

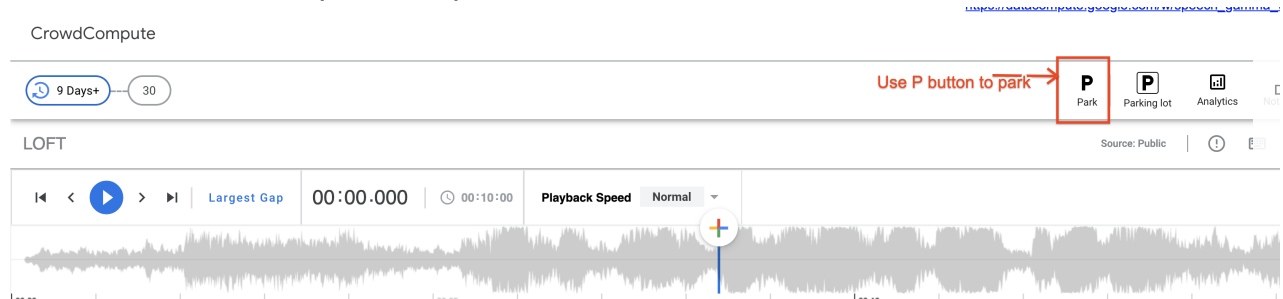
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Loft 2.0 User Guide

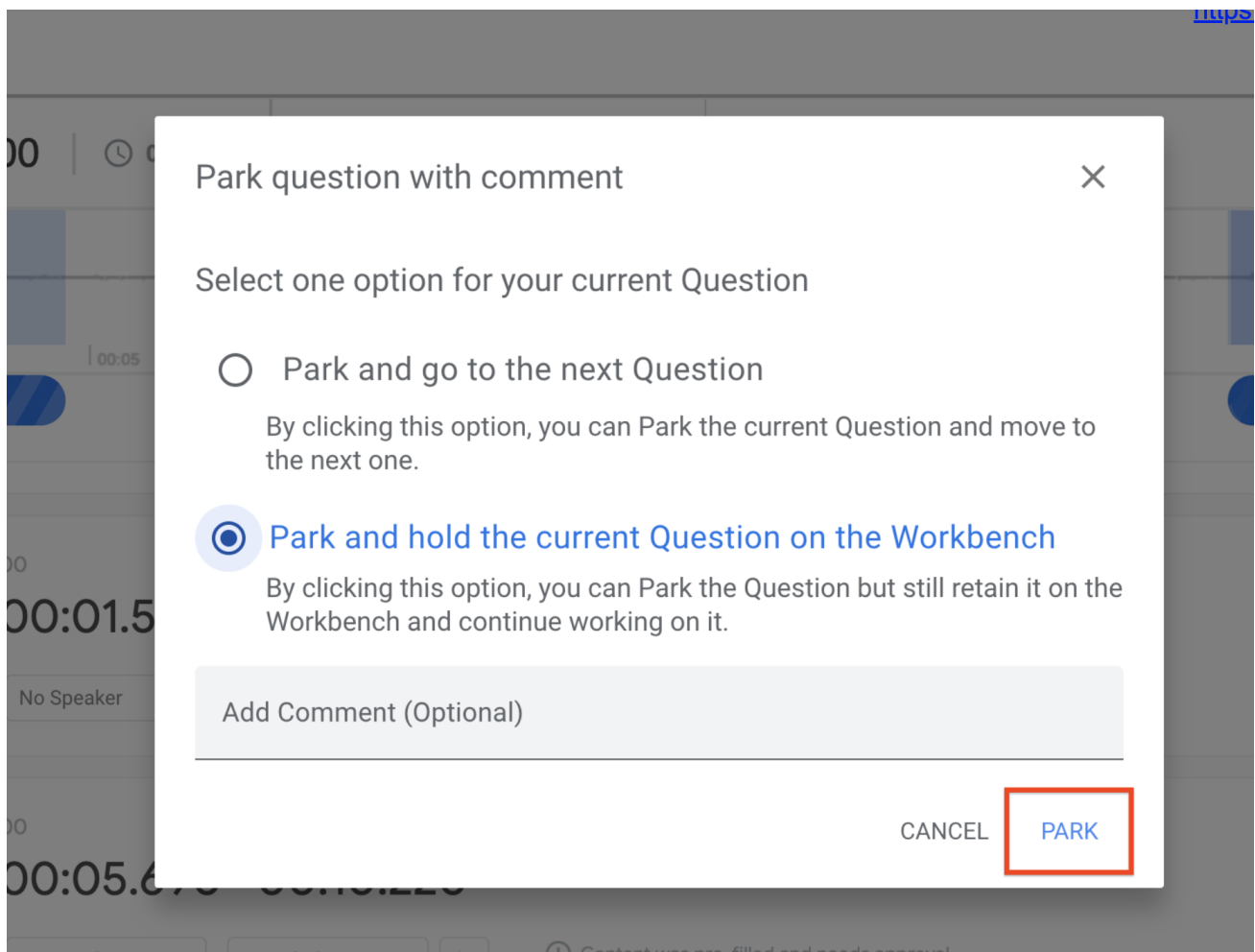
First things first

You are required to park the question as soon as it appears in your workbench, before you start to transcribe

Click on the P button to park the question.



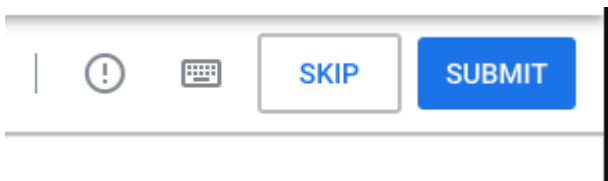
When you click on the Park button, the dialog shown below will appear. Select the option shown in the screenshot and click the Park button outlined in red.



