# Product Vision

## Problem Core

* Transcription management is complex and there are a lot of moving parts. Plus, with the fact that law as an industry is in the dark ages, for good reason, for the same reasons that airlines still run critical apps on COBOL, this means there's tons of room for improvement in transcript management. This software solves that huge problem.
* Additionally, frequently, transcribers are single entities and outsourcing entities like to take a huge cut of the page rate when they contract with people to do transcribing. Having software like this would mean the transcriber is able to cut out the middleman MUCH easier, when it might have been impossible for many before, and automate nearly all major benefits an outsourcing company would provide to an individual transcriber. So for the individual transcriber, this means, for example, going from a page rate of $1.35 with an outsourcing company to $2.50 per page or even more, up to $5 or $6 per page. It's a huge amount of money and a huge problem which this software solves.
* Last but certainly not least, having a speech recognition engine along with this software would further help the individual transcriber by making it more profitable and more of a proofing job than typing.

## Problem Side Effects

* Slower turnaround times w/o automation and/or w/o speech recognition
* TONS of details involved in transcript management that need to be PERFECT because it is sometimes literally a life-or-death matter for the defendant or at least loss of liberty in some fashion.
* Most transcribers aren't capable of making a complex piece of software DIY style; they're great at Office and related products, can make their way around a computer easily enough, but don't have the technical skills needed to create something like this themselves
* Streamlines every part of transcript production and makes every edge case fit into a streamlined framework (production in stages one through four)

## Objectives

* Make transcript management much easier and streamlined
* Make it less detail oriented or less crucial to have to remember every detail because the system does it for you
* Focus on more important tasks like transcript quality and content
* Save time for the transcriber to do other things or just have more free time
* Easier, faster, higher-quality to communicate transcript needs and status with customers
* Easier, faster to get deposits and sort out financial issues w/ customers

# Customers

## Target customers

legal transcribers & legal transcription companies

# Release Canvases

## Features in Production

### Stage 1:

Marketing page for customer (estimate calculator, marketing, contact, etc)

auto-processes customer order from form

gives job status to customer

makes appropriate documents specific to that job

can send job to transcriber/proofer

makes shortcut list

makes speaker list

auto-fill templates

check FTP for new files & download

enter new job

check for previous case/customer info

price quote & availability

email price quote

next action tasks

at a glance production mgmt

be able to pull up jurisdiction reference folder

view job info

interact w/ paypal (edit, create, delete invoices)

view job folder

interact w/ teams (add/edit projects)

auto-generate bookmarks

auto-generate TOC/TOA

generate various documents

SOA

cd label

autocorrect backup

cid income report

deposit invoice

deposit paid receipt

order confirmation

package-enclosed letter

price quote email

rough draft

cover page

word index

transcript complete but info needed email

transcript date index

shipped email

thank you note

balance/refund due email

refund issued email

pp button

payment made email

notice of service

king county invoice

factoring email

factored invoice

factoring customer approval

envelope KCI

envelope blank

contractor transcripts ready email

transcripts ready email

cid final income report

assign file in web app

load audio into player

notifications for new jobs

auto-complete statuses/tasks as job is produced

### Stage 2:

find & replace in rough draft

dynamic speakers

static speakers

jurors

doctors

view/edit shorthand for proper names

view both speaker lists

view reporter notes/minute entry

transcribe

### Stage 3:

auto-hyperlink/mark authority

Audio proof

can communicate with customer to get necessary items to complete transcript

search citations

apply styles in documents generated

### Stage 4:

delivers job to customer

stores job files on our server for customer access

makes files for transcript delivery

files with court

generate shipping

how to file in approved jurisdictions

create regular/2up/4up pdfs

create working & final copies

create/insert auto-generated headers

create audio/transcript/both zips

transcript delivery

upload final files to server

'complete' audio

### Other:

sales/income/expenses reports

roman numeral converter

search jobs

track emails/document history with every job

process stage 1

process stage 2

process stage 3

process stage 4

### Folder Organization

*/0000/* Job Number

· */Audio/*: Audio files

· */Notes/*: Paperwork provided

· */FTP/*: ZIPs for distribution

· */Backups/*: Backups of final files

· */WorkingFiles/*: various csvs, ps/log files, 'work' files where info is pulled from, non-client/non-employee facing files

### File Naming

ZIP files are labeled as:

0000-Audio

0000-AudioTranscripts

0000-Transcripts

Transcripts: Final versions of transcripts

0000-Transcript-FINAL.docx

0000-Transcript-FINAL.pdf

0000-Transcript-FINAL-2up.pdf

0000-Transcript-FINAL-4up.pdf

0000-WordIndex.docx

0000-Transcript-WorkingCopy.docx

WorkingFiles: Various CSVs for jobs

XeroInvoiceCSV

PayPalInvoiceCSV

CaseInfo.xls

InvoiceInfo.xls

ps files for distiller printing

pp button html generated files

Generated: Generated client-facing paperwork for job

CourtCover

CIDIncomeReport/final

PP emails

deposit/factoring invoices

order confirmation

PEL letter

transcripts ready letter

cd label

Backups: Extra back-up copy of final files instead of in main folder

0000-Transcript-FINAL.docx

0000-Transcript-FINAL.pdf

0000-Transcript-FINAL-2up.pdf

0000-Transcript-FINAL-4up.pdf

0000-WordIndex.docx

0000-Transcript-WorkingCopy.docx

## Defects in Production

NONE, no production started

## Solution Details

### Future features to research

speech recognition

### Release Canvasses

Release Canvas 1.0: MVP

### Stage 1:

Marketing page for customer (estimate calculator, marketing, contact, etc)

auto-processes customer order from form

gives job status to customer

makes appropriate documents specific to that job

can send job to transcriber/proofer

makes shortcut list

makes speaker list

auto-fill templates

check FTP for new files & download

enter new job

check for previous case/customer info

price quote & availability

email price quote

next action tasks

at a glance production mgmt

be able to pull up jurisdiction reference folder

view job info

interact w/ paypal (edit, create, delete invoices)

view job folder

interact w/ teams (add/edit projects)

auto-generate bookmarks

auto-generate TOC/TOA

generate various documents

SOA

cd label

autocorrect backup

cid income report

deposit invoice

deposit paid receipt

order confirmation

package-enclosed letter

price quote email

rough draft

cover page

word index

transcript complete but info needed email

transcript date index

shipped email

thank you note

balance/refund due email

refund issued email

pp button

payment made email

notice of service

king county invoice

factoring email

factored invoice

factoring customer approval

envelope KCI

envelope blank

contractor transcripts ready email

transcripts ready email

cid final income report

assign file in web app

load audio into player

notifications for new jobs

auto-complete statuses/tasks as job is produced

### Stage 2:

find & replace in rough draft

dynamic speakers

static speakers

jurors

doctors

view/edit shorthand for proper names

view both speaker lists

view reporter notes/minute entry

transcribe

### Stage 3:

auto-hyperlink/mark authority

Audio proof

can communicate with customer to get necessary items to complete transcript

search citations

apply styles in documents generated

### Stage 4:

delivers job to customer

stores job files on our server for customer access

makes files for transcript delivery

files with court

generate shipping

how to file in approved jurisdictions

create regular/2up/4up pdfs

create working & final copies

create/insert auto-generated headers

create audio/transcript/both zips

transcript delivery

upload final files to server

'complete' audio

### Other:

sales/income/expenses reports

roman numeral converter

search jobs

track emails/document history with every job

process stage 1

process stage 2

process stage 3

process stage 4

# Analytics

# Architecture

## Technical: frameworks/platforms/other architectural decisions

React, node, express, postgresql, postman

## Api integrations (broken into front end/back end)

PayPal, Xero, Office, CourtListener, Google Docs

## Styling considerations:

Reactstrap, styled components, tailwind css, less/traditional css

# User Research

TODO:

# Competitor Research

## Is someone else already working on this problem? If so, how are they doing? (can be another company, or all the ways an individual is solving their problem)

Not in this way; most places try to cater to the outsourcing companies and don't care whatsoever about the people who actually do the work. The closest we have to this is TheRecordXchange, but it's not the same. It's more of a matching software which matches jobs with transcribers, and provides extremely minimal assistance in actually producing transcripts.

## If others have failed in solving this problem, why did they fail?

N/A

## What will it take for users to change from their current solution to our solution?

Money, and developing a way to input past jobs

## What will your application do that is different from competitors? Why is your product an improvement over your competitors?

does more of the work for individuals, easier to use/maintain, more recent/supportable technology used, produces more and takes care of more details than any competitor. TRX will never be able to help transcribers produce up to two or three times more pages like this software will.

## Summary

## What other ways is the target persona solving the problem?

They do make it easier for CUSTOMERS to find transcribers; they do not make it easier for transcribers to run their businesses.

## What are you going to do differently than your competition?

Make the software more production oriented to help transcribers produce more in the same amount of time

## Why should users use your product vs. an alternative?

users can make a lot more money using my software than alternatives

## Competitors List

TheRecordXchange

# Technical Research

## Back-End

### What are you using for your database? (SQLite3, PostgreSQL, MongoDB, etc…)

PostgreSQL

### What framework/language are you using? (many teams use NodeJS/express/knex)

NodeJS, Express, Knex

### How do you plan on interacting with your APIs? (REST API, GraphQL, etc...)

REST API

### What alternatives did you explore?

GraphQL

### Why did you decide on this combination? (what are the advantages?)

Familiarity with the language/maintainability

### What potential challenges can you foresee? (what questions do you have about this implementation to which you *don’t* have answers?)

Pricing/finance issues; usually transcribers are not a group just sitting on a pile of money to invest in software.

streamlining automation of custom document formatting due to complex formatting requirements

## Front-End

(if your product has more than 1 platform, have a section like this for each platform)

### What Framework are you using for your FE? (React, React Native, Angular, Vue, etc...)

React Redux

### What alternatives were considered?

ASP.net, PHP

### Why did you decide on this framework over the alternatives (advantages?)

Familiarity with language

Easier to support

Likely more longevity than alternatives

### What potential challenges can you foresee using this framework?

Component management might be complex/tricky due to quantity

## Styling Considerations

(if your product has more than 1 platform, duplicate this for each platform)

### What styling library are you using?

Styled Components

### What alternatives did you consider?

Reactstrap, styled components, tailwind css, less/traditional css

### Why did you decide on this library?

Familiarity with framework

### What potential challenges can you foresee?

Might get a little repetitive if I'm not careful

## API Integrations

(Create a section that answers these types of questions for each new API integration)

### Integration 1: Xero

#### What Feature(s) is/are this API connected to?

Company finances/invoices management

#### What will this API integration accomplish in the feature(s) to which it’s connected?

Manage invoices/finances through Xero

#### What alternatives did you consider?

Still considering doing other ones, Quicken/Quickbooks/Freshstart/Wave/etc

#### Why did you decide on this solution? (what are the advantages?)

Familiarity with it and a lot of very small businesses use online financial management software to run their business finances

#### What are the potential challenges can you foresee?

None really; it's easy to use their API.

### Integration 2: PayPal

#### What Feature(s) is/are this API connected to?

Manage invoices/finances through PayPal

#### What will this API integration accomplish in the feature(s) to which it’s connected?

Allow you to send/manage invoices via PayPal

#### What alternatives did you consider?

Still considering doing other ones, Quicken/Quickbooks/Freshstart/Wave/etc

#### Why did you decide on this solution? (what are the advantages?)

Familiarity with it and a lot of very small businesses use PayPal to run their business finances

#### What are the potential challenges can you foresee?

None really; it's easy to use their API.

### Integration 3: CourtListener

#### What Feature(s) is/are this API connected to?

Linking authorities in transcripts

#### What will this API integration accomplish in the feature(s) to which it’s connected?

Allow transcribers/companies to link authorities in transcripts easily w/o a lot of research or hands-on work

#### What alternatives did you consider?

There is no alternative.

#### Why did you decide on this solution? (what are the advantages?)

This is the only place that provides case law and authorities via API.

#### What are the potential challenges can you foresee?

None; I've used it in Access software; it's easy to use and works great.

### Integration 4: Office

#### What Feature(s) is/are this API connected to?

Transcript production and automation of business record creation

#### What will this API integration accomplish in the feature(s) to which it’s connected?

Producing transcript skeletons and marketing documents such as order confirmations, deposit invoices, and the like.

#### What alternatives did you consider?

Still considering Google Docs; others don't have an API available to use

#### Why did you decide on this solution? (what are the advantages?)

In the legal industry virtually everyone uses either WordPerfect or Word for word processing.

#### What are the potential challenges can you foresee?

Word online doesn't provide as many features as the version installed locally does, so it might not be robust enough

### Integration 5: Google Docs

#### What Feature(s) is/are this API connected to?

Transcript production and automation of business record creation

#### What will this API integration accomplish in the feature(s) to which it’s connected?

Producing transcript skeletons and marketing documents such as order confirmations, deposit invoices, and the like.

#### What alternatives did you consider?

Microsoft Word

#### Why did you decide on this solution? (what are the advantages?)

Solid alternative to Word API

#### What are the potential challenges can you foresee?

Trust with Google; legal is fairly slow to adopt tech for many valid reasons and Google Docs don't have nearly the reach that Word and WordPerfect do in the legal industry.

# User Personas

General Bio Info, Scenario, Goals/Interests, Pain Points/Concerns

TODO:

# Design Inspiration

TODO:

# Wireframes

TODO:

# Mockups

TODO:

# Prototype

TODO:

# Design System

TODO:

# Usability Testing

TODO:

Next stand-up more commits

Echo character widen people's character usage