digital nirvana

Trance

(Cloud-based Transcription, Captioning, Translation, and Conformance Workflow Application)

User Manual

Version # - 4.0

About Digital Nirvana

Digital Nirvana is a global developer of knowledge management technologies that empower organizations to create, share, and mine insights from electronic media. The company's comprehensive portfolio of solutions includes media monitoring and analysis; generation and management of closed captions, subtitles, transcripts, and metadata; and advanced AI-based technologies that drive custom production workflows. Organizations worldwide rely on Digital Nirvana to improve operational efficiencies, ensure compliance, reduce costs, and expand revenue streams. Digital Nirvana's compliance-driven solutions deliver unmatched quality, proven versatility, and best-in-class performance to help organizations surmount difficult business challenges and drive rapid and profitable growth.

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This edition applies to version 4.0 of Digital Nirvana's Trance application and to all subsequent releases, and modifications until otherwise indicated in new editions. Make sure you are using the correct edition for the level of the product.

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1. Overview

As digital technology is advancing with time, it became evident for enhancing the digital media platform. As per standard definition, digital media is a form of content (or information) that is encoded in a machine-readable format and broadcast via the internet or through digital signals. Digital media can be anything like videos, audio, etc.

According to a recent survey, the digital media industry's (also called *Over-the-top (OTT)*, *Media Service Provider (MSP)*, etc.) growth is exploding and becoming a threat to traditional cable TV subscriptions. Due to this change in trend, many broadcasting organizations are showing interest in establishing their businesses in this industry.

As competitors are exploiting the market with new features, MSPs are looking for more advanced solutions that can provide features like closed captioning, caption quality conformance, video intelligence, etc. Digital Nirvana has come up with a solution called the *Media Services* which provides digital media-related services.

2. About Media Services

Digital Nirvana's *Media Services* is a *single sign-on (SSO)* web application that provides digital media-related services. Its simple user-friendly interface provides a good look-and-feel experience. Technically naïve people could easily access this application with some basic knowledge.

It is a collection of solutions and technology stack that includes a suite of *Machine Learning*, *Artificial Intelligence*, and *microservices*. It can easily integrate with broadcasters and media houses workflows and help them to leverage *AI/ML* capabilities within existing workflows.

It provides services like *Transcription*, *Captioning*, *Translation*, *Metadata Generation*, and *Caption Conformance*.

3. Getting Started

This section explains the procedures for accessing Digital Nirvana's *Media Services* web application using login credentials, logout from the application, and recovering lost usernames and/or passwords.

Launching Media Services Portal

The application can be launched using a URL received from Digital Nirvana's support staff. For example, a URL like *https://abc.mediaservices.digital-nirvana.com* can launch Trance login page where users have to enter their login credentials.

NOTE: The above mentioned is a sample URL, Digital Nirvana support team shares the original URL with the clients.

