QA WORLD TRANSCRIPTION TEAM

This document contains QA World's basic transcription guidelines, rules, DOs and DON'Ts, and FAQs.

We are expected to produce high-quality call transcripts which are clean, readable, properly structured and client-ready. The transcription style we observe is clean verbatim. Always follow the conventional rules of Standard English grammar to reach sound decisions. Make sure to check this document often, as the list may grow when additional style rules or questions are added.

In the event that your question is not discussed here, you may reach out to our Slack workspace for immediate and real-time assistance. <u>Slack is our main form of communication within the Transcription Team.</u>

DOs and DON'Ts

CAPITALIZATION

DO capitalize the beginning letter of each sentence.

DO follow the basic capitalization rule for all proper nouns (brandings, technical and specialized terms).

DO capitalize acronyms. Abbreviations only as needed. (Example: EMT, ER, US, IT, HVAC)

NUMBERS

DO use numerals for all natural and counting numbers. These are what we use to count physical objects in the real world.
Example: *In the picture, my sister is holding 1 apple.*
                    1 cup of rice   2 in-house clerks   5th child   Gate 9   Room 3

DO use word format for non-counting and numbers that represent non-physical things.
Example: *My sister is the one holding an apple in the picture.*
                    one moment   second thought   three times   fourth prophecy   five years

DO use numerals for mentions of all numbers or values from 10 and beyond.
                    Top 10 malwares   24-month plan   250 books   35,000 points

DO use numerals for numbers that are enumerated, mentioned in range, or indicator of level. Use "to" and not "-" to indicate range.
Example: *Write down numbers 1 to 4, please.*
                    You have two options. Option 1, renew this month and cancel on the next. Option 2, you can cancel now with a pre-termination fee.
                    For day 1, packed lunch will be served in the mess hall while for day 2, a buffet lunch will be prepared in the quadrangle.
                    We were offered this promotional package around 3 or 4 months back.
                    6 to 10 users will be at a monthly fee of $15 per user.
                    I need a cabin on the 3rd level, please.
                    My daughter is currently in Grade 7.

DO use word format for the number 0 if mentioned as stand-alone. Transcribe in as zero, so as not to confuse it with the letter O.
Example: *zero tolerance   zero visibility*

DO use word format for a number that begins a sentence, except when the number is a monetary value, percentage, or part of an equation:

Example: *Twelve technicians are currently on the payroll.*
                    4 is the square root of 16.
                    $99 is what we charge for membership.

DO use word format for casual, non-emphatic numbers.
Example: *She gave me hundreds of reasons why I should join.*
                    Millions of children in the world are starving.

DO transcribe numerals containing 5 or more digits with a comma. Four-digit numerals don't need a comma.
Example: *I started with 1000 coupons and now I have around 20,000 of them.*

DO use the numeral plus the lowercase "th," "st," or "nd" when a day of the month is mentioned.
Example: *Mary will leave for Paris on the 17th of August.*

DO transcribe dates as numerals when the month, day, and year are spoken as numbers.
Follow the formats MM/DD/YYYY, MM/DD or MM/YYYY if, when, and as applicable. MM/YYYY should be used to differentiate day from year (Ex: 01/2020 so as not to confuse with January 20 which should be 01/20 with January 2020 which will then be 01/2020).
Example: *I received an email dated Twelve Fifteen Two Thousand Seventeen (or Twelve Fifteen Seventeen.*
Should be: *I received an email dated 12/15/2017.*
Otherwise, dates can be transcribed as is.
Example: *John and Jane will marry on June 6, 2018.*

DO indicate time of day with numerals.
Example: *I get off at 5:00.*
                    Our office hours are from 8 a.m. to 5 p.m.
                    We're leaving at 7 in the morning.

DO transcribe fractions in word format.
Example: *My son is twelve and a half years old.*
                    I just ate one and one-half pizzas.
                    The population was over one-half million.

DO use numerals and the percent sign to indicate all percentages.
Example: *75% of the people participated in the poll, but only 15% of the votes were counted as valid.*

DO use numerals to indicate ALL monetary values. Transcribe the value correctly and use the proper currency symbol. Standard currency is $ unless specified or for companies that have guidelines as indicated in its Glossary. Ensure that the value you are typing in makes sense as to what is being referred to in the conversation.
Example: *Our lowest package is priced at $14 per month.*
                    You'll be paying $0.25 more if you upgrade to the next plan.
                    The department's budget for the next financial year is at $1.5 million.
                    Is that Aus$100 or Can$100?
                    You have a unique insurance option designed for vehicles that are fully paid up to R75,000.
                    (Note: R is the symbol for South African currency Rand)

DO use numerals to indicate values or measurements with the proper symbol or unit of measurement, whichever is more applicable for clarity.

Example: *The area of the office space is estimated at 120 sq.m.*
                I am 5'5" so I would prefer a man taller than me.
                That hole is approximately 10 feet deep.
                The banner should be roughly 12 x 18 inches.
                You are currently enjoying a 2.5% rate for all card transactions.