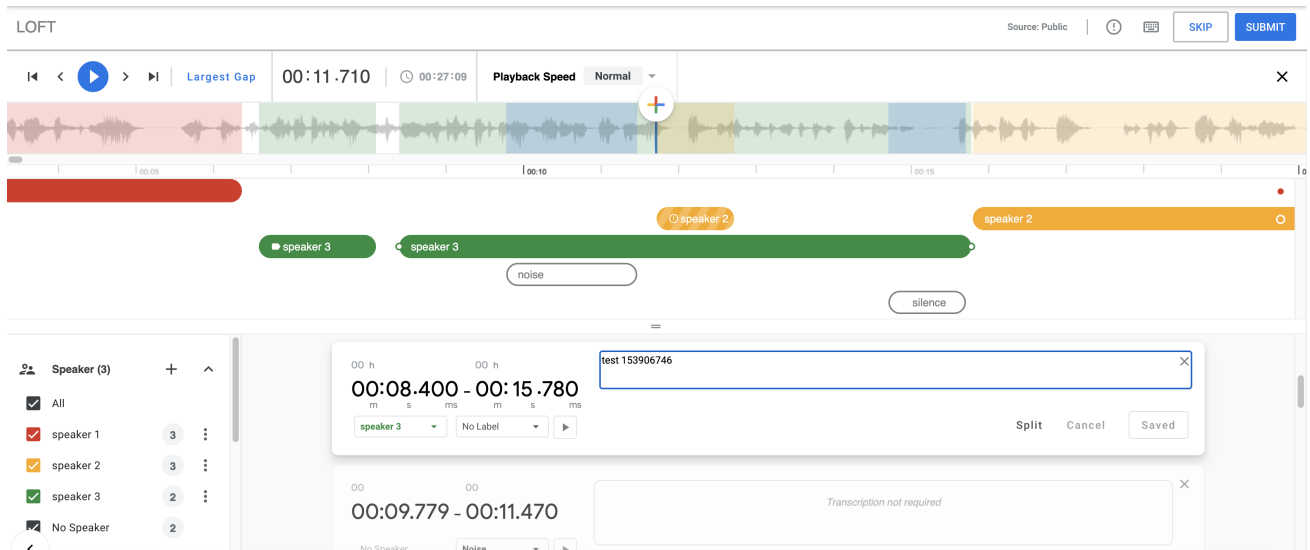
Layout

The page is partitioned into four main areas:

- The **task bar** - displays icons that can be clicked to view Shortcuts or Guidelines as well as to skip and submit tasks.

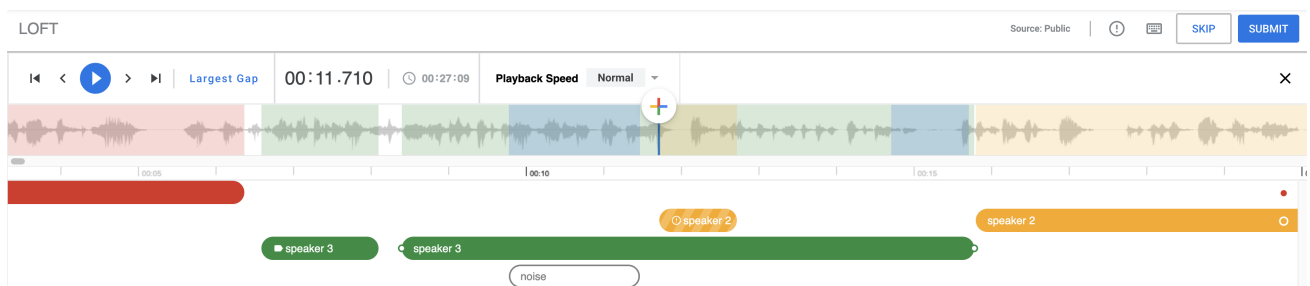


- The **canvas** - displays the waveform and the transcribed segments.
- The **workspace** - where transcription work is done
- The **left panel** - displays controls to select speakers and labels, which will affect the view of the canvas and workspace.



Canvas

The audio controls for the audio waveform are on the top section of the page.



Directly above the audio waveform, are the play controls, the audio counter in the format mm:ss:ms and the length of the audio in hh:mm:ss. The blue line on the waveform indicates where the audio is playing/paused currently. The audio controls include:

- **Play/Pause** button - Plays and Pauses the audio. The space bar on the keyboard can be used as a shortcut.
- **Rewind** button - Will bring the blue line back to the starting point of the audio and also pause the audio when clicked.
- **Largest Gap** button - Will jump the blue line forward or back to whatever gap between segments is the largest in the entire audio timeline.
- **Audio counter** - indicates the progress of the audio in minutes (m), seconds (s), and milliseconds (ms).
- **Playback Speed** dropdown menu - allows the user to modify the speed they listen to the audio.

Cursor

The blue cursor indicates the exact point of the audio that you are currently listening to and corresponds to the counter.



As audio is played, the cursor, waveform of the audio, and the canvas will scroll to the right. The cursor cannot be dragged to a different part of the waveform, but you can click and drag the horizontal scrollbar directly below the waveform to position the cursor on a different part of the waveform of the audio.



When the Play button is clicked, the audio will begin playing from the point in the audio that the blue cursor has been positioned on the waveform of the audio.

Workspace

The workspace is where the transcription is completed. Each transcription box shows the following fields for a segment that need to be set as you transcribe:

- The start time
- The end time
- The speaker
- The text of the transcription for the segment

The transcription box also contains:

