

# Example Case Study

## How to Test the Tool

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

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### 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

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#### 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"

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### **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

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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!

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### **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!