DO transcribe age in number format.

Example: *My son is 4 years old.*
                This is a 25-year old wine.

DO transcribe stand-alone numerals in number format.

Example: *Rep: How many technicians do you have on the team?*
                Customer: 8. We are expanding the team in the next quarter.

DO transcribe dimensions or areas in number format. Include the unit of measurement if applicable.

Example: 5 x 5   2 x 4 x 8   10 x 20 cm

SPELLING, GRAMMAR & PUNCTUATION

DO observe proper and consistent spelling of words.

DO add an "s" at the end for plural abbreviations. (EMTs, ERs, ITs)

DO observe proper use of punctuations. *(We do not use the exclamation mark in our transcript.)*

DO use capital letters separated by dashes when a word is spelled out.

Example: *His name is Bobby, B-O-B-B-Y.*

DO transcribe in "Uh-huh," "Uh-hum," when used as a response/answer to a specific question.

DO transcribe standard responses such as "Yes," "Yeah," or "No" (NOT "Yup, Yep, Nope, or Nah" and the likes). They should be followed by commas when they are at the start of a sentence.

Example: *Yeah, I believe that is in the works.*

DO use non-curly quotes when a speaker is quoting something that was or is being said, or when a speaker is quoting a phrase.

Example:
The agent was explaining the situation, but the customer stopped him and said, "Please transfer me to your supervisor."

I love eating a sandwich with a Coke because as they say, "Things go better with Coke."

DO use … – an ellipsis or three dots – to indicate an interruption in the sentence or if a speaker trails off and doesn't complete a sentence. When the sentence is resumed, start it with an ellipsis to indicate its continuity.

Examples:
Rep: I would suggest the lowest package which we call...
Customer: Yes, I'd like that.
Rep: ...the Starter Plan. And I'm sure it will be a good fit for what you are wanting to do.

Customer: My account number is 11123456.
Rep: Okay. I've just pulled up your account and I'm seeing here that… Oh, looks like your service has been disconnected due to an expired credit card on file.

DO NOT use internet slang (lol, brb, idk, nomo) or chat-speak (u, 4 u, dnt knw).

DO NOT type in "gonna, wanna, kinda, shoulda, woulda, coulda, sorta, gotcha, dontcha, dunno, 'cause, y'all, etc.," and the likes. Expand all informal contractions accordingly.

DO NOT use "alright" and "ok." The correct spelling is "all right" and "okay."

DO NOT transcribe fillers (ex. uh-huh, uhm, hmm, er) as well as words acting as fillers when used excessively (ex. like, you know, so, right, okay). How to determine fillers? They are short, meaningless words (or sounds) we use to fill the little pauses that occur while we decide what we're going to say next.

DO NOT transcribe false starts (false starts are commonly discontinued dialogues three (3) words and under)
Example: *Well, I thought… Well, I was thinking of downgrading my plan.*
Should be: *Well, I was thinking of downgrading my plan.*

DO NOT transcribe stutters.
Example: *Let's, let's schedule next Wed-, Thursday our follow-up call.*
Should be: *Let's schedule next Thursday our follow-up call.*

OTHERS

DO use the Glossary on the transcription page or Google search to aid you with hard to decipher words or inaudibles. However, if still indecipherable, use **[…]** to indicate inaudible word(s) or phrases. NO need to insert a timestamp. **Use it for words and phrases but not for chunks of content.**

Exceeding beyond the allowed number of inaudibles will be considered a markdown especially if the audio is actually clear. *However, if it's legitimately inaudible, one can still get a passing rating as long as the rest of the transcript is good quality.*

For names of persons (unless this is for a Rep and data is available on the transcription page), make the most sensible and realistic guess based on what you're hearing and how you're hearing it. Do not invent far-fetched variation of names when the audio is clear and your problem is you cannot understand it.

DO use **[...]** to represent an unintelligible phrase up to a maximum of one sentence of foreign content in our transcripts. If the foreign content exceeds one whole sentence, then it should be for release already. Foreign content such as common or known words/phrases like, "ola, merci, bon voyage" and others can be transcribed in.

DO take note of the Call ID when working on the call. This can be found on the queue prior to claiming a call.

DO take note of the Rep and Company Names. These can be found on the top-left portion of the page where we do the actual transcription.

DO take very careful note of the duration and the number of statements of the call you are working on as shown in the transcription page Not being conscious of the number of statements and where you're at might result to you submitting the call prematurely if you're already on the last statement and you hit F3 or Save Edits button and then possibly have your final transcript rated a 1.

DO make **minor** grammar corrections to make the transcript clean and readable while making sure that you don't alter the context or thought of the conversation. We **DO NOT** OMIT CONTENT of calls we are transcribing except for the parameters outlined in the FAQ (e.g. fillers, false starts, successively repetitive

words/phrases). We **DO NOT** ALTER CONTENT. If there is no grammatical error, we **DO NOT** PARAPHRASE.