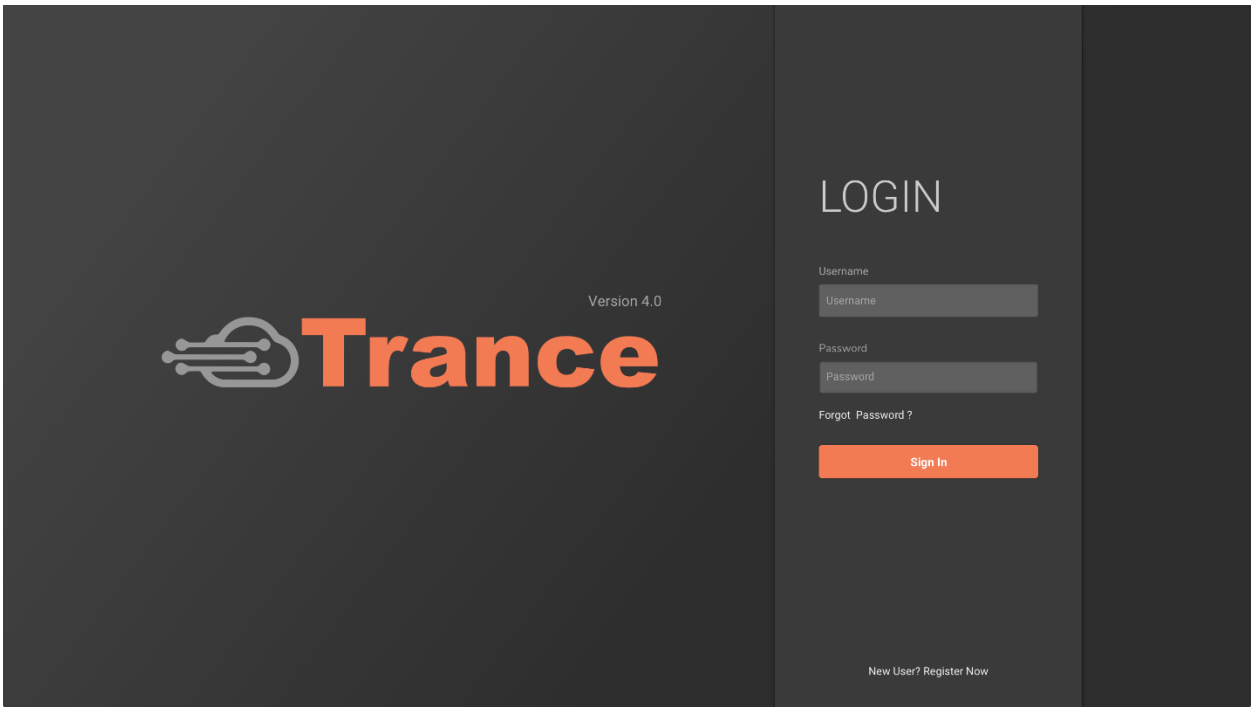

FIGURE 3.1: *Trance Login Page*

Login

To access the application, follow the steps below:

1. Enter the username in *Username* field.
2. Enter the password in *Password* field.
3. Click on the *Login* button.

Recover Username/Password

Lost/forgotten username and/or password can be recovered using *Forgot Password?* link on the login screen. Application displays *Forget Password* page which prompts to enter registered email address to which a new username/password should be sent. After providing a recovery email, click *Reset Password* button.

Check the inbox of the registered email address provided for recovery and follow instructions provided in that email to recover the username and/or password.

Logout

To log out of the system, click the user profile dropdown menu on the dashboard (home) page and then click on the Logout button. This takes back to the *Login* screen.

FIGURE 3.2: *Logout from Trance*

Change Application's Theme

Users are allowed to switch between dark and light themes according to their preferences. To change the theme from dark to light, click on *View In Light Theme* option in the left pane notifications window.

FIGURE 3.3: *"View In Light Theme" Option in Trance*

To change back to the dark theme, click on the *View In Dark Theme* option in the left pane notifications window.

