



### Transcription details:

Date: 26-Jan-2022  
Input sound file: Transcription Sample Standard w/ TS SIDs.mp3

### Transcription results:

S1 00:03 I understand you had a question.

S2 00:05 Yes, that's correct. I'm interested in having some files transcribed, but I'm not quite sure what sort of option would be the best for me. I see you've got sort of quite a variety of different offerings. Can you tell me a bit about them?

S1 00:21 Sure. Yeah. When you go into the portal to order, I know it's a little overwhelming because then you can select different types. So we have our ME, which is Machine Express. It's basically all machine transcription. So think about when you're dictating on some of these softwares, it just automatically transcribes. You're going to have some errors. Ours is pretty good if it's just a single speaker, around 80% or so. It really depends on the quality of the audio. And then it goes up.

S1 00:58 The next one is First Draft, which is human transcription, and it's exactly what it sounds like. It's first draft transcription. It's the first pass. It doesn't go through our quality review. And that accuracy goes way up if it's good audio, doesn't have a lot of speakers, no background noise. You can get around 95-plus accuracy.

S1 01:23 And then the next one is Standard, and we call it Standard because that's what almost everyone uses in research industries, etc. And it goes through the First Draft process, and then it goes through a quality review. And it's done in something we call Clean Verbatim. And Clean Verbatim gets rid of all the stutters, false starts, ums, and uhs. The best way to describe it is, if you're talking to a young teenager [inaudible] [laughter] it's more polished and just a nice readable text.

S1 02:01 And then the last option is Full Verbatim. And that does the opposite. It goes through the two layers of transcription quality review, the 99% accuracy. But it captures every utterance spoken, so it's not a very readable text. A lot of our clients use it maybe for training an ASR, or they're doing research where they have to annotate if they're hesitating or they're stuttering. Or a lot of legal transcriptions uses the Full Verbatim style. So what kind of transcripts are you looking for your product?

S2 02:50 Well, our company does a variety of things. We do interviews. We do focus groups, sort of outreach. We have stuff for internal reports, and we also obviously do focus groups for our marketing purposes and things like that for things that we're trying to sort of promote. I mean, what [inaudible] would be the best service for me?

S1 03:16 Normally we work with a lot of research enterprise companies, and they normally go with the Standard. And that is the clean work that gets rid of the stutters. A lot of them use the option to add on speaker IDs and timestamps, which you could do that. You can do it with no speaker IDs, or you can add one to three or however. It doesn't affect the turnaround time. It can affect the price. There is an additional price for adding speaker IDs. But you can also add speaker IDs to the First Draft, which some of our research companies they use the First Draft plus speaker IDs and timestamps. But they just edit it themselves. The good news is, we have an online editor. So if you have an internal staff that doesn't mind going through, you can save some money doing the First Draft. If you're not happy with it, you can always upgrade to a