- The **Save** button
- The **Cancel** button

00 h 00 h Type transcription here

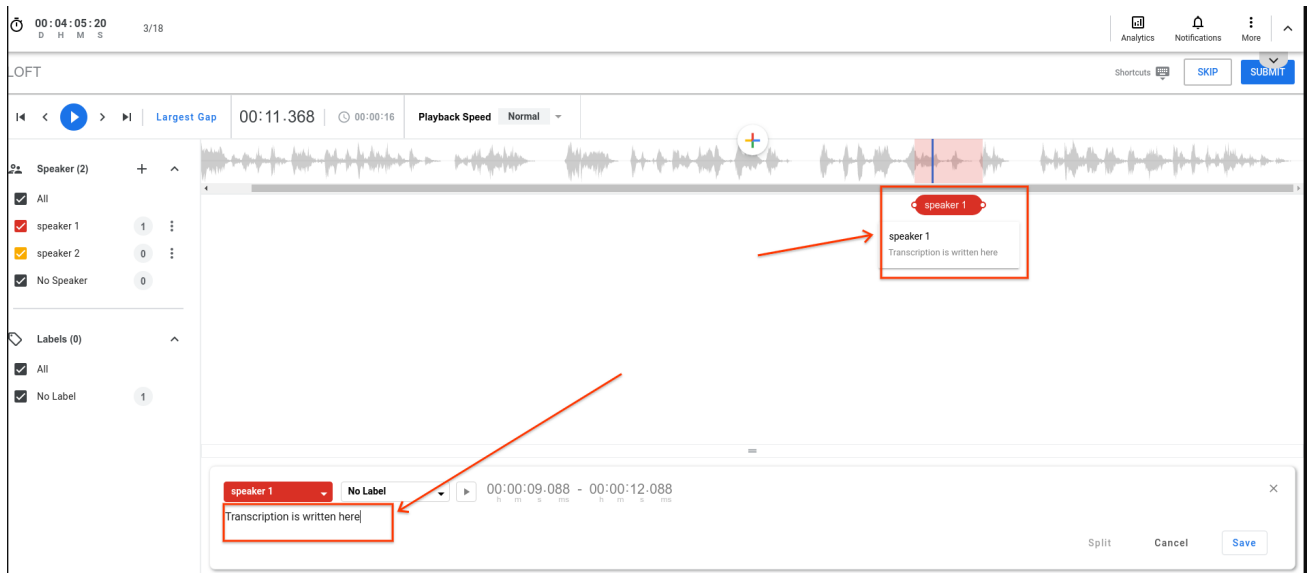
00: 11 .710 - 00: 12 .710

m s ms m s ms

No Speaker No Label

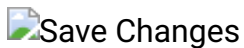
Split Cancel Save

The **Save** button saves the entered transcription. You will find that the speaker name is on the canvas and when you hover over the speaker name, the transcription will be visible.



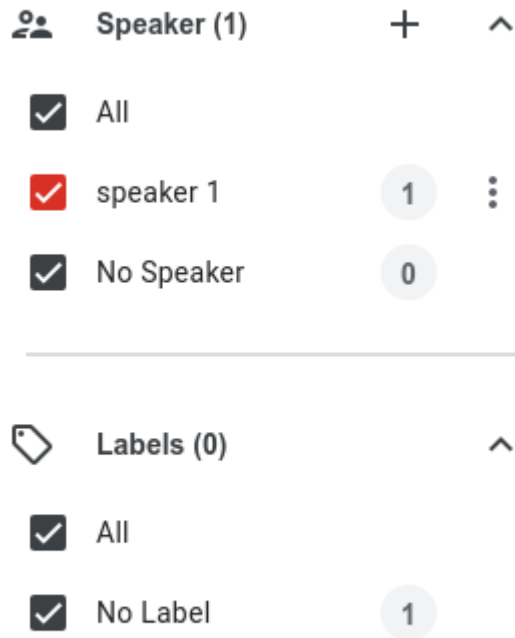
The **Cancel** button will undo any unsaved changes made in the transcription box. However, if previous changes were saved, the button will be greyed out.

If you modify the segment and click outside the transcription box, a pop-up will instruct you to either save or discard the changes.



Left Panel

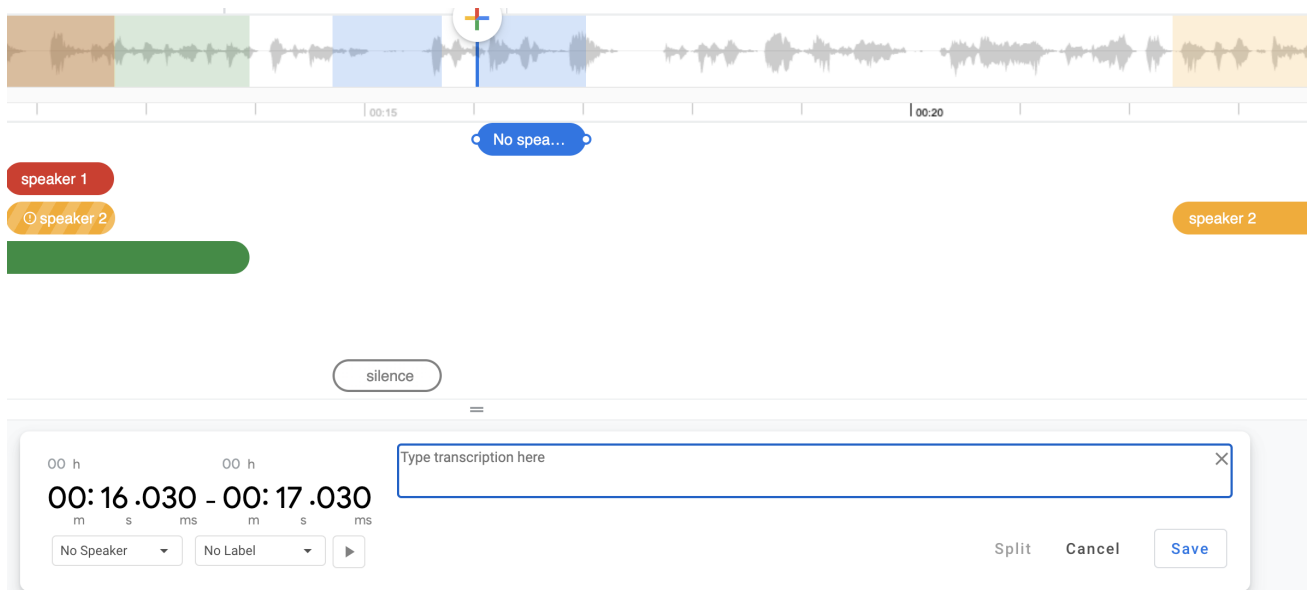
The Left Panel displays controls to select speakers and labels, which will affect the view of the canvas and workspace, based on what is selected in the respective sections.



