

Transcription Request Process

This is controlled completely from your Host interface. Under the “Recordings” tab you will see three tabs: Conference, Rollcall Names, and Transcription. Recordings show up on the Transcription page after they have been converted to MP3.

Recording	Created	Length	Transcription
    1_53513	06/15/2010 @ 15:00	13:56	Not Scheduled

The icons to the left of the filename represent “Play”, “Download”, “Delete” and “Request transcription”. Each field has a popup description when you hover the mouse over it.

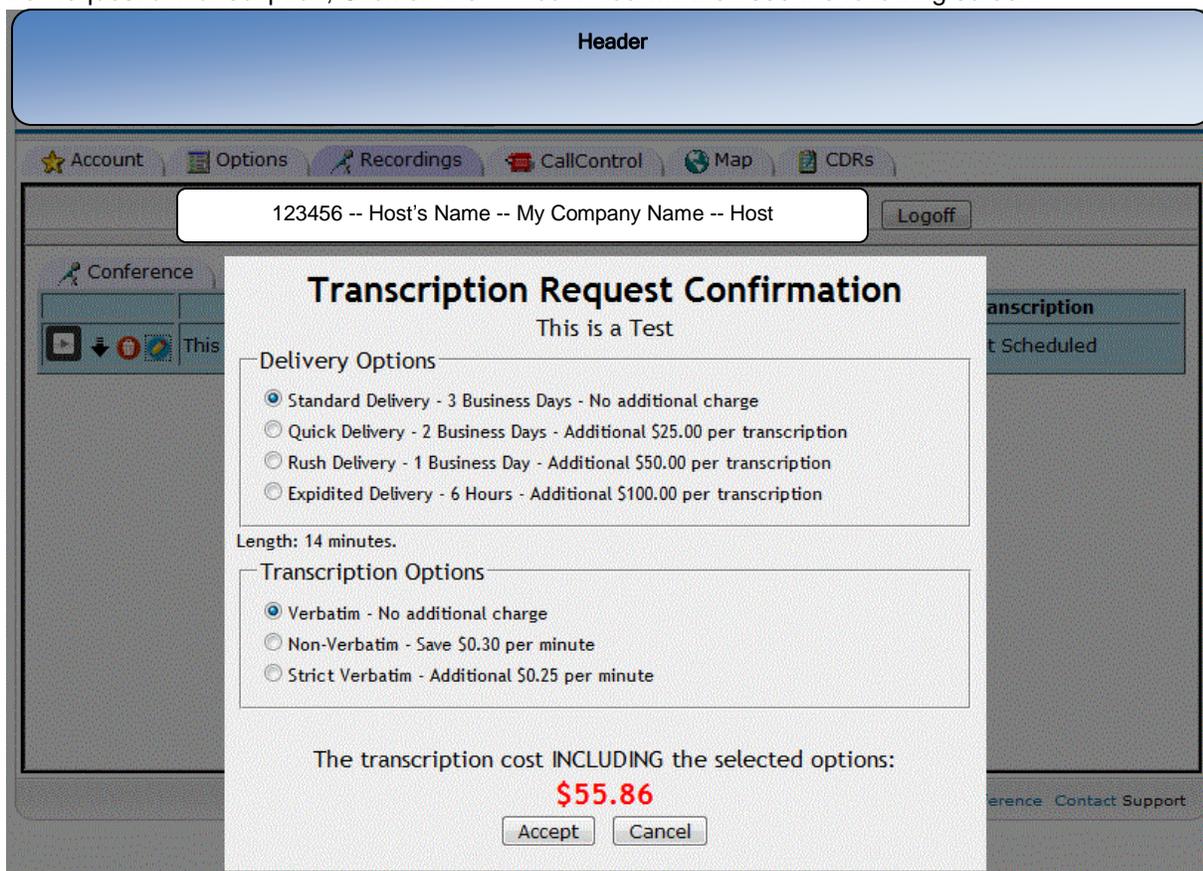
You can change the Recording Name by clicking on the name. The name field will turn white indicating it is ready to enter a new filename.

