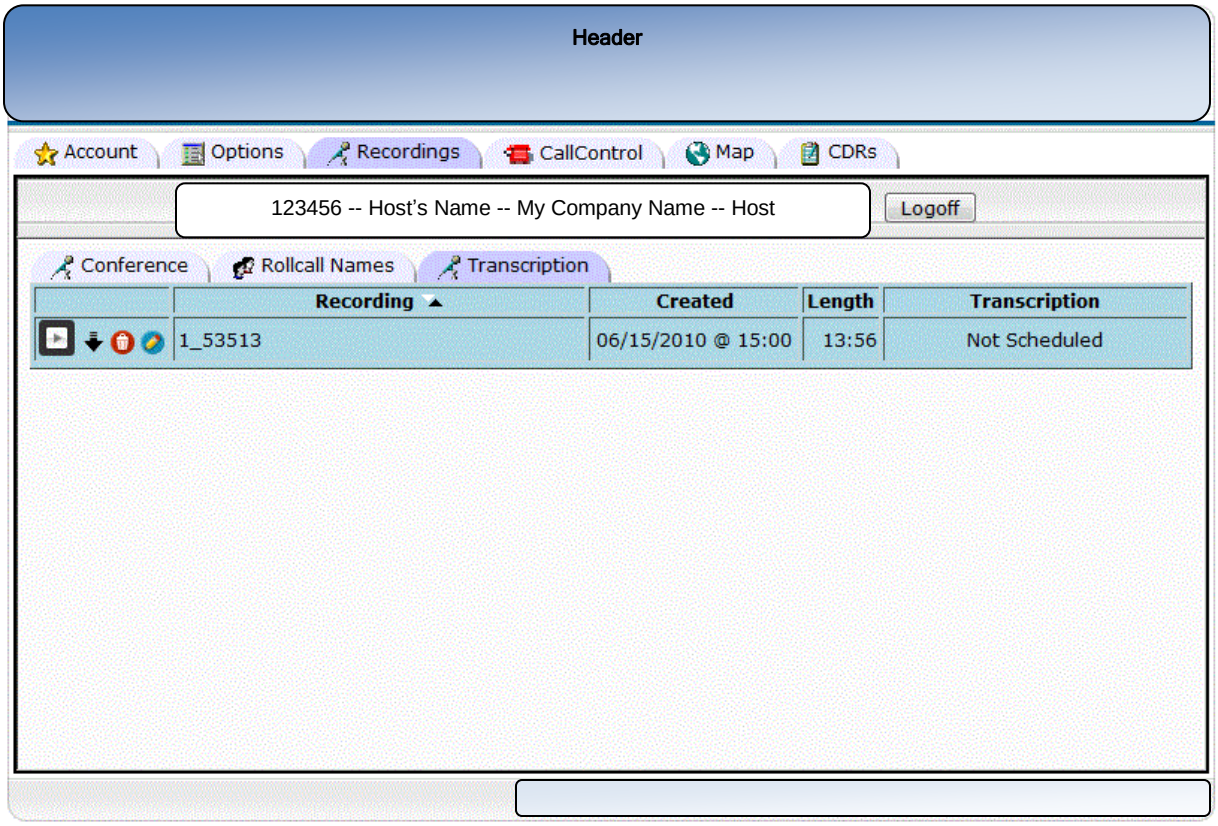
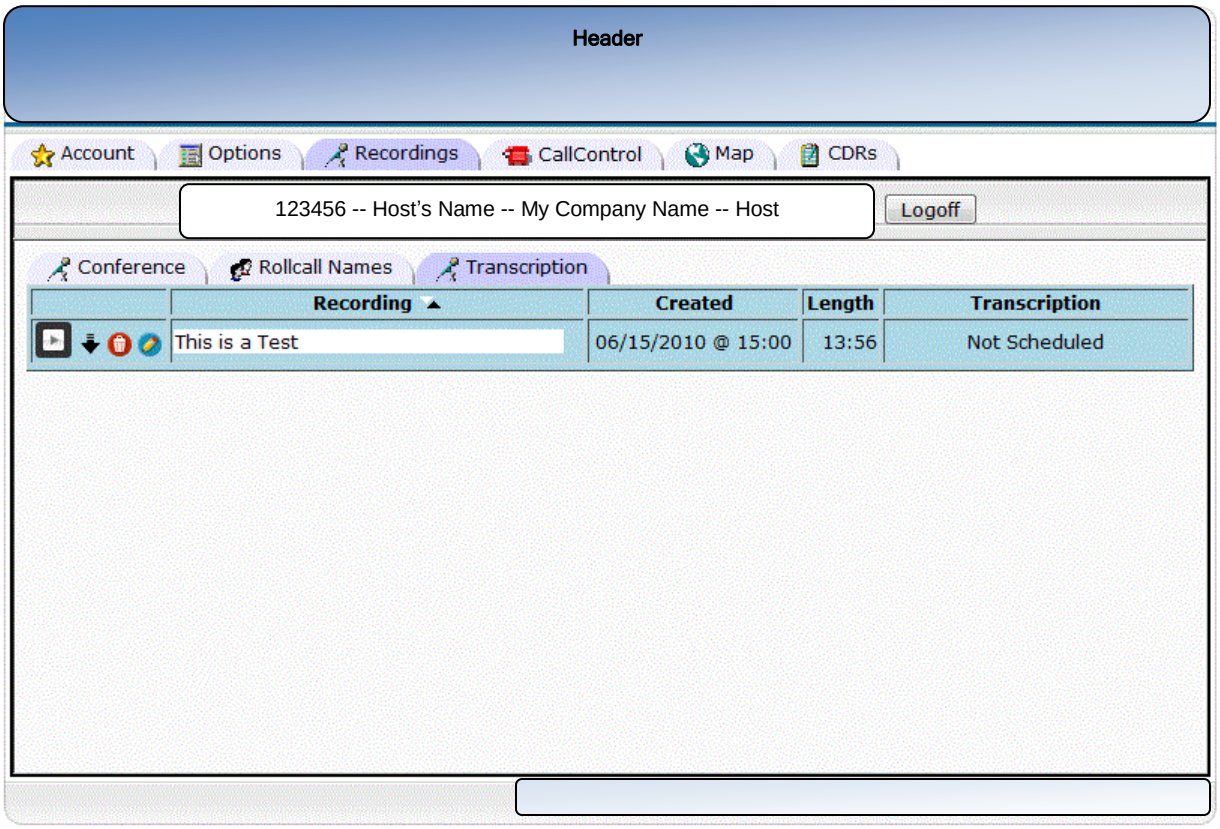
Transcription Request Process

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.



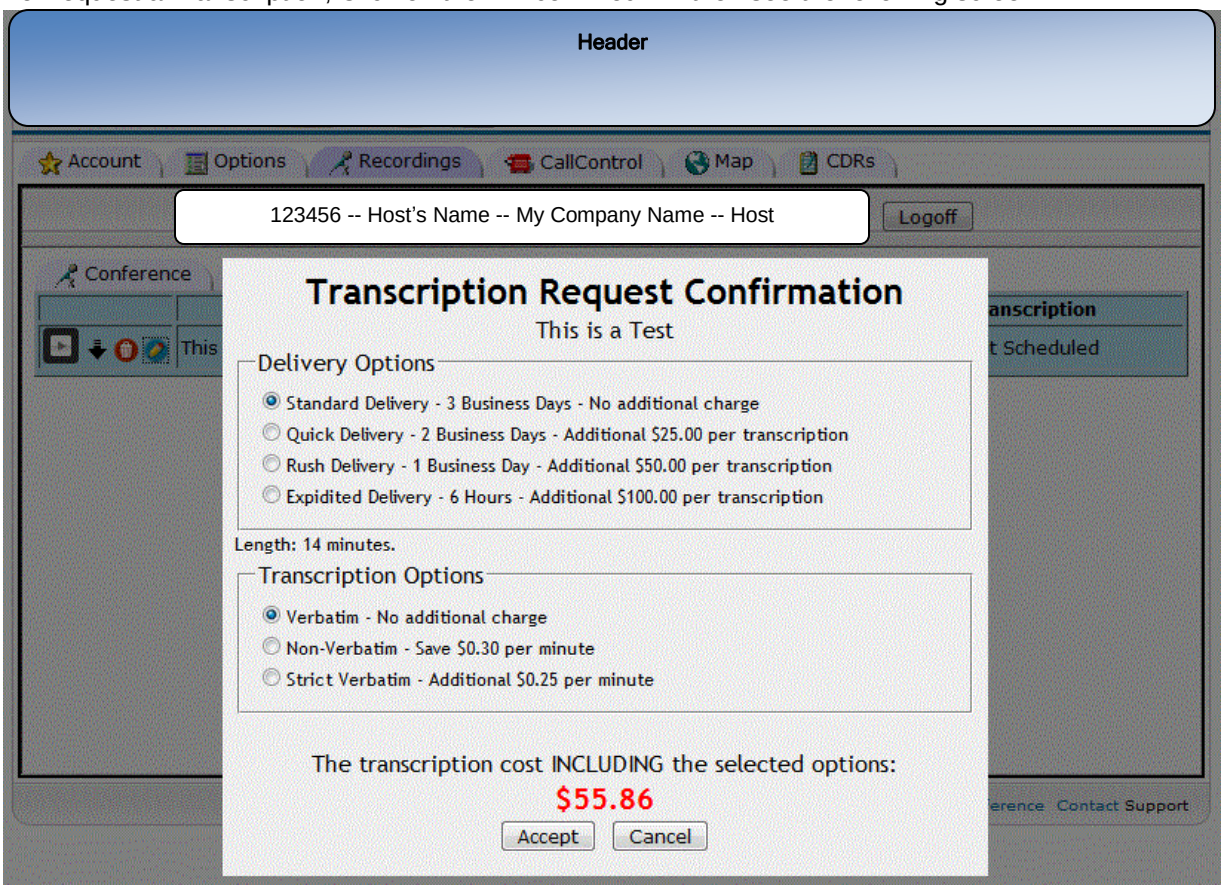
The icons to the left of the filename represent “Play”, “Download”, “Delete” and “Request transcription”. Each field has a popup description when you hover the mouse over it.

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.



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.

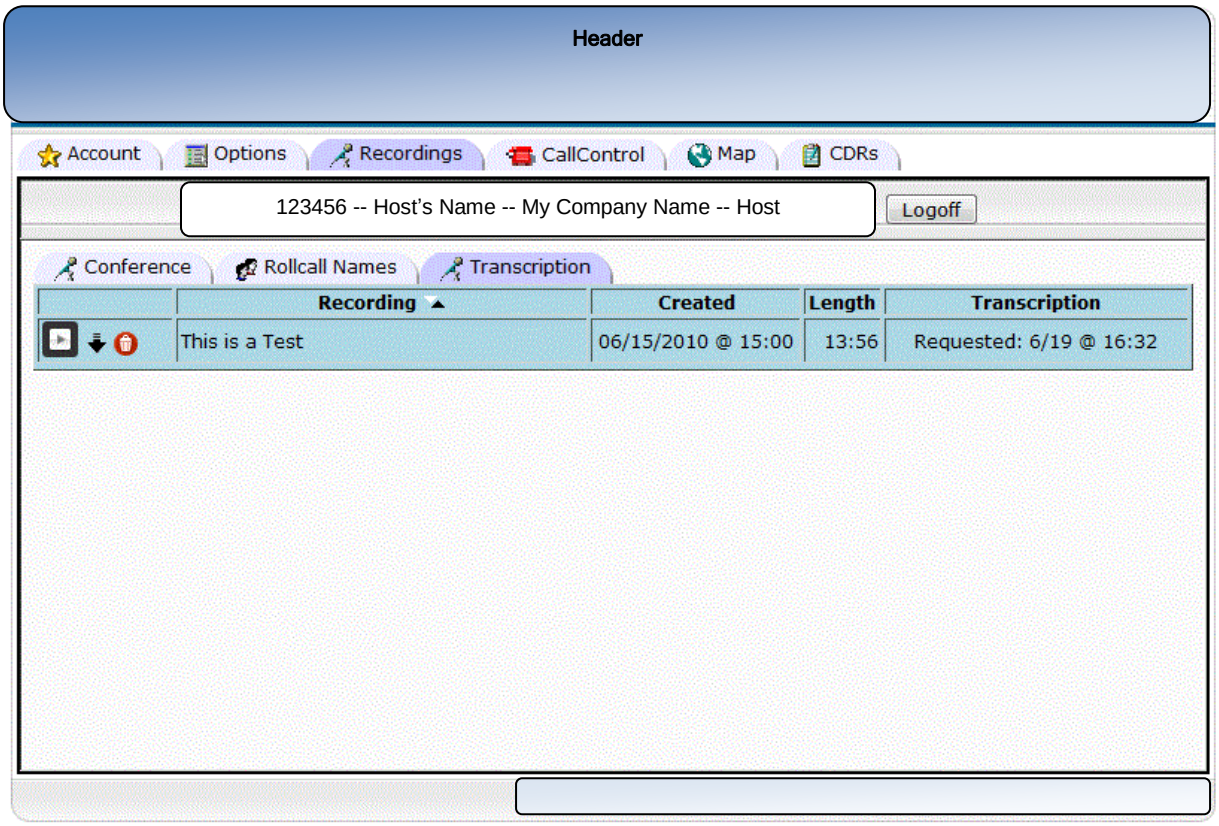
To Request a Transcription, Click on the icon. You will then see the following screen:



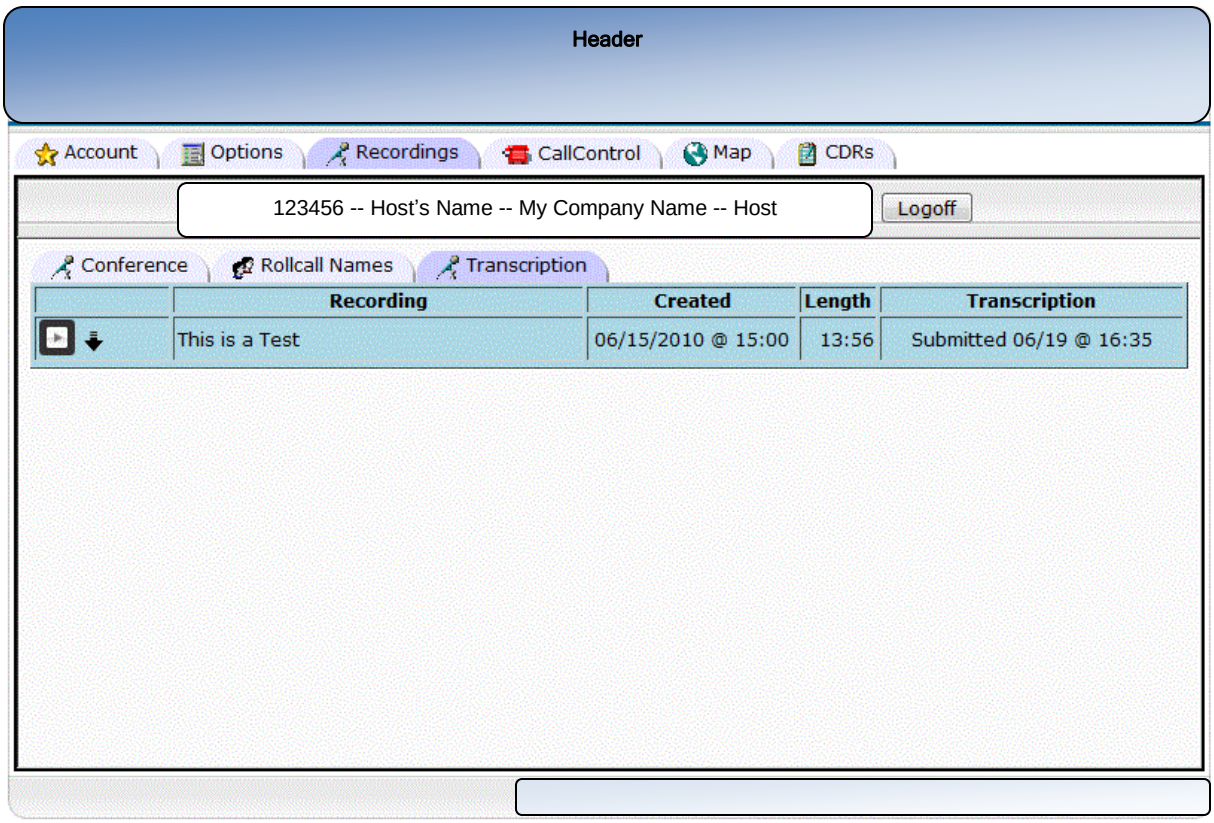
Select the delivery option and the transcription option you want to use. The price (in Red) will dynamically change as you select various option combinations. The lowest prices option would be Standard Delivery and Non-Verbatim Transcription. The cost will be $3.69 per minute. The most expensive would 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.