Avoid word or phrase repetitions. Since the call we are listening to is truncated into segments, you can expect that some words will carry over or be sort of repeated into the succeeding statements. You always have to transcribe properly in a way that the sentences will make sense. Always keep in mind that our goal is a clean, readable, and properly structured transcript.

DO NOT insert [laughs] [laughter] [coughs] [scream] [call on hold] [dead air] [phone ringing] [no conversation] [silence] [indistinct sound or noise] [music], and the likes. Just leave the portion blank.

DO NOT transcribe background music, indeterminate sounds, advertisements or infomercials. Just leave the portion blank.

DO NOT transcribe portions that are IVR or AVR (Interactive Voice Recording/Automated Voice Recording; including the responses to IVR/AVR questions). Just leave the portion blank.

Restricted Personal Information (RPI)
DO NOT transcribe the following as these are considered Restricted Personal Information and should be replaced instead with [/]. *If any restricted personal information is dictated or spelled out, replace with [/].*

-**ALL** bank account numbers (whether complete or just a portion of it). They usually are between 8 to 12 digits.
-**ALL** routing numbers (whether complete or just a portion of it). They will always be nine (9) digits.
-**ALL** BSB (Bank-State-Branch) numbers (whether complete or just a portion of it). They will always be six (6) digits.
-**ALL** Credit and Debit Card Numbers (including the CVV/CVC/Security Code, last four-digits of the card -- whether complete or just a portion of it)
-**ALL** specific and complete locational addresses (zip or postal codes, cities and states, or in combination, can be transcribed if stand-alone)
-**ALL** Social Security Numbers (whether complete or just a portion of it)
-**ALL** passwords including hints or clues (whether complete or just a portion of it; one-time PINs and codes are allowed)
-**ALL** answers to security questions.
A security question is a unique question that is used to establish and secure the identity of the Customer. Very much like the ff:
What's your mother's maiden name?
What's your pet's name?
Where did you meet your spouse?
What's the make and model of your first car?

-**ALL date of birth.**

-**ALL email addresses and phone numbers** - whether full, spelled out in phonetics, or dictated in portions by one speaker and being confirmed by the other speaker - *for as long as the information ends up being mentioned complete* - it SHOULD BE replaced as follows:
For email addresses: replace with **[EMAIL]**

For phone numbers: replace with **[PHONENUMBER]**

IMPORTANT!
Failure to mask Restricted Personal Information will result in a rate 1.

Instructions for transcribing:
-Addresses (Applies to ALL addresses)
> 123 Sesame Street San Francisco California -- replace with [/]
> I live in Phoenix, Arizona. -- can be transcribed

Directions to locations can be transcribed.

The following are what we ***DON'T*** ***transcribe in and instead replace with [/]:***
> 1234 Crazy Street (house or building number and street) San Francisco (City), California (State) 94103 (Zip Code)
> 1234 Lazy Street (house or building number and street)

Can be transcribed if it was only the following and as standalone:
Street (My primary residence is on Crazy Street.)
Street+City (The store is on Confusion Street in San Francisco.)
Street+City+State (The house we're looking to sell is on Clueless Street in San Francisco, California.)
City+State (Our headquarters is in San Francisco, California.)
City+State+Zip Code (It should be San Francisco, California 94103.)
Zip Code (The billing zip code for that card is 94103.)
P.O. Box
City+State+P.O. Box

House/apartment/building number **cannot be transcribed if there is mention of street name anywhere in the conversation.*

-Account/Reference/Membership Numbers, etc.
> ABC one two D -- **Wrong**
> ABC12D3 -- **Correct**

-Websites/domains/URLs (including portions of these) are to be transcribed in their valid format.
> google dot com slash images -- **Wrong**
> google.com/images -- **Correct**

DO NOT transcribe the following calls:

-Blank calls *(including calls that only contain IVR/AVR, static, background music, no actual human conversation)*
-Calls entirely in foreign language or non-English
-Personal calls or calls that are not work-related *(Rep is making an outside personal call or receiving one.)*
-Calls that are job interviews or employment verifications.
-Rep-to-Rep calls where there is no interaction with the customer or customer isn't put on the line at any point. *(Make sure you are understanding the flow of conversation to determine the role a speaker has.)*
-Calls with audio issues *(too much static making the call impossible to transcribe, the rep and customer overlap extremely or are not in sync)*
-Calls with just: introduction, opening spiels and/or very short and NO valid/noteworthy Rep-Customer content for transcription. These calls are almost often discontinued *(either put on hold, transferred, or the call was abruptly cut off).*
A short call (one minute and under of actual conversation) can be valid if there's mention of any two (2) of the following:
Customer info on -
~full name
~email address

~confirmation of any contact info (phone number/mobile number)
~confirmation of identity (date of birth/address/social security number)
~Customer/Rep's reason for calling
~specific callback schedule set by the Rep

-Calls wherein the Customer/Rep called the wrong person or number *(Except for CLH/Collection House calls wherein we transcribe calls even if it involves a wrong or incorrect person or number was called by the Rep)*.