Add Transcription/Label Segment

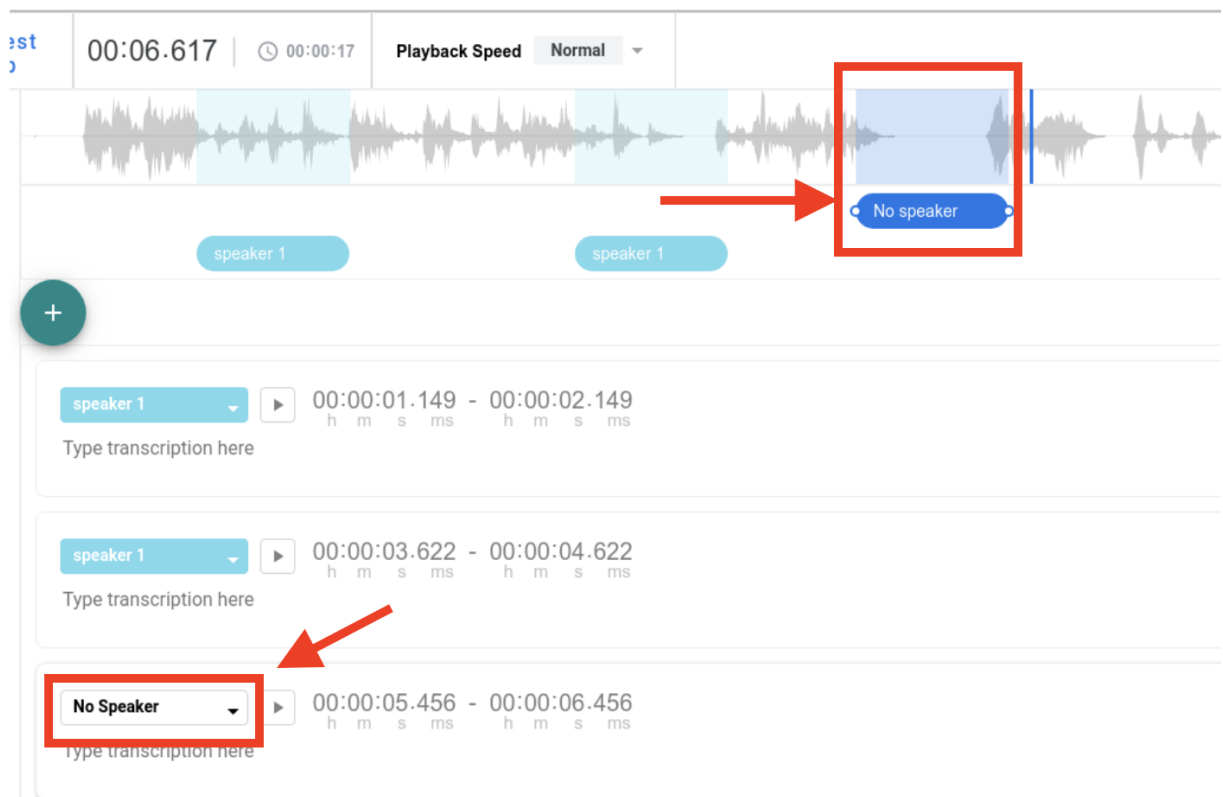
Add Segment

The **+** in the rainbow circle is the **Add Segment** button. This creates a segment that is 1 second long. A shaded segment box appears on the waveform and a transcription box appears for the segment in the workspace area. When you click the **+**, a segment named “No speaker” appears in the workspace and the canvas under the corresponding section of the audio. This transcription box is immediately in focus with a cursor in the text box.

