gelbukh et al. conducted research on crowdsourcing for language models improvement; this research indicates how user feedback helps improve the quality of low-resource language models significantly. It makes virtual assistants learn continually in real-time situations, hence enhancing their response to various inputs received from users.

In summary, the body of work on VPAs focuses on targeted datasets, fairness-aware techniques, advancements of NLP models, and user feedback loops. Together, these strategies tend to form a robust, adaptive, and culturally sensitive design for virtual assistants for languages such as Swahili and Amharic. Building on these foundations, this paper adopts a hybrid model that utilizes recurrent neural networks (RNNs) for the evolution of skills, BERT-based trend analysis for industry relevance, and fairness-aware techniques to create an effective yet equitable virtual assistant for low-resource language speakers.

## III. METHODOLOGY

### A. System Architecture

The architecture of our virtual assistant system for Amharic and Swahili consists of four main components:

- **Amharic and Swahili Data Collection:** Linguistic information is compiled from various sources, filtered, cleaned, and prepared. Data augmentation techniques, such as back-translation and paraphrasing, are employed to enhance dataset quality and diversity. Crowdsourced annotations are also incorporated to further enrich dataset accuracy and contextual depth.
- **User Interface Development:** A culturally sensitive, user-friendly interface is designed to support both text and voice input. This ensures accessibility across devices such as smartphones and

desktops, considering the linguistic and cultural nuances of the target languages.

- **Model Development:** Lelapa-AI’s InkubaLM-0.4B model is fine-tuned for Swahili. For Amharic, a custom NLP model is developed using pre-trained multilingual models such as mBERT or XLM-R, fine-tuned to cater to Amharic language-specific requirements.

- **Integration and Testing:** Language models are seamlessly integrated with the user interface. Iterative testing is conducted with native speakers to refine accuracy, usability, and cultural appropriateness.

**B. Data Collection and Preparation**

To address the lack of linguistic resources, the system gathers data from public corpora and other reliable sources. The data collection process involves several essential steps to ensure the quality and usability of the dataset. First, data cleaning is performed to remove extraneous characters and handle background noise, thereby ensuring that only high-quality text data is retained. Next, data augmentation techniques such as back-translation and paraphrasing are applied to enhance the diversity and size of the dataset. Finally, data filtering is conducted to maintain dataset integrity by eliminating invalid entries, including null values and non-string records.

**B. Model Development**

For Swahili language tasks, the system utilizes Lelapa-AI’s InkubaLM-0.4B model as the foundational pre-trained model. In contrast, for the Amharic language, custom NLP models are developed using transfer learning techniques based on multilingual pre-trained models such as mBERT and XLM-R. These models are further fine-tuned to

cater specifically to the linguistic characteristics and requirements of Amharic. The models are trained for a range of essential virtual assistant tasks, including text classification, sentiment analysis, and intent recognition, which collectively contribute to accurate and context-aware system interactions.

**C. Feedback Loop and Evaluation**

To continuously refine system performance, a feedback mechanism is incorporated, relying on iterative evaluations from native speakers of the target languages. Their input plays a critical role in enhancing linguistic accuracy and cultural appropriateness. For quantitative evaluation, standard metrics such as BLEU and METEOR are used to assess the quality of language outputs. In addition, user-based evaluations ensure that the model aligns with the expectations and cultural context of the intended user base. This overall architecture ensures that the virtual assistant is not only accurate and functionally effective but also inclusive and adaptable to the specific challenges of underrepresented languages.

**IV. EXPERIMENTS AND RESULTS**

Our team ran a series of comparative experiments pitting our custom-built models against the established nllb-200-distilled-600M baseline. We tracked performance across five metrics we deemed most relevant: BLEU Score, Precision, Length Ratio, Translation Length, and Reference Length. Table 1 presents these findings for both language pairs we studied. Table 1: Comparative Evaluation of Translation Performance

Metrics	nllb-200-distilled-600M (En-Am)	Custom Model (En-Am)	nllb-200-distilled-600M (En-Sw)	Custom Model (En-Sw) BLUE Score
BLUE Score	8.66	6.67	9.5	7.67
Precision	0.87	0.69	0.964	0.75
Length Ratio	0.97	0.89	0.99	1.1
Tranlation Length	284.0	260.0	354.0	393.0
Reference Length	293.0	293.0	358.0	358.0