-Calls wherein the Rep is just listening to his voicemail messages. The scenario can also be that it's the customer leaving a voicemail for the Rep.*(When it's the Rep leaving a voicemail for the Customer, it can be transcribed.)*

-Calls where only the Customer can be heard and not the Rep when it is obvious that the Rep should be speaking (whether in entirety or just some portions).

-Calls that are two-sided conversations but only one side was transcribed. *(Make sure your earphone/headset is working properly. Some calls are set up where one speaker can be heard on the left and the other on the right. If after changing audio peripherals, you're still hearing just one side, you can have this verified by the SCC-on-duty.)*

-Sales coaching calls or mock calls. These are calls which are internally done and are pretend calls wherein the speakers are pretending to be Rep-to-Customer but are actually both Reps of our client and the goal is to practice sales calls pitches and strategies.*

-Multiple calls/recordings in one CID *(Listen to understand if this is one same Rep making multiple unique calls to different people. Example: A Rep called one customer, finishes the call. Probably forgot to turn off the recorder, and then made another call to a different Customer, and so on. If yes, have it checked on the #callcheckingrequests channel. Provide timestamps where each supposed new call starts.)*

-Webinars*

(* - You may request for verification from the SCC-on-duty if you feel like your call is as such.)

Above-mentioned calls are for FLAGGING which a transcriber can personally facilitate with the use of Five (5) Daily FLAG Tokens (replenished daily at 12am, Phil Time). Unutilized tokens disappear and do not carry over to the next day.

We will only expedite releases for:
-multiple calls/recording in one CID
-webinars or lectures
-calls that have been verified to have technical issues on our system's end.

In the event that you run out of call FLAG tokens, wait for the call to expire so you can claim a new call to work on. Above mentioned calls that are transcribed and submitted will automatically be given a rating of 1.

If it's not specified in the FAQ as something we DO NOT or SHOULD NOT transcribe, then it logically means we are to transcribe it.
PLEASE:
DO NOT overthink.
DO NOT underthink.
There has to be balance and critical thinking in play at all times.

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TROUBLESHOOTING TIPS

Our platform works best in Google Chrome. Other browsers sometimes work but might pose some errors as you work on the transcription page. It is highly recommended to always finish your transcript in one sitting.

Please note that the following common troubleshooting steps may result to your work or progress getting lost:
- *cache clearing*
- *switching to another browser or connection server*
- *refreshing, reloading or closing your browser*
- *modem restart*

While unprecedented, the following may also result to work loss:
- *unexpected browser or workstation shutdown*
- *Internet connection instability*
- *power fluctuation*

You might then have to start over with your transcription.

Audio won't load or play
Do the following, in this order:
1. Click on the ESC button twice or thrice as this will allow the audio to load or play.
2. Check your Internet speed; if it's slower than usual, then just wait a bit longer for the audio load
3. Go somewhere with a faster Internet.
4. Refresh the page
5. Clear your cache and cookies
6. Try a different browser (Mozilla, Chrome, Chrome Incognito, Opera).
7. Reinstall your browser app.
8. Restart your workstation and/or modem.
9. Try in a different workstation or internet connection.

Note: Steps 3 to 9 may result in work or progress loss.

At the onset of the call, F3 and Save Edits buttons are not working
-Clear your cache, close your browser and then restart with the login process.
-If issue persists, try switching to Chrome Incognito or a different browser.

Labels are not generating properly
-Clear your cache, close your browser and then restart with the login process.
-If issue persists, try switching to Chrome Incognito or a different browser.
Note: Above-mentioned steps may result in work or progress loss.

If after all troubleshooting efforts, the issue still can't be resolved, provide a video capture to the SCC-on-Duty showing the problem as it happens on your end for at least two browsers and then we can facilitate call release.

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FAQ (Frequently Asked Questions)

I finished a call earlier today but it isn't showing up in my dashboard.

If you've finished and submitted a valid call (meaning the call did not expire prior to submission), it may take a few minutes, a few hours, or up to a day for it to show up on your dashboard. You can also validate as you might just be overlooking it. Click CTRL+F and type the CID in the dialogue box. It will show you if there's a match in your output log.

What should I do if I suddenly can't hear anything on the call I'm currently transcribing?

When there are pauses on the conversation, or a customer is put on hold, leave this portion blank. If you've reached 25% of the call and still can't hear anything, post your concern for the call to be checked and verified by the SCC-on-Duty.

What should I do if I seem to hear just one side of the conversation?

Make sure that you're using both the left and right side of your headphones and that both are functioning properly. Some calls are set up in a way that the Rep can be heard on one side and the Customer on the other. Check that your audio peripherals are functioning as they should. If after all troubleshooting you're still only hearing one speaker side, please report it for checking and verification in the #callcheckingrequests channel.

What if the Rep and Customer are speaking at the same time?