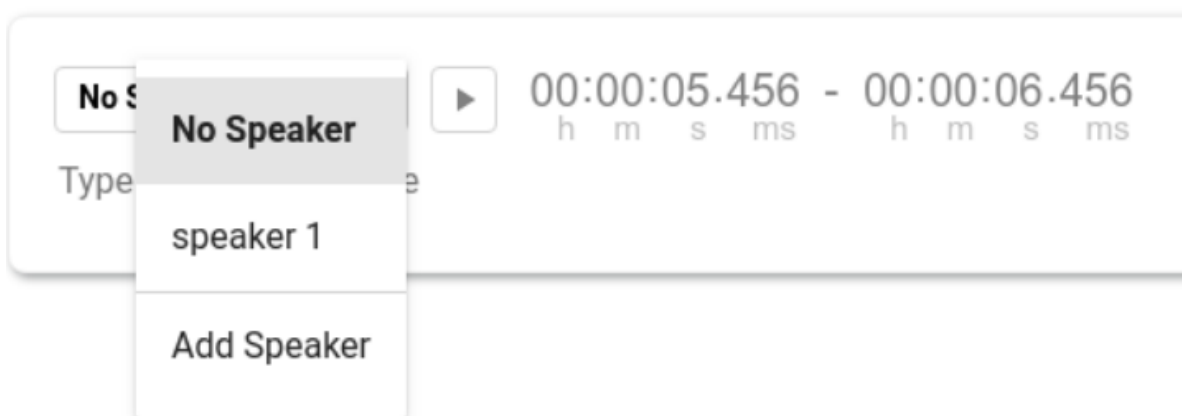


Add Content to the Segment

1. Click on the segment in the canvas, this will take you to the transcription box for that segment in the workspace.

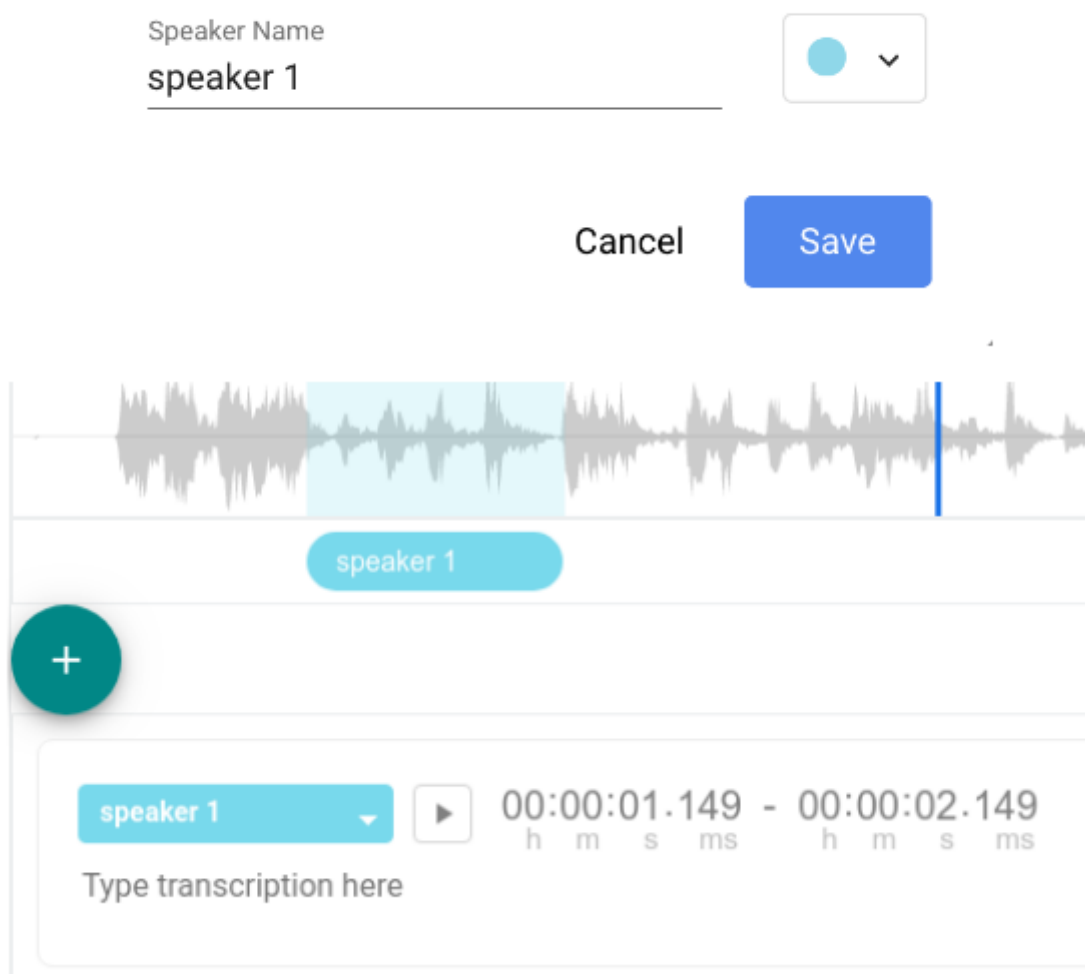


2. Click on the "No Speaker" in the transcription box. This will show a dropdown menu that has an "Add Speaker" option and an option to select any previously created speakers.



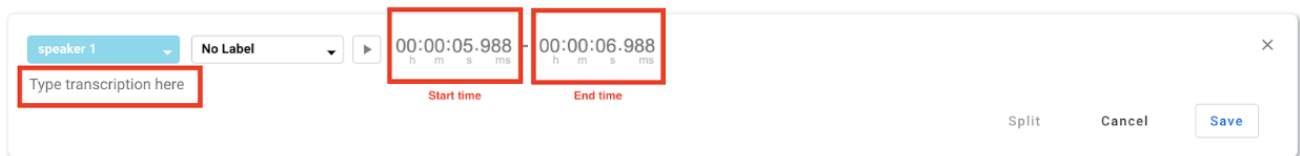
3. Click the "Add Speaker" option, which will prompt you to enter a "Speaker Name" and select a color for that speaker. The color will be used to denote the speaker on the canvas and workspace every time the speaker is selected.

Edit Speaker



Edit Segment

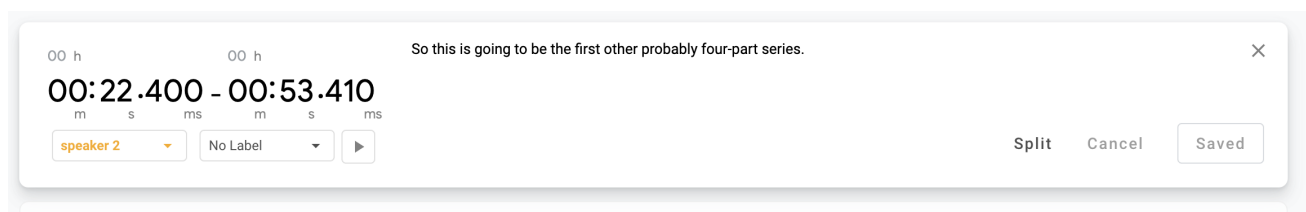
You can either set the transcription start and end time by dragging the segment in the canvas.



You can reopen the transcription box for a saved segment by clicking on the segment on the canvas or in the workspace.

Delete Segment

Click the **X** on the upper-right corner of the segment in the workspace to delete a saved segment.



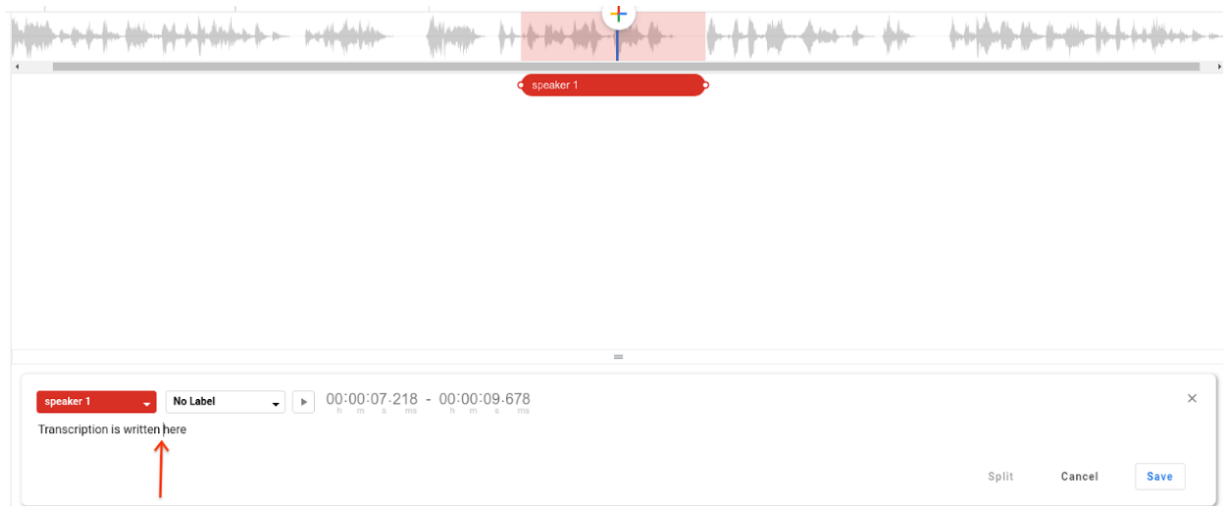
Split Segment

The **Split** button allows you to split a selected segment.

