

Journey Map



AMELIE: TRANSLATION PRO

OBJECTIVE

I want to provide accurate translations to clients while making sure they are contextually correct

PERSONA TRAITS

- Proficient in enrolled language pairs
- Does language translation for a living
- Passionate about providing accurate translations
- Fond of doing research to get context for translations

PROCESS

QUOTES

EMOTION

SELECT TASK

- 1 Choose a task on Task Board that’s in the enrolled language pair

“ When I see that I have Post-Machine or Copy-editing, I take Copy-editing

TRANSLATE

- 2 Make edits on the translation side in the task view
- 3 Account for special characters, triple brackets
- 4 Look up unknown words, idioms and phrases
- 5 Research about client on the internet
- 6 Use external word processors for longer tasks

“ When we copy-edit, is this the machine that translates or is it a person?

“ If you want us to have good Post-Machine editing, we need time

“ We have to know if it refers to 'he' or to 'she' or to 'they' or to what, and we get the middle, so we don't know

“ If it (the task) is very long, I would copy the English and the Spanish, and move them to Word

“ Everytime I change something in the translated side, it's marked with red like it's a spelling mistake

“ What I don't like, it was about cellphone or games (the domain of the translation phrase). I don't play these kind of games, I don't know the vocabulary

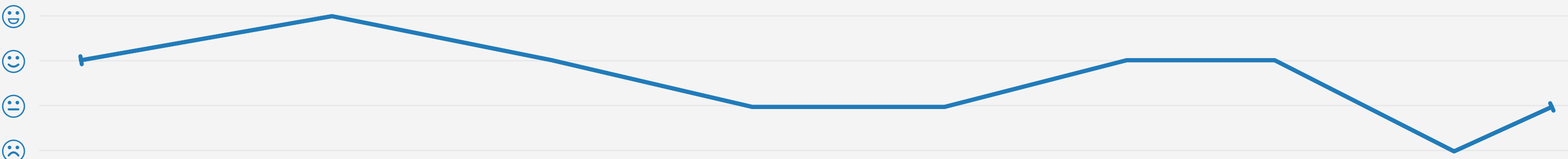
SUBMIT TASK

- 7 Ensure that triple brackets and special characters are in place
- 8 Submit translation to client

“ If one bracket is missing, I cannot submit. That is very annoying. You have been working for nothing

“ One thing that really annoys me, is when I'm doing that and I come back, you have already given the job to somebody else. Even though it was open. It's very frustrating

“The customer doesn't care if it's a Post-machine editing or Copy-editing. It's a human translation”



INSIGHTS AND ACTION ITEMS

TASK SELECTION

- 1 Give word count and time estimates for tasks before selection
- 2 Provide task domain information before selection

TRANSLATION PROCESS

- 1 Allot more time for longer post-machine edit tasks
- 2 Show a timer that informs the user how much time they have left for performing the task
- 3 Provide more context for every task (Visual Editor will help here)
- 4 Allow translators to save progress on long translation tasks
- 5 Support translator’s advanced techniques for word, phrase and idiom reference and long translations

TASK SUBMISSION

- 1 Do not let multiple users work on the same translation task simultaneously to avoid submission problems or conflicts
- 2 Improve triple brackets situation of handling Do Not Translate items