Your goal is to make a readable transcript that captures the conversation. If they are both starting to say something at the same time or crosstalks, but then one of them stops speaking, just transcribe the one that ends up speaking a complete thought. You should **NOT** try to indicate that they are speaking at the same time.

Do I need to transcribe the conversation between a Rep or Customer asking questions from another Rep or Customer within his area ?

If it is not part of the conversation and the Customer is just talking to someone near him or someone who isn't actively talking to the Rep, it should **NOT** be transcribed. If it is part of the conversation, meaning the other Rep is talking in reference to the customer, it should be labeled under Rep or the other Customer is actively talking to the Rep as well, it should be labeled as Customer.

Do I need to transcribe the portion when a speaker is mumbling or talking to himself?

If at some portion of the call, the Rep or Customer is mumbling or talking to himself and is not actively talking to the other speaker, it should **NOT** be transcribed. You can omit this portion and resume transcription when a proper conversation starts again.

What should I do if the Rep puts the Customer on hold and the Customer is seemingly talking to somebody on his side?

You can omit this portion. Resume transcription when the Rep comes back on the line.

What should I do if the Rep is leaving a voicemail message for the Customer on the call that I'm working on?

This call can be transcribed and submitted. In the event that the Rep decides to change or revise the voicemail message, make sure to transcribe only the final message left or your transcript will be rated auto-1.

I forgot to take note of the Call ID from the dashboard. Is there another way to get those details?

During an actual transcription, the Call ID (CID) can be found on the URL on the transcription page.
Example: http://app.qa-world.com/transcriptions/CALLID

The Call ID for a finished and submitted call can also be viewed if you click the "View your transcription" link on your profile dash. On the address bar up top, it's the 10-digit number showing on the last part of the URL.
Example: http://app.qa-world.com/calls/CALLID

Can I manually type in speaker labels?

NO. Labels should always be automatically generated. Manually typed in labels will result in a disorderly final transcript and will affect your final rating. If you're unable to delete a label, you can just leave it on there blank and just hit Enter to generate the proper label that you need.
Example:
Rep: Let me just pull up your account here.
Customer:
Rep: That didn't pull up anything for me.

What should I do if there are multiple speakers on the call?

Label all speakers from the company we're doing the transcription for or their affiliates and partners as REP. Label all other speakers as CUSTOMER. Just make sure that if 2 or 3 speak consecutively, put each of them in different segments.
Example:
CUSTOMER: I'll have to transfer you to my boss now, Brandon.
CUSTOMER: Hi, Brandon. I'm sorry we had to pressure you on this.
REP: No worries, Mr. Brenner.

Can I take a break and come back to my transcript later?

Yes, you can take a break but just a short one. It is always ideal to finish a call transcription in one sitting. Make sure not to close your browser or avoid scenarios wherein your workstation will shut off or restart as there is no guarantee that your work will be saved.

I received an email telling me that my call has expired, what should I do? What if I saw a pop up or notification telling me my call has expired or the time is up, what should I do?

If you received an email or saw a pop up, open your dashboard on a new tab and check if you still have the "You Are Still Editing" link. If you can still see the link, wait for 15 minutes and refresh your dashboard. If after refreshing you still have the aforementioned link, you can proceed on working on the call. If you're redirected to the queue after you receive the email or saw the pop up, refresh the page just choose another call to work on.

I got kicked out of a call I'm working on and/or I don't think my time is up yet. What is the best way forward to avoid this?

Right after claiming a specific call, refresh the dashboard to see if you have the "You Are Still Editing" notification with the Call ID hyperlink. It is highly suggested that you close the previous transcription page and access the call via the "You are Still Editing" link. This will assure that the call you claimed and will work on is tagged to your account.

Also, ensure you check the timer on your platform homepage every once in a while as the timer on the transcription page sometimes gets stuck without you noticing it (commonly due a lag/intermittence in connection) and you're not seeing the accurate timer.

Why am I getting an error when claiming a call?
Failed to Claim Call notification (Error 401) could mean that the call you're trying to claim has been claimed by another already. This happens when a big number of transcribers are online and trying to claim calls as fast as everyone else. Those with faster fingers, more robust and stable internet connection have the advantage.

Why am I not seeing any calls available for transcription on the dashboard?
If you're not seeing any calls, this is not an error. It just generally means there are no calls available for transcription at the moment and/or all calls have been worked on already by those lucky enough to be on the platform when they were uploaded. We wait for calls to be uploaded. There is no specific or detailed timeframe for this. Weekends are very few to zero calls.
You are at a disadvantage if:
1) you're on the slow side (fingers and internet connection)
2) you're impatient and don't like to wait
3) you don't spend as much time as you can on the platform (timing is important).

While there are no tasks available, revisit the FAQ and Sample Transcripts to further improve your ratings and transcription skills.

Can a call submitted be retrieved for further editing or revision?
A call that's finished and submitted is final and cannot be retrieved for whatever reason or purpose.

I am seeing some [redacted] portions on my final transcript. What does this mean?
This is an automated feature of the platform wherein some information is replaced with [redacted]. This will not affect your rating. These are system-generated and they are fine to be in final transcripts. However, we are never to do these manually.