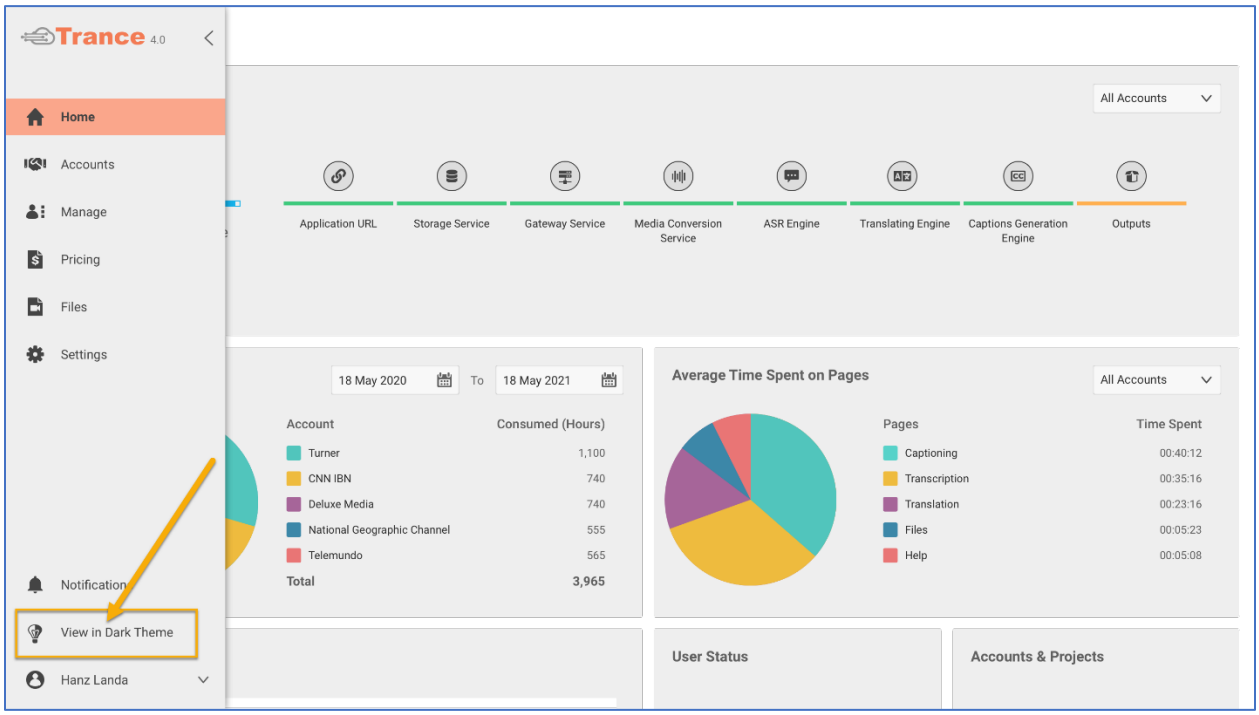

FIGURE 3.4: *"View In Dark Theme" Option in Trance*

4. Application's User Hierarchy

Trance application supports three types of roles for performing different tasks as per the permissions assigned to those roles. Following are the three roles available in Trance:

- *Super Admin (SA)* – A supervisor from Trance application to manage all client accounts. SAs will have full control over the application. They can configure most of the settings, and access the majority of the features. Following are some of the main actions that a SA can perform:
  - Create accounts for all the clients
  - Create different projects under each account (for all client accounts)
  - Add payment details
  - Monitor service alerts
  - Create global preset templates
  - Add roles, users, and teams
- *Project Manager Admin (PMA)* – A personnel from a client to manage all their projects, jobs, users, and other tasks. Project Manager Admins are the representatives of Media Services' clients. They supervise all the client-related responsibilities in the application.

For example, when a client requires media-related services from the application, a user from that client (organization) acts as a PMA manages all the jobs uploaded for processing. Following are some of the main actions that a PMA can perform:

- Create projects for their accounts.
- Create or duplicate global preset templates.
- Create customized presets for their account (client-specific).
- Manages files.
- Add jobs in the application.

- *Enterprise User (EU)* – A non-admin user from a client for handling their jobs. Enterprise Users can perform very limited actions in the application. As per the requirements, either SA or PMA assigns this role to selected users.
  - Can post jobs
  - Can view job list
  - Can process jobs on different pages

Super Admin Section

Super Admin (SA) acts as the administrator of the Media Services. SA is responsible for performing the majority of the actions in the application. This section discussed all those actions.

5. Super Admin Home Page

Super Admins (SAs) are the users with complete control over the application. They are the users from the Trance side and manage all the actions in the application. They handle different clients and their jobs in the application. After logging into the application for the first time, they need to perform some configurations like setting pricing, creating accounts, and creating projects one after the other. The home page of *SAs* when they login for the first time.