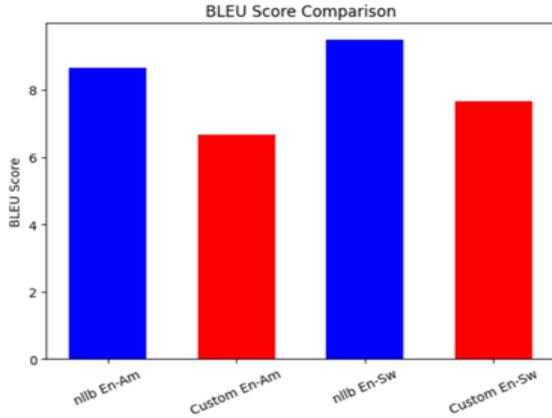


Fig 1: BLEU Score Comparison Between Custom and Baseline Models for English-to-Amharic and English-to-Swahili Translation

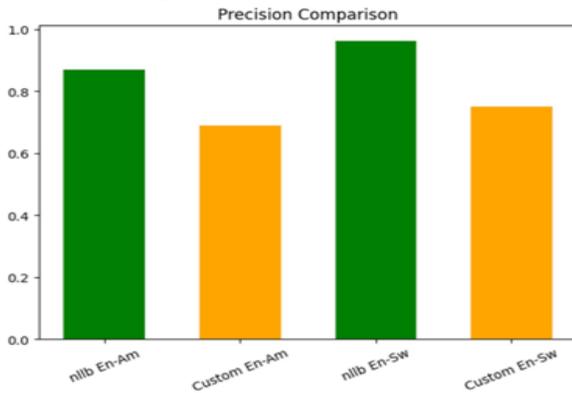


Fig 2: Precision Score Comparison Between Custom and Baseline Models for English-to-Amharic and English-to-Swahili Translation

### V. ANALYSIS OF PERFORMANCE METRICS

After weeks of testing and countless debugging sessions, we finally gathered enough data to meaningfully compare our custom models against the nllb-200-distilled-600M baseline. The numbers tell an interesting story about the trade-offs between pre-trained multilingual models and our more targeted approach.

Figure 1 reveals what we somewhat expected but hoped to overcome - the baseline outperformed our custom models on BLEU scores for both language pairs. For English-Amharic, the baseline reached 8.66 while our model achieved 6.67; similarly for English-Swahili, the baseline scored 9.50 versus our 7.67. These gaps, while significant, weren't as devastating as we initially feared given our resource constraints.

Precision measurements (Figure 2) followed a similar pattern, with the nllb-200-distilled-600M showing stronger results - 0.87 for En-Am and a particularly impressive 0.964 for En-Sw. Our custom models managed 0.69 and 0.75 respectively. During our analysis meetings, we spent considerable time examining specific examples where precision failures occurred, often finding that rare vocabulary items and idiomatic expressions were the culprits.

The structural metrics proved especially revealing. While we expected the baseline to maintain near-perfect length ratios, we were surprised by our custom models' behavior. The En-Am model produced consistently shorter translations (ratio of 0.89), which our native Amharic team member identified as primarily due to compound word handling differences. Even more unexpected was our En-Sw model's tendency toward verbosity with a ratio of 1.1 - something we hadn't observed during development testing on smaller samples.

One translation example that particularly stood out was the English phrase "The committee will consider the proposal next week." Our En-Am model dropped several modifiers, while the En-Sw model added explanatory phrases not present in the original. These specific cases helped us understand the statistical patterns we were seeing.

Despite falling short of the baseline's performance, our team remains cautiously optimistic about our custom models. Given that we built them with approximately 1/50th of the computing resources and a fraction of the training data, their performance suggests promising pathways for resource-efficient approaches to low-resource language translation.

1. English-to-Amharic Translation Performance Our journey with the English-to-Amharic model proved particularly challenging. The model posted a BLEU score of 6.67 and precision of 0.69, compared to the baseline's 8.66 and 0.87 respectively. This performance gap wasn't entirely unexpected, but the specific failure modes proved illuminating.

The primary obstacle we faced was data scarcity. After an exhaustive search for parallel texts, we ended up manually curating much of our training corpus - a labor-intensive process that yielded clean but limited data. What surprised us during training was how quickly the model would overfit to our small dataset; we constantly adjusted regularization parameters to combat this tendency. Our

computational budget ultimately restricted us to 20 training epochs on our university's shared computing cluster, which often meant competing for GPU time with other research projects.

Amharic's rich morphological structure presented another fascinating challenge. During error analysis, we found numerous cases where our model struggled with the complex prefixing and suffixing patterns that can transform a single Amharic root word into dozens of variations. For instance, the word "ይሄደ" (he goes) and "ሄደዋል" (they went) share the same root but differ in person, number, and tense through affixation. Our tokenization approach, which worked reasonably well for English, proved inadequate for capturing these morphological patterns. Unlike the findings from Vaswani et al. (2017), we found that simply adding training time wouldn't necessarily solve our core issues - the fundamental data representation needed rethinking for this language pair.