Can I copy-paste (currency symbol, words or terminologies researched from the internet) onto the transcription page?
Yes, you can. Make sure to always click "Paste as plain text" to assure that whatever you're copying will be pasted properly.

The call started as Rep-to-Rep and then a Customer was put on the line, how do I go about this?
Transcribe the call in entirety. Make sure to label all speakers accordingly.

The audio I am listening to seems to be missing responses (one speaker asks a question and no reply is heard from the other speaker). What should I do?
DO NOT assume that there's no content when it's obvious that there are questions and supposed answers. This will result in missing content markdown and we all know that means a failed rating. Check your earphones/headphones. Change them if need be.

On my final transcript, I am seeing a note saying: Flagged - Other (Please contact Arlen and tell her the reason). What does this mean?

This is an internal message for the Transcription Team Manager (Arlen) and the Scoring Team. You should disregard the instructions. If the reason for the markdown is unclear, you can request for a rating clarification via the call-rating-clarification channel in Slack.

What is the "Prevent Inactivity Timeout" feature?

The "Prevent Inactivity Timeout" button allows you to reserve a few minutes so you won't be kicked off the call you're working on when the platform detects no movement or action on your end.

Ex: A 30-min call essentially has an allowed time of roughly 15hours or so. Let's say the inactivity notice will pop-up after 30 mins of no activity on your end, the reservation will only allow you to extend the inactivity to whichever time you choose but that will not add to the total allowed time to work on it.

Not all calls have the reservation option, only calls with 30 mins and up duration have this feature.

What is the 90-minute Re-do Courtesy?

The 90-min re-do courtesy allows you to re-do/re-work a transcript submission of yours which was initially rated as failed (1 or 2). In the process, you are given the chance to turn it into an acceptable and paid transcript by allowing you to work on your errors and markdowns.
- You will receive an email notification (check your inbox, spam, social and promotions folders) after a failed transcript.
- Information will also be available on your profile dashboard that you can re-do a certain transcript.
- You have exactly 90 minutes (no more, no less) to work on it and fix your errors. The timer will start as soon as you receive the email notification and/or the notice becomes available on your profile dash. The countdown will start whether or not you choose to re-do the transcript.

In the event that you have an ongoing transcription, you will still be allowed to access the transcript with the 90-min courtesy. After which, you can return to your current work and continue (provided that it does not expire beforehand). The key here is time management and sound decision on which to prioritize. *Take note that this will be a one-off courtesy for every failed transcript (excluding those that are Flagged and rated 1 because they should not have been transcribed and instead released such as Rep-to-Rep, Foreign Language, Multiple Calls, Webinars, etc.). In the event that the transcript is again rated failing, it will be final at that point.*
Note: Reaudited transcripts are exempt from any re-do courtesy.

I'm seeing a badge icon on my profile, what does it signify?

We have a queueing system for transcribers dependent on skill levels and work quality: Bronze, Silver and Gold Level queues. The badge you're seeing signifies your queue level designation.

Bronze Badge Level
For beginner level transcribers who have 0 to 20 transcripts rated 5 in their lifetime stats. Only **50% of the entire pool of calls** will be available to transcribers on this level.
Silver Badge Level
For mid-level transcribers who have 20 to 139 transcripts rated 5 in their lifetime stats. Transcribers in this level will have access to **50% to 70% of the entire pool of calls.**
Gold Badge Level
For high-level transcribers who have 140 and up transcripts rated 5 in their lifetime stats. With the consideration that transcribers in this level are the most-skilled and have been consistently producing high-quality transcripts, **the entire pool of calls (99.99%) will be available to them.**

The queueing system aims to encourage everyone to work on improving the quality of their work. The beginners, to advance their level, must work towards submissions that are not aimed at just passing but focused at really good quality transcripts. The mid-levels will need to work a bit harder to get to that 99.99% calls access.

Now, the high-levels would of course need to maintain their quality. Why? Because anyone can be moved from a higher level to a lower level when there's a frequency of transcript submissions that get rated a 1 or 2. So, being on the top level would still mean **consistent** quality work.

Information on your queue level designations will be available on your profile dashboards with appropriate badges and the specific number of transcripts rated a 5 (under the Lifetime Stats section).

I'm hearing portions in the audio that are masked by beep sounds or suddenly muted, what does this signify?
These are portions of the conversation that are masked by beep sounds or muted to hide the audio content which is commonly an exchange of very restricted personal information like credit card details (beeped portions are usually present in Plymouth Rock calls while muted portions in Westlake calls).

These beeped or muted portions are to be replaced with [--] or two dashes within brackets. This is for the purpose of making the transcript not look like it has missing content which are hidden by the beep sounds or muted.

Missing content markdown will be given if the beeped or muted portions are not indicated or marked with [--]. Using any other symbol to replace the beeped or muted portion will be an auto-3 rating as critical non-adherence to FAQ guidelines (and using a different symbol will make the transcript look bad).