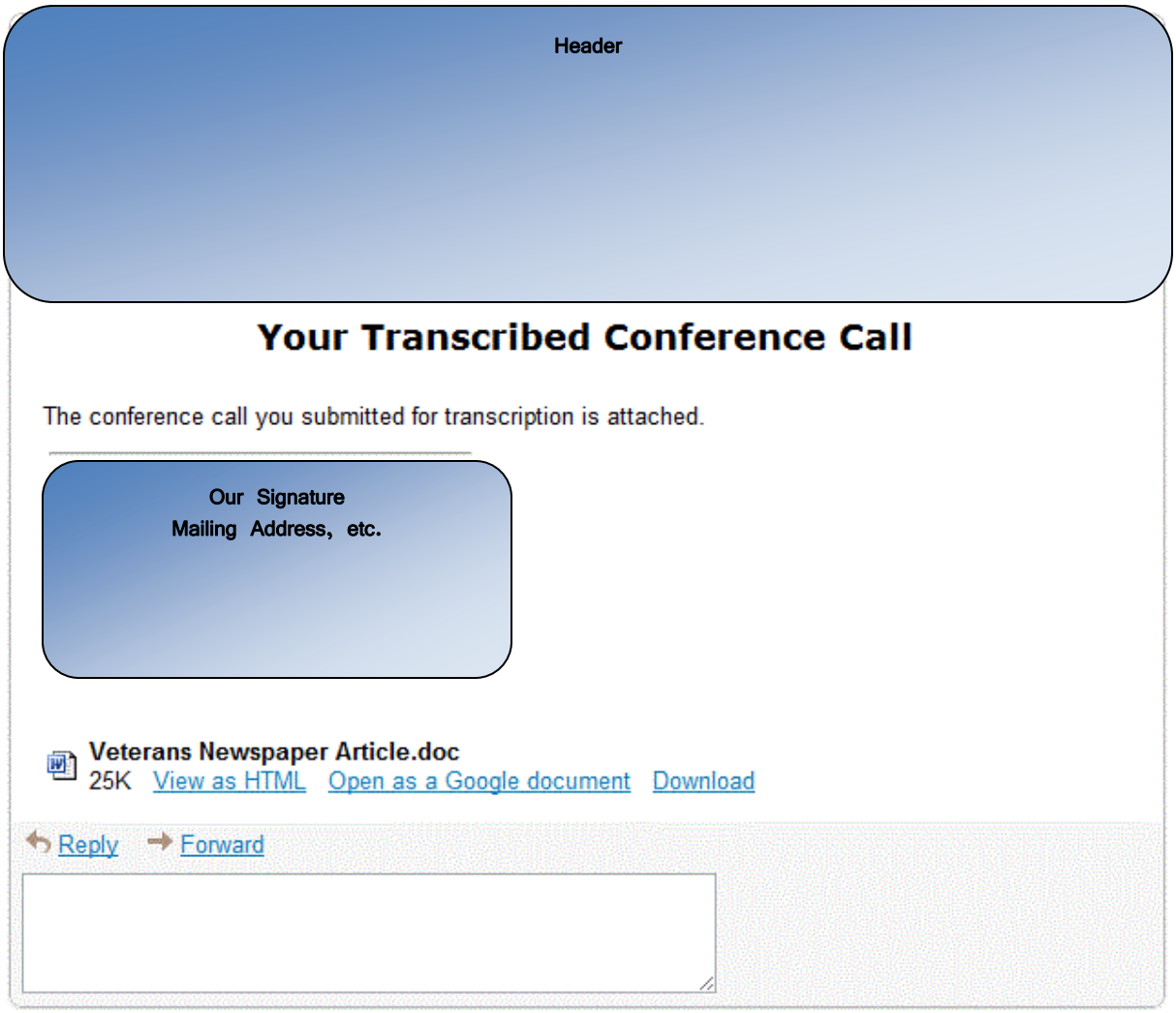
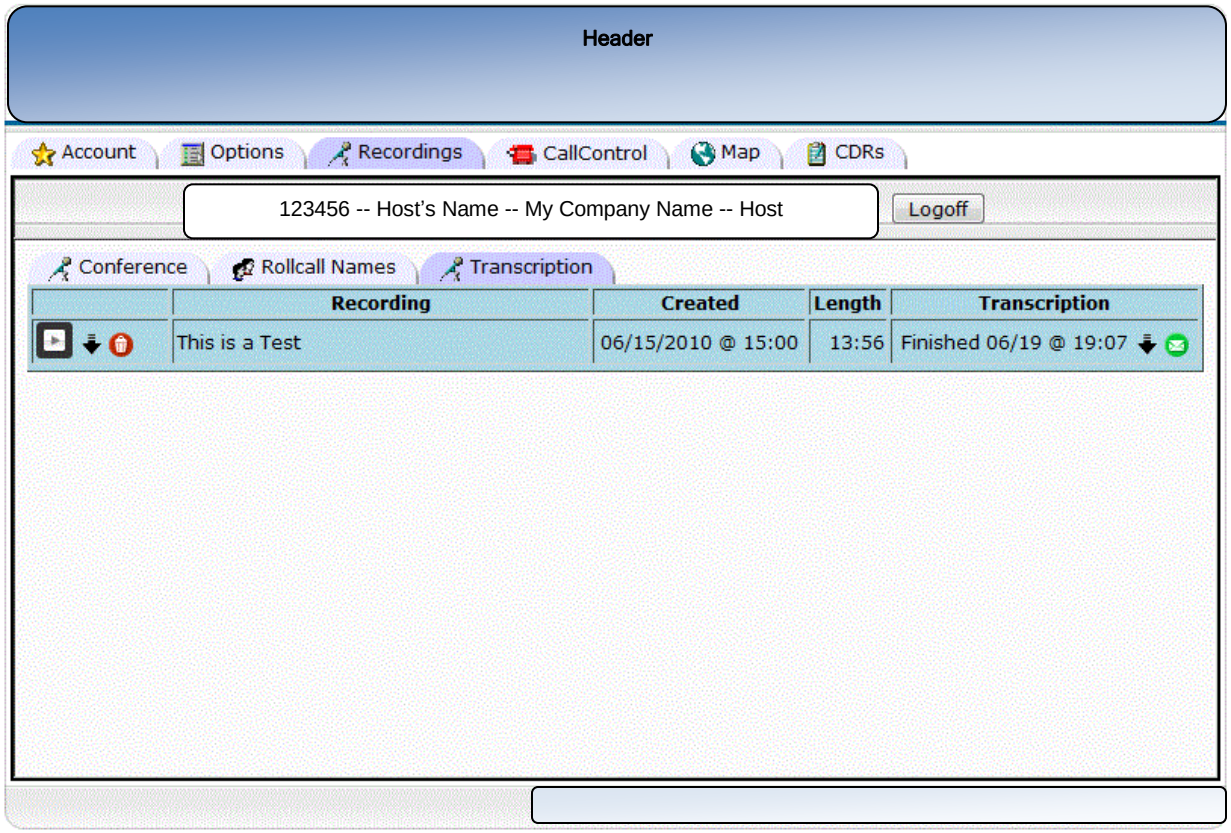
The host screen will change to “Submitted”. If you hover the mouse over the “Submitted” you will see a popup indicating when to expect delivery.



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



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