

Journey Map



JOSÈ: TRANSLATION NEWBIE

OBJECTIVE

I want to be able to translate as many phrases as I can with ease, so I can gain translation experience and make extra money.

PERSONA TRAITS

- Well-knowledged in enrolled language pairs
- Does language translation as a way to make extra money, for learning or relaxation
- Uses basic reference material to provide correct translations
- Avoids complex tasks

PROCESS

QUOTES

EMOTION

SELECT TASK

- 1 Choose any task that's on Task Board that's in the enrolled language pair (Copy-edit or Post-machine edit)

“ I don't really have to choose them. Usually when I login, there's only one type of task available. Not that many

TRANSLATE

- 2 Make edits on the translation side in the task view
- 3 Leave special characters untouched and/or remove HTML tags
- 4 Skip tasks that are too complex

“ Deciding whether to flag the task or not is sometimes a problem

“ I usually remove them (about
 tags). I have found some tasks with br or other strange tags. In this case I remove them. That looks like HTML language. I usually assume that it's a copy-paste mistake.

“ Sometimes an online dictionary, specifically I use wordreference.com if I happen to stumble on some strange word that doesn't immediately come to mind.

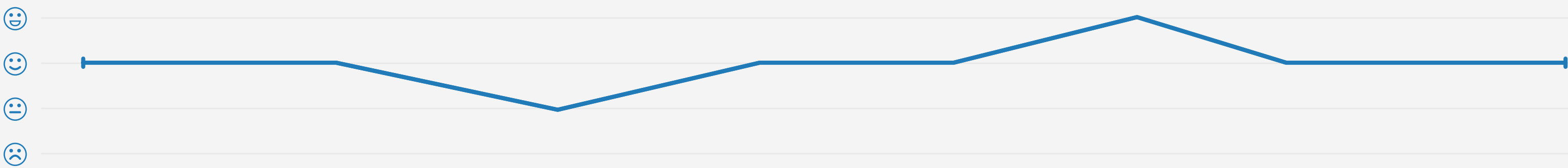
“ In the latest weeks, there have been some issues. I think it's a bug in your system with the backspace control. That's slightly annoying.

SUBMIT TASK

- 5 Submit post-machine edit for copy-edit, or copy-edit to customer

“ Everything is pretty clear and simple. I like that there are usually rather short tasks. Even if I have few minutes I can tackle at least one or two.

“In my regular life I usually do engineering stuff, cause I'm an engineer.
This is more like a relaxing kind of thing”



INSIGHTS AND ACTION ITEMS

TASK SELECTION

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

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