I am noticing missing Snippet Playback Buttons on the call I'm working on. How do I address this?
Listen carefully to the flow of conversation. If your call looks to be missing a few seconds at the onset, no need to request for checking/verification. The missing seconds may be dead air only as advised by our engineering team or the call actually started from there. In this situation, it will be very helpful to understand and listen carefully to the flow of conversation. You can also use the toggle buttons at the bottom of the transcription page to play the audio continuously and verify if any audio portion is really missing.

Should I remove the Snippet Playback Buttons (SPB) on my transcript?
You have the option to either remove them all using the designated button on the transcription page or leave them be as they will not show up on your final transcript anyway.
In the event you accidentally removed one, try and hit CTRL+Z (undo function) as it is the only possible way to bring it back. If it does not work, you can use the audio toggle buttons at the bottom of the page to play the audio.

Upon clicking the "Submit Transcript" button, a warning for poor quality pops-up, what should I do?
This is a last attempt to remind you of your transcript quality and also a way to prevent accidental or premature submission. If you are actually done transcribing the call and ready to submit a quality transcript, you can go ahead and do so by choosing the "Submit anyway" button.

The "Submit Transcript" button doesn't seem to respond/it takes a while to submit/I'm getting an error when submitting

Do not repeatedly attempt submission. Delay may be caused by unstable internet connection. Take note of the CID you're trying to submit, open a new tab for your profile and check if it has been submitted by using the Ctrl+F feature (this is almost always the case).

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VERY IMPORTANT THINGS TO REMEMBER!!!

The transcription task is strictly enforced to be worked and done on a laptop or desktop computer.

Our platform is recommended to be accessed via Google Chrome or Mozilla Firefox.

NO posting of any CID (Call ID) or platform screenshots anywhere in the Slack channels. They should only be sent to the SCC-on-duty via DM (Direct Message) when asked.

ALL Slack channels follow the English-Only-Please (EOP) rule. Everyone should converse using the English language only.

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How do I log-in to access the QA World platform?

Using your login credentials, log in at the QA World platform via app.qa-world.com/contractor_users/sign_in or app.qa-world.com/calls. You'll get onto the dashboard and should be able to see the list of calls available for transcript. You can then start by claiming a call you'd like to work on.

For Newbies: You will need to follow through with all required initial steps (Training Videos, FAQ, Payment Info) before you will be able to see and access the transcription queue.

Note that the payment info you have to enter is your PayPal email address (personal account is recommended) and **NOT** your full name, account number, or PayPal Me link. Assure that you are typing in correctly and accurately - no typo errors - and that there are no unnecessary spaces anywhere in the email address. It is your responsibility to make sure that your PayPal account is valid, working, fully-verified, and able to receive payments. If you're unsure whether your account meets said parameters, you can reach out to PayPal and ask them about the status of your account.

DO NOT work on the platform until your PayPal account meets the above-captioned parameters.

You will also need to be able to submit an initial transcript and wait for that to be rated passing (3 to 5) before you can be allowed to work continuously on the platform. Same with everyone else, the timeframe for a transcript to be rated varies. You just have to wait for it to be rated.

How do I change my password?

On the login page, click on the Forgot Password hyperlink. Wait for an email instruction for password reset. If need be, clear your browser cache before logging back in.

How many minutes should I produce in a week?

We do not set targets. The job is freelance in nature. You set your work hours and pace. One can work on the platform for as long as volume is available.

When is the cutoff for each week cycle?
Our cutoff is every Monday, 8 am, Philippine Time (Sunday 4pm, PST).

I'm seeing unrated calls on my profile, is this normal?
Yes. There is no specific time as to when calls get rated but they will be rated. It can vary from a few minutes to a few days up until seven (7) days. There is a priority hierarchy followed by the system with rating of transcripts the same way there's a priority hierarchy with the calls as they appear on the transcription queue.

What's the passing rate? Will I get kicked out if I can't meet this rate?
The passing quality rating is at least 3.0 for the last 10 rated calls (or whatever you've submitted in the case of newbies). The 10 calls taken into computation are not actually in the exact order as you're seeing them on your profile dashboard. The system computes for the last 10 calls according to when they were rated, and not when they were submitted.

A warning email will be sent to you every time you get a rating of 1 or 2 for a submitted transcript during the day (usually sent out 12mn Phil Time). You are given fourteen (14) days to raise your average to the required minimum. If your recent quality rating is at above 3.0, then you should not be worried about removal.
If you do not meet the criteria and you are unable to work on the following week cycle, or you are unable to raise this average to the required passing rate, your account will be deactivated and you will be removed from the team.

The Transcript Quality Warning is a one-time warning. In the event that you're able to raise your rating, then you have the obligation to maintain it at a 3.0 minimum because the moment your recent quality rating falls below, removal will be automatically initiated in the system.

Lifetime stats kept at under 3.0 and failing to raise it, especially when you've received a quality warning email may also trigger removal from the platform.