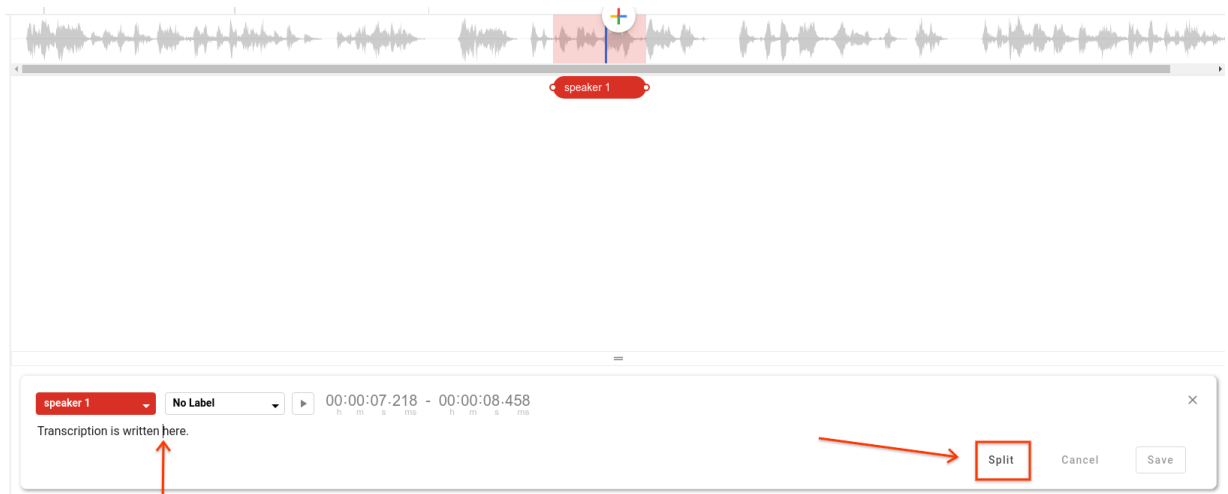
1. Click inside the segment where the split should occur on the waveform. This moves the cursor to that location and opens the transcription box in the workspace below.



Note: You can split the transcription text by placing the cursor in the desired spot to divide the transcription. The first half would go into the first segment and the second half would go into the next segment.



2. In the transcription box, click the **Split** button for the corresponding segment.



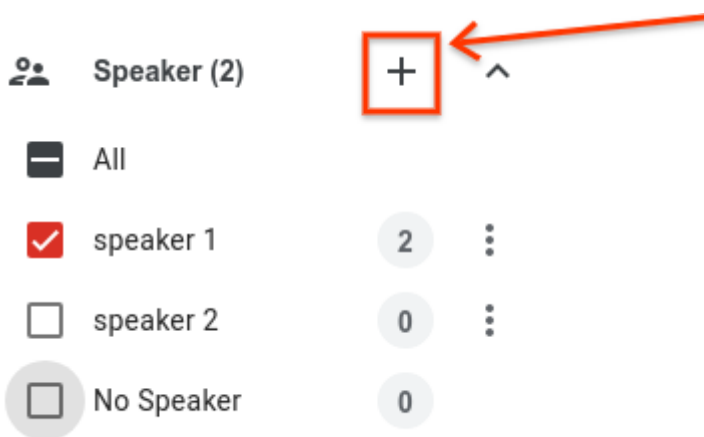
The original transcription (or the first half if you clicked within the transcription text) will move to the first segment box generated.



Speakers

Once a speaker has been added in Loft, their name will appear in a dropdown menu in the transcription box when you create a new segment. Selecting an existing speaker from the left-hand menu will render their segment to the canvas under that speaker's name.

To create a new speaker, you can either click the **+** symbol in the left-hand menu under Speaker or create a segment as defined earlier.



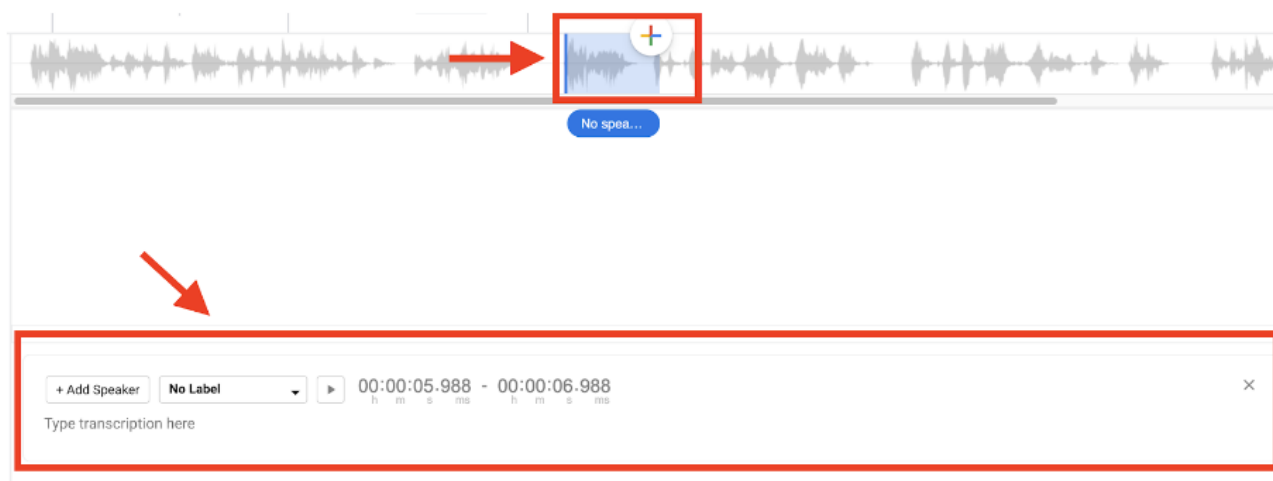
As segments for different speakers are added, they will be differentiated by the color and indentation of segments so that all segments for a particular speaker will be represented on the canvas in the same color under that speaker's name.

Labels

Some projects in Loft will require labels. Check the project-specific guidelines to know which labels to use.

To add a label:

1. Set the cursor to the appropriate location for the label on the waveform.
2. Click the **+** icon.
3. In the new segment created in the workspace, modify the label field and then click **Save**.



The label will render under the appropriate speaker label if the label is:

- Foreign Speech
- PII
 - Address
 - ID: email, phone
- Singing
- Unintelligible

The labels below will render outside of speakers' segments since they are not attributed to a speaker label.

