

#14867 Need to Fix Vertical Captions Placement

Submitted Received via Requester

March 1, 2018, 2:48 PM Mail Max Anderson <manderson@arrowheadfilms.com>

CCs

David Zylber <david@3playmedia.com>, Patrick Fries <pfries@arrowheadfilms.com>

Status Priority Group Assignee
Closed Normal Support Amanda Barta

Action Vertical Caption Placement Options Good for Training Agents?

Vertical Caption Placement VCP Quality Yes, this ticket is good for training!

Max Anderson Mar 1, 2:48 PM

Hey there,

We just put a video through to get captioned and used the algorithm to do the vertical captions placement. It worked for all of our titles, but there were two times that the captions shifted to the top when they weren't supposed to. The video file name is: Oral Health Final Review V2 long, and the times were the captions shift to the top when they shouldn't are at: 02:03-02:17 and 02:24-02:28. Is there anyway that we can fix this on our end, or can that be fixed on 3Play's end?

Our account is for Arrowhead Films under the email pfries@arrowheadfilms.com.

Thanks,

Max Anderson

Production Assistant/Video Editor

936-433-2443

Arrowheadfilms.com

Amanda Barta Mar 1, 4:07 PM

Hi Max,

I was able to go into the file and find the places mentioned where the captions were at the top of the screen and have changed these instances so that the captions now appear at the bottom of the screen.

Currently, we do not have a way for customers to adjust the placement of the captions within the account system, however, I am going to submit a formal request to potentially add this as a customer-facing feature.

When you have a chance, can you please <u>preview the captions</u> to confirm that everything looks good on your end?

Best, Amanda

Amanda Barta Mar 5, 10:27 AM

Hi Max,

I haven't heard from you and just wanted to know if you're all set?

If so, I will close this ticket but I'm happy to answer any other questions you may have.

Best, Amanda

Max Anderson Mar 5, 4:46 PM

Hey Amanda,

Thanks for troubleshooting the captions placement. They came out great. I just downloaded them and tried them out in Vimeo.

Best,

Max Anderson

Production Assistant/Video Editor

936-433-2443

Arrowheadfilms.com

Support Software by **Zendesk**



#14777 Cancelling transcription

Submitted Received via Requester

February 20, 2018, 4:38 AM Mail Flora Somogyi flora Somogyi flora

CCs

Hannah hannah@3playmedia.com

StatusPriorityGroupAssigneeClosedNormalOpsJeremy Barron

Action Processing Options Good for Training Agents?

Processing Cancel File Yes, this ticket is good for training!

Flora Somogyi Feb 20, 4:38 AM

Hi there,

I have a few audio files and videos in the project called Portland Session Videos 1 that I need to cancel - but I can't see the cancel button on the files.

Could you help me with that?

Thanks,

Flora

--

Flora Somogyi, Consultant

Martin House | 5 Martin Lane | London, EC4R 0DP

www.bigsofatech.com (http://www.bigsofatech.com/) | +44 (0) 207 357 0033

Jeremy Barron Feb 20, 9:26 AM

Flora,

We will need the 3Play file IDs to attempt to cancel the requests. If the files have not already been started by transcriptionists we will do our best to cancel.

Best,

Jeremy

Flora Somogyi Feb 20, 10:15 AM

Hi Jeremy,

These are the ones I do NOT want to cancel:

2355410

2351517

2351513

2351515

2351518

2351522

2351523

Unfortunately, because I have no way to match (except the timecodes) your ID's to our ID's and file names, it's very hard to know which are the ones for sure - but these seem the best based on the lengths of the videos. If any of the above ID's are audio-only files and not video files, please cancel those too!

Thanks for helping out with this! I hope I'll have a better way to track these files in the future.

Best wishes,

Flora

Jeremy Barron Feb 20, 11:00 AM

Internal note

TICKET ESCALATED TO: Operations.

Any shot we can cancel these? Lets cancel those we can without too much trouble. Those we can't, we can't. Just let me know which we were able to cancel.

2351512

2351511

2351514

2351516

2351519

2351520

2351521

2351524

2351525

2351526

Hannah Feb 20, 11:03 AM

Internal note

TICKET CLAIMED by: (Ops) Hannah

Hannah Feb 20, 11:12 AM

Internal note

Unfortunately, I was only able to reject 2351525 and 2351520. The rest are either already complete, at QA, or editing has already begun. All the files were uploaded early on the morning of the 16th. TICKET RESOLVED by: (Ops) Hannah

Jeremy Barron Feb 20, 12:06 PM

Flora,

Unfortunately, I was only able to reject 2351525 and 2351520. The rest are either already complete, or in late stages of production. All the files were uploaded early on the morning of the 16th, so we didn't get as early of a warning as needed to cancel production. In order to try and make all deadlines we often start working as quickly as possible on files.

Best, Jeremy

Support Software by Zendesk