Note that inactivity for more than thirty (30) days can also trigger deactivation but an option to reactivate is also possible.

How am I being rated? Where do you base the rating?
Here is a link to the Quality Rating Guidelines being followed.
https://docs.google.com/document/d/1sMPnNNwyuMq1IsDU-12cT-74JUAx3J9A3lg5sFZfHOA/edit?usp=sharing

What should I enter in the Payment Info?
PayPal is the only payment method available. You should put the EMAIL ADDRESS you used to sign up for PayPal. We'll use this email address to send out your payments. **DO NOT** put your Merchant ID, Account Number of your card, or your paypal.me link or else your payment will not be processed accordingly. Further, if you wish to make changes to your PayPal email info, please make sure to do so before our cutoff, which is every Monday, 8am Phil Time. To change or update PayPal account info, go to your profile and click on the "Edit" button beside Payment Settings.

It is your responsibility to make sure that your PayPal account is valid, working, verified, and able to receive payments before working on the platform. We will not readily accommodate payment disputes which are due to any account issues such as: incorrect info provided/info changed after cutoff/suspended/limited/unable to receive payments. First time legitimate issues will be entertained (reach out to Arlen), but succeeding problems will be held as a liability of the transcriber. Note that for unsuccessful payments, we follow a 30-day waiting period which is when PayPal refunds any unutilized payments.

NO sharing of PayPal accounts. This is to avoid any and all confusion on payments. Transcribers who will be found sharing a common PayPal account will be subject to removal and only one account will be retained in the platform.

Are all calls I worked on going to be paid?
No. We are only paying for calls that are rated 3 to 5. Pay rate is now at a flat rate of $0.01 per passing minute for a transcript rated 3 to 5. All transcripts rated 1 and 2 will be unpaid.

With the vast improvement in the AI transcription tool we have, majority of the calls do not require the old-school transcription work but more like editing and proofreading, making the task easier and less time-consuming.

If there are calls rated after cutoff of 8 am, the amount will add up to your next payout. This is automated on the system. You just have to wait for the system to refresh and your profile dashboard to be updated. Usually, the very next instance that you submit a transcript for the current week cycle and it gets rated, you will see the updated payout inclusive of any call(s) rated after the cut-off from the previous week cycle.

How do I become eligible for the bonus?
You should reach 500 passing minutes of transcripts rated 4 and 5 to avail a weekly bonus of $10. Transcripts with ratings of 4 and 5, and the unrated calls will be considered. For example, you were able to reach 600 minutes, 150 minutes of those are rated 3 and below and only 450 minutes were rated 4 and 5. You will not receive the bonus because only 450 minutes worth of calls were valid.

Payments for the bonuses will be included on the next week cycle to give way for all calls to be rated. Even if all your calls get rated for the week before cut-off, the rule stands and the bonus will be released the succeeding week payout.

Note: The congratulatory counter, leaderboard minutes, lifetime earnings may reflect inaccurate information in terms of bonus. However, we make sure that bonuses are credited to transcribers who are legitimately eligible for it.

When can I expect to receive my pay?
Payout release is weekly. The payout for last week's work is credited Thursdays (until 11:59 p.m. Phil Timezone). If there are any delays, it will be announced on Slack. But all payments will be issued within the week.

I'm seeing a revised rating of my submitted final transcript, what should I do?
All calls are subject to re-audit by the Transcription Team Manager and/or Analyst Team Manager. You can always ask for clarification as to what brought about the revision via the call-rating-clarification channel and the SCC-on-duty will assist you.

How do I make a request for rating clarification, dispute, or re-audit of my transcript?
Post your request on the call-rating-clarification channel in Slack. The SCC-on-duty will reach out to you and only then should you DM (Direct Message) the CID. The SCC will verify for you and give you immediate feedback **(one CID per person daily).** Rating clarifications are only for transcripts rated 1 and 2**.** One can request this only for a personal transcript submission and not somebody else's.

I want to receive a payment breakdown for a specific week cycle. Is this possible?
Yes, you can send a request via Slack DM (Direct Message) to @Arlen to send you a payment breakdown for your reference.

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USEFUL RESOURCES

[Training Video Part 1](#)

[Training Video Part 2](#)

[Quality Rating Guidelines](#)

[Sample Transcripts](#)

Payment Dispute *(Reach out via Slack payment-inquiries-and-concerns channel and the SCC-on-duty will assist you.)*

- For submitted call(s) that are not showing up on your dashboard (ALWAYS PROVIDE THE CALL ID).
- To be used when your call reflects zero minutes and/or $0 earnings/amount.
- If you're disputing for a missing call or zero minutes and $0 earnings, make sure to file the dispute before Monday 8:00 a.m. PH time for it to be included in the payout release.
- Make sure to reach out with payment disputes within SEVEN (7) DAYS from the time payout is issued, or SEVEN (7) DAYS from the cutoff. It is an important requirement that the week cycle involved is still viewable in your profile. Inability to meet required parameters will render your dispute null and void.