

Example Case Study

How to Test the Tool

Use this example to test the Translation Error Taxonomy & Annotation Tool.

Test Case: Customer Service Email - Refund Request

Project Details

- **Project Name:** Customer Service Email - Refund Request
 - **Source Language:** English (US)
 - **Target Language:** Spanish (Spain)
 - **Content Type:** Customer service communication
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Source Text (English)

Dear customer,

We have processed your refund request. The amount will be credited to your account within 5-7 business days.

If you have any questions, please don't hesitate to contact us.

Best regards,

Customer Support Team

Target Text (Spanish - with intentional errors for annotation)

Estimado cliente,

Hemos procesado su solicitud de reembolso. La cantidad será acreditada a su cuenta dentro de 5-7 días de negocio.

Si tienes cualquier pregunta, por favor no dudes en contactarnos.

Errors to Annotate

Here are the errors you should find and annotate:

Error 1: "días de negocio"

- **Selected Text:** "días de negocio"
- **Category:** Accuracy
- **Type:** Mistranslation
- **Severity:** Major
- **Notes:** Direct translation from English "business days". In Spanish (Spain), the correct term is "días laborables" or "días hábiles"

Error 2: "reembolso"

- **Selected Text:** "reembolso"
- **Category:** Terminology
- **Type:** Inappropriate Term
- **Severity:** Minor
- **Notes:** While technically correct, "devolución" is more commonly used in Spanish (Spain) for customer service contexts

Error 3: "cantidad"

- **Selected Text:** "cantidad"
- **Category:** Terminology
- **Type:** Inappropriate Term
- **Severity:** Minor
- **Notes:** In financial contexts in Spain, "importe" is more appropriate than "cantidad"

Error 4: "será acreditada"

- **Selected Text:** "será acreditada"
- **Category:** Style
- **Type:** Unidiomatic
- **Severity:** Minor
- **Notes:** Passive voice calque from English. More natural: "se abonará en su cuenta"

Error 5: "tienes"

- **Selected Text:** "tienes"
- **Category:** Fluency
- **Type:** Inconsistency
- **Severity:** Major
- **Notes:** Inconsistent register. Started with formal "usted" (su) but switched to informal "tú" (tienes). Should be "tiene"

Error 6: "Soporte al Cliente"

- **Selected Text:** "Soporte al Cliente"
- **Category:** Terminology
- **Type:** Inappropriate Term
- **Severity:** Minor
- **Notes:** In Spain, "Atención al Cliente" is the standard term, not "Soporte al Cliente"

Error 7: "Saludos"

- **Selected Text:** "Saludos"
- **Category:** Style
- **Type:** Inappropriate Register
- **Severity:** Minor
- **Notes:** Too informal for this context. Better: "Reciba un cordial saludo" or "Atentamente"

Expected Results

After annotating all 7 errors, you should see:

Statistics

- **Total Errors:** 7
- **Critical:** 0
- **Major:** 2
- **Minor:** 5

Error Distribution by Category

- Accuracy: 1
 - Fluency: 1
 - Style: 2
 - Terminology: 3
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Corrected Version (Reference)

Estimado cliente:

Hemos tramitado su solicitud de devolución. El importe se abonará en su cuenta en un plazo de 5 a 7 días laborables.

Si tiene alguna pregunta, no dude en ponerse en contacto con nosotros.

Reciba un cordial saludo,

Equipo de Atención al Cliente

Learning Points

This example demonstrates common issues in MT output:

1. **Lexical calques:** Direct word-for-word translations
2. **Register inconsistency:** Mixing formal and informal address
3. **Terminology choices:** Using less idiomatic terms

4. Syntactic patterns: Keeping source language structure

These are exactly the types of errors that MTPE professionals identify and correct daily!

Try Your Own!

After testing with this example, try annotating your own translation pairs:

- Customer service emails
- Product descriptions
- Technical documentation
- Marketing content
- Social media posts

The tool helps you build a systematic approach to quality assessment!