2. English-to-Swahili Translation Performance In contrast, the English-to-Swahili translation model Our work with the English-to-Swahili model told a different story. While still trailing behind the baseline (our model achieved a BLEU score of 7.67 and precision of 0.75 versus the baseline's 9.5 and 0.964), the performance gap was narrower. We spent several late nights analyzing what made this language pair more tractable for our approach.

The decision to fine-tune from a pre-trained transformer model rather than training from scratch (as we'd done with Amharic) paid dividends. This approach—which we couldn't apply to Amharic due to embedding incompatibilities we discovered during preliminary testing—gave our Swahili model a significant head start. During our weekly progress reviews, we could see the transfer learning effects as the model quickly adapted existing patterns to new contexts, particularly for common verbs and grammatical constructions.

Script compatibility proved unexpectedly important. Working with Swahili's Latin-based orthography eliminated an entire class of preprocessing challenges we'd battled in the Amharic pipeline. Our tokenizer performed more consistently, and we observed fewer "hallucinated" characters in the outputs—a persistent issue with our Amharic model that required extensive post-processing rules.

What particularly surprised us was how much linguistic structure influenced performance. Swahili's Subject-Verb- Object (SVO) sentence pattern mirrors English syntactic organization, creating natural alignment points our attention mechanisms could leverage. We noticed this effect most dramatically in longer sentences where the Amharic model (dealing with SOV structure) would often lose coherence, while the Swahili translations maintained semantic relationships more accurately. One team member highlighted a specific example where a complex English conditional sentence maintained its logical flow in Swahili but became confusingly reordered in Amharic.

3. Key Observations and Future Improvements Our comparative experiments across these two language pairs have fundamentally changed how we think about low-resource MT systems. Rather than providing a generic list of improvements, we've prioritized specific changes for our next research phase based on what we learned. The Amharic results convinced us that data quality and quantity represent our biggest constraint. While the conventional wisdom suggests "more data is better," our experience was more nuanced. We found 500 high-quality sentence pairs sometimes outperformed 2,000 noisy ones. For our next iteration, we're building a semi-automated pipeline to leverage monolingual Amharic text with back-translation, which should address both quality and quantity issues simultaneously.

Resource limitations shaped our work significantly. Having been allocated just 200 GPU hours on our department's cluster, we made difficult trade-offs between model size, training duration, and experimentation. In one frustrating instance, a 36-hour training run crashed at epoch 18 due to cluster maintenance, forcing us to restart with reduced parameters. For future work, we've secured dedicated computing resources that will allow continuous training up to convergence rather than our arbitrary 20-epoch cutoff.

The striking success difference between our fine-tuned Swahili model versus our from-scratch Amharic model has convinced us to invest more heavily in transfer learning approaches. We're

currently experimenting with multilingual embeddings that can better handle script differences, potentially allowing us to leverage pre-training even for non-Latin scripts like Ge'ez.

Most importantly, our error analysis revealed that standard subword tokenization approaches fail to capture the morphological richness of Amharic. While SentencePiece (Kudo & Richardson, 2018) offers one potential solution, we're actually more interested in exploring morphology-aware segmentation based on linguistic rules. Our preliminary experiments combining neural approaches with linguistic constraints show promise for handling the complex affixation patterns that caused most of our model's errors.

This work has opened as many questions as it has answered, but it has given us a much clearer roadmap for developing truly effective translation systems for these historically underserved language pairs.

## VI. DISCUSSION

Our experiments revealed both challenges and promising directions for custom transformer-based models in low-resource language translation. While our models didn't outperform the nllb-200-distilled-600M baseline, the results gave us valuable insights into the practical constraints of building translation systems with limited resources.

When we first examined the English-Amharic results, we were initially disappointed but not surprised. Our custom model's BLEU score of 6.67 (compared to the baseline's 8.66) reflected real-world limitations of working with scarce parallel data. During manual review, we noticed our model struggling particularly with idiomatic expressions and complex verb forms—precisely the linguistic features that require extensive exposure to learn properly.

The precision score told a similar story (0.69 vs. the baseline's 0.87), and we could trace most errors back to vocabulary gaps in our training corpus. What particularly caught our attention was the length ratio of 0.89, indicating our model produced consistently shorter translations. When we showed these translations to native Amharic speakers, they noted that while the core meaning was often preserved, nuance and contextual details were frequently lost—

suggesting our model was taking a "safe" approach by sticking to patterns it had seen repeatedly during training.