- Applause
- DTMF: *Dual-Tone Multi-Frequency*
- Laughter
- Music

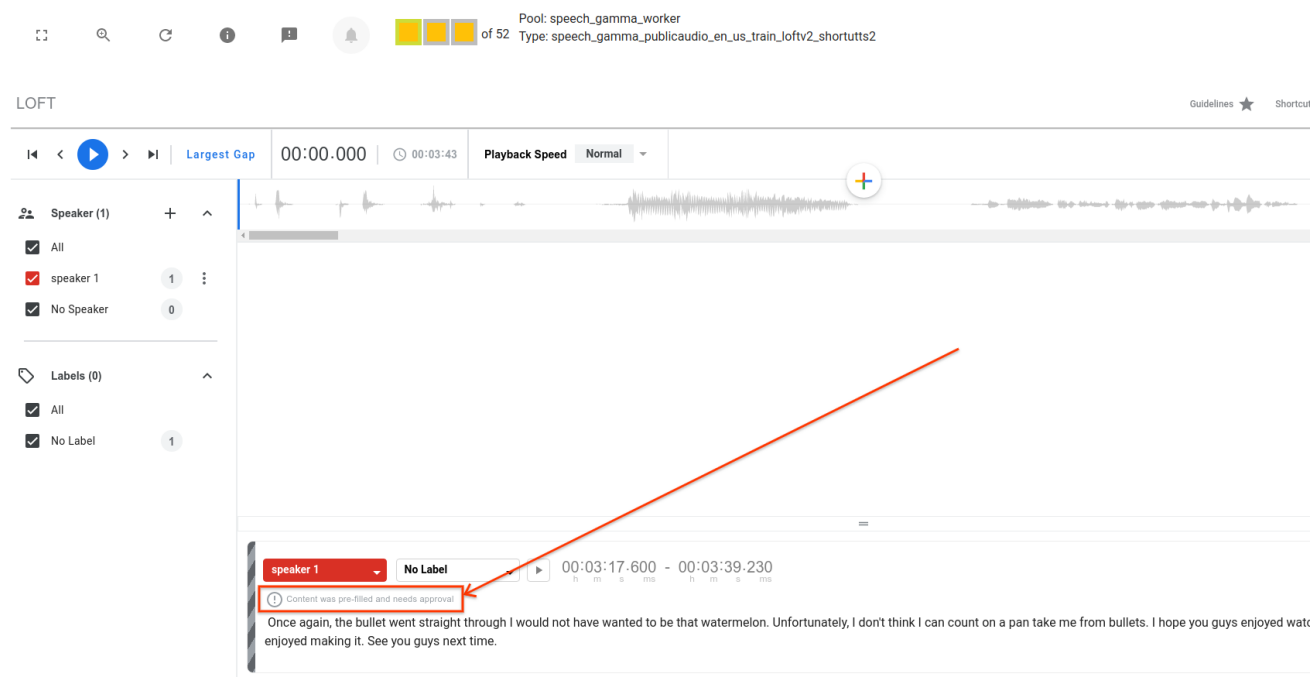
- Noise
- Ringtone
- Unknown

To remove an label, click on the already created label and click "remove" on the label box.

Other Functionality in Loft 2.0

Prefill

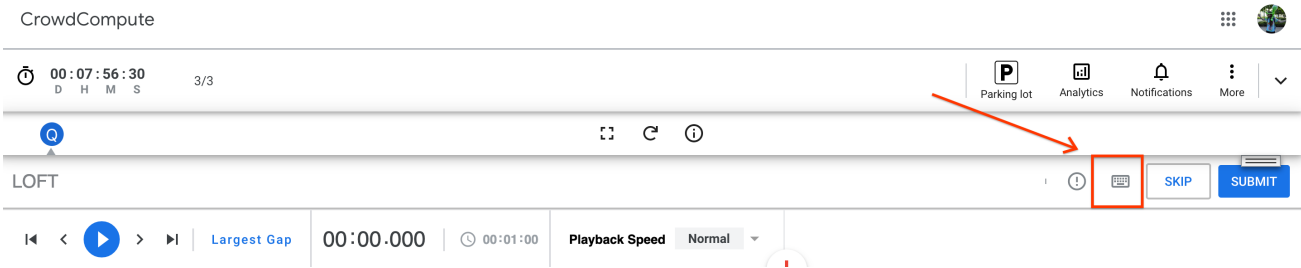
Prefilled audio will have some transcription automatically generated into the workspace. These prefilled transcriptions will have the following note: "Content was pre-filled and needs approval".




All prefill segments will need to be edited and saved before you can submit the task.

Shortcuts

Shortcuts button is available on the upper right-hand corner and clicking on this button will display the keyboard shortcuts available.



Keyboard Shortcuts

Action	
Toggle audio play/pause	Space Or Ctrl + Space
Play focused segment	Ctrl + z
Seek forward	ArrowRight
Seek backward	ArrowLeft
Create a new segment	Ctrl + Shift + A
Save segment	Ctrl + s
Jump to start	Home
Jump to end	End
Page Up	PageUp
Page Down	PageDown
Copy current time to segment start time	Ctrl + Semicolon
Copy current time to segment end time	Ctrl + Single-quote
Skip to next gap in coverage	Ctrl + Alt + Space
Jump to largest gap in coverage	Ctrl + Shift + Space

OK

Useful functions

Listen to all of the audio from one speaker

Change the filters in the left panel to hide undesired segments. You use the next/previous segment buttons to skip between segments by this speaker.

Replay the audio for a specific speaker segment

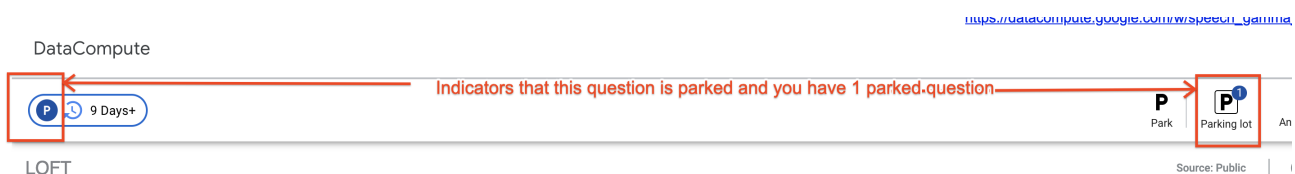
You can replay the speaker segment by hitting the replay button.