The screenshot shows a web application interface with a blue header bar labeled "Header". Below the header is a navigation bar with icons and labels for "Account", "Options", "Recordings", "CallControl", "Map", and "CDRs". A search bar contains the text "123456 -- Host's Name -- My Company Name -- Host" and a "Logoff" button is to its right. Below the search bar are three tabs: "Conference", "Rollcall Names", and "Transcription". The "Recording" tab is active, displaying a table with the following data:

	Recording ▲	Created	Length	Transcription
   	<input type="text" value="This is a Test"/>	06/15/2010 @ 15:00	13:56	Not Scheduled

Simply type the new filename and leave the field either by clicking somewhere else on the screen or by pressing tab or Enter. If you want to go back to the original name, click on the field and remove the name leaving the field blank. Leave the field and the original filename will come back.

To Request a Transcription, Click on the  icon. You will then see the following screen:



The screenshot displays a web application interface with a blue header labeled "Header". Below the header is a navigation menu with icons and labels for "Account", "Options", "Recordings", "CallControl", "Map", and "CDRs". A user information bar shows "123456 -- Host's Name -- My Company Name -- Host" and a "Logoff" button. The main content area is partially obscured by a "Transcription Request Confirmation" dialog box. The dialog box has a title "Transcription Request Confirmation" and a subtitle "This is a Test". It contains two sections: "Delivery Options" and "Transcription Options". The "Delivery Options" section has four radio buttons: "Standard Delivery - 3 Business Days - No additional charge" (selected), "Quick Delivery - 2 Business Days - Additional \$25.00 per transcription", "Rush Delivery - 1 Business Day - Additional \$50.00 per transcription", and "Expidited Delivery - 6 Hours - Additional \$100.00 per transcription". Below this is the text "Length: 14 minutes.". The "Transcription Options" section has three radio buttons: "Verbatim - No additional charge" (selected), "Non-Verbatim - Save \$0.30 per minute", and "Strict Verbatim - Additional \$0.25 per minute". At the bottom of the dialog box, it states "The transcription cost INCLUDING the selected options:" followed by the price "\$55.86" in red. There are "Accept" and "Cancel" buttons at the bottom of the dialog box.

Select the delivery option and the transcription option you want to use. The price (in Red) will dynamically change as you select various option combinations. The lowest prices option would be Standard Delivery and Non-Verbatim Transcription. The cost will be \$3.69 per minute. The most expensive would be Rush Delivery and Strict Verbatim Transcription. That cost is \$4.24 per minute plus \$50.00. The standard rate is \$3.99 per minute.

Click the "Accept" button to continue. At this point you are committed.

The host transcription screen will change to indicate that the Transcription Request has been made.

The screenshot shows a web application interface. At the top is a blue header bar with the text "Header". Below the header is a navigation bar with several tabs: "Account", "Options", "Recordings", "CallControl", "Map", and "CDRs". The "Recordings" tab is currently selected. Below the navigation bar is a search bar containing the text "123456 -- Host's Name -- My Company Name -- Host" and a "Logoff" button. Below the search bar are three sub-tabs: "Conference", "Rollcall Names", and "Transcription". The "Transcription" sub-tab is selected. Below the sub-tabs is a table with the following data:

	Recording ▲	Created	Length	Transcription
  	This is a Test	06/15/2010 @ 15:00	13:56	Requested: 6/19 @ 16:32

The host screen will change to "Submitted". If you hover the mouse over the "Submitted" you will see a popup indicating when to expect delivery.

Header

Account Options Recordings CallControl Map CDRs

123456 -- Host's Name -- My Company Name -- Host Logoff

Conference Rollcall Names Transcription

	Recording	Created	Length	Transcription
 	This is a Test	06/15/2010 @ 15:00	13:56	Submitted 06/19 @ 16:35

When we have completed the transcription, we will Reply to the notification email above and attach a Word document to it.

The email below will be sent to the requesting user.

Your Transcribed Conference Call

Header

Your Transcribed Conference Call

The conference call you submitted for transcription is attached.

Our Signature
Mailing Address, etc.



Veterans Newspaper Article.doc

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The host Transcription interface will change to indicated that the transcription has been finished.

Header

Account Options Recordings CallControl Map CDRs

123456 -- Host's Name -- My Company Name -- Host Logoff

Conference Rollcall Names Transcription

	Recording	Created	Length	Transcription
  	This is a Test	06/15/2010 @ 15:00	13:56	Finished 06/19 @ 19:07  