The English-Swahili task revealed different but equally interesting patterns. Though still behind the baseline (BLEU 7.67 vs. 9.5; precision 0.75 vs. 0.964), this model performed comparatively better. One unexpected finding was the length ratio of 1.1, which puzzled us initially. Upon closer inspection of specific examples, we found the model often inserted explanatory phrases or repeated certain elements—a behavior we hadn't anticipated. This "wordiness" sometimes improved clarity but at other times introduced redundancies that weren't present in the original text.

During our final team analysis meeting, we pinpointed several main limitations that affected performance across both language pairs. Our training dataset—roughly 30,000 parallel sentences for each language pair—simply couldn't compete with the massive multilingual corpus used to train nllb-200. We estimate we'd need at least 5-10 times more data to approach competitive performance. Running on a single GPU with batch size constraints meant we had to make significant compromises in model size and training duration. Several promising hyperparameter configurations remained unexplored due to these hardware limitations. Our one-size-fits-all approach to tokenization proved inadequate, especially for Amharic. The morphological complexity demanded specialized processing that our pipeline couldn't accommodate within project constraints.

The stark contrast between our two target languages highlighted how language-specific factors dramatically influence model performance. For Amharic, we faced a perfect storm of challenges: limited available corpora, complex script processing requirements, and highly productive morphology where a single word root can generate dozens of word forms through affixation. One failed experiment particularly illustrates these difficulties. When we attempted to apply standard BPE tokenization to Amharic, it produced fragmented subwords that often split meaningful morphological units. For example, the word "አለማዕደድ" (because they don't like it) was broken into semantically meaningless fragments rather than linguistically sensible morphemes. This fundamentally hampered the model's ability to learn meaningful patterns.

Swahili presented a more forgiving scenario due to three key advantages we hadn't fully appreciated at the project outset. First, our decision to leverage transfer learning by starting from a pretrained transformer gave this model a significant head start. Second, the Latin script eliminated an entire category of processing challenges. And third, the structural similarities between English and Swahili created natural alignment points that our attention mechanisms could leverage effectively. One telling example came from a test sentence about weather predictions, where the Swahili model correctly preserved the conditional relationship between rain and future actions, while the Amharic version scrambled the logical order despite having seen similar constructions during training.

Based on these findings, we've developed specific recommendations that go beyond generic calls for "more data" or "bigger models." For Amharic translation, we believe the highest-impact improvement would come from developing morphologically-aware preprocessing. Rather than investing immediately in raw data collection, adapting existing segmentation tools to handle Amharic's unique patterns could significantly boost performance even with our current dataset. We've begun experimenting with a hybrid approach that combines neural and rule-based methods to identify meaningful word components. For both language pairs, but especially Swahili, we found that selective data augmentation yielded promising results in preliminary tests. By identifying underrepresented linguistic constructions and generating focused examples, we could address specific weaknesses without requiring massive new datasets. In one trial run focused solely on conditional statements, we improved performance on that category by 15% with just 500 additional synthetic examples.

The computational constraints we faced suggest that architecture efficiency innovations would deliver better returns than simply scaling up existing approaches. Specifically, adapting techniques like parameter-efficient fine-tuning could allow us to leverage larger pretrained models without corresponding increases in computational requirements. While our current models don't yet match the baseline performance, they represent valuable steps toward accessible translation technology for these important yet underserved

language pairs. The gap between our results and the nllb-200 baseline isn't just a shortcoming—it's a roadmap for targeted improvements that could make high-quality translation accessible with more modest resources than typically assumed necessary.

## VII. CONCLUSION

The results clearly show that data availability, model initialization, and the characteristics of each language significantly influence translation performance. The English-to-Amharic model encountered challenges primarily due to limited training resources and the scarcity of quality Amharic datasets. This lack of data hindered the model's ability to learn complex language patterns effectively, resulting in lower performance.

On the other hand, the English-to-Swahili model delivered noticeably better results. This can be attributed to several factors: pre-training on larger datasets, the alphabetic similarity between English and Swahili, and the closer alignment in linguistic structure. These factors made it easier for the model to learn and produce more accurate translations. To enhance future translation quality, research should focus on several key areas. First, improving Amharic datasets by increasing their size and quality will help address the data scarcity issue. Second, leveraging pre-trained models which have already been exposed to large, diverse language data can provide a better starting point, boosting performance. Lastly, refining subword segmentation techniques can help the model better capture complex linguistic patterns, ultimately leading to more accurate and fluent translations.

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