"Parking" Questions

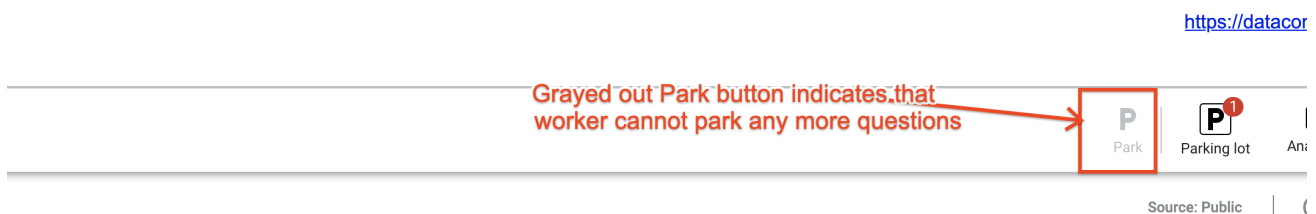
Workers are required to park the question as soon as it appears in their workbench, before starting to transcribe. A worker is allowed to park a maximum of 1 question. This ensures that this question will stay assigned to the same worker for the entire time that transcription is in progress. The new Parking functionality allows workers to stop and resume work on a given question at their convenience. While the question is parked, it will not be assigned to another worker. A worker who has started work on a question will have access to it until it is completed. Questions can be parked for ten (10) days.



Once a question is parked, the icons show that it is parked. The rectangle on the left shows the number of days left for it to remain assigned to the worker.



The grayed out parking button in the screenshot below shows that the worker has parked 1 question and hence is unable to park any more questions.



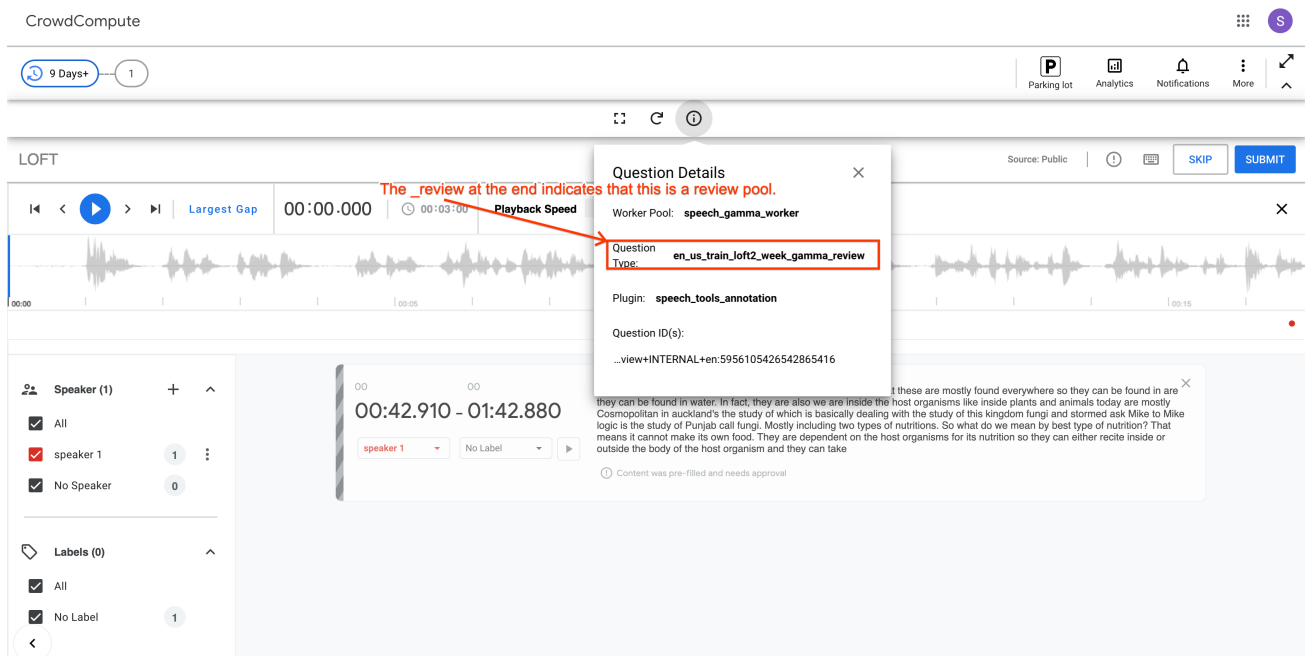
Review

When a worker completes and submits a question, the question is added to a review question type. The submitted question appears in the review question type with the original transcription as prefill. The reviewer can accept the prefill (i.e. the transcription by the original worker) or make edits and then submit.

FAQS

Review FAQs

1. As a Worker, how can I determine which Question Types are Review Question Types?
 - *. As shown in the picture below, the “Question Type” will be tagged with `_review`.



Parking FAQs

1. How do I use the Parking feature?
 - Workers are automatically assigned questions on the workbench (referred to as Question 1 here).
 - Worker Parks Question 1 by selecting the “Park” button.
 - Worker is assigned a new question (Question 2).

- Workers should click on “Parking Lot” immediately, select Question 1 that was just parked and, when prompted, select “Don’t park the workbench question and open the parked question”
- Outcome: Question 1 stays assigned to the worker. Question 2 may not stay assigned to the worker.

2. What happens if a Worker does not see the “Park” button? The worker either:

- Already has 1 question parked, so the “Park” button will be gray and instead they should load a question from the Parking Lot. OR
- There are no more questions left in the pool, so they cannot see the “Park” button.

3. Can a Manager unassign Parked questions?

- Yes. If necessary, the manager can unassign Parked questions from a Worker’s Parking lot.
 - Scenario: A Worker is unable to work on a question assigned to them.
 - Manager logs into CrowdCompute Manager URL.
 - Manager selects the pool and sees the Parked questions.
 - Manager select the question Parked by that Worker and selects “Un-assign”.
 - The question is now returned to the pool. Note: Any and all previous work WILL be lost.

4. The Reporting Tool says there are questions remaining in the pool, but the Worker sees that “No more questions are available.”

- a. The MANAGER can navigate to the Reporting Tool and record the total number of questions in the pool (For example, 10).
- b. The Manager can check the number of completed questions in the pool (For example, 8).
- c. The Manager can check how many questions are Parked (For example, 1).
- d. Verify that the workers are working on a Parked question. If the Worker follows the instructions in (1), they will be working on a Parked question.
- e. Number of unassigned questions.
 - Add the numbers in 4b and 4c.

- Subtract the number obtained in the bullet above from 4a.
 - $(4a - (4b + 4c))$
 - $(10 - (8 + 1)) = 1$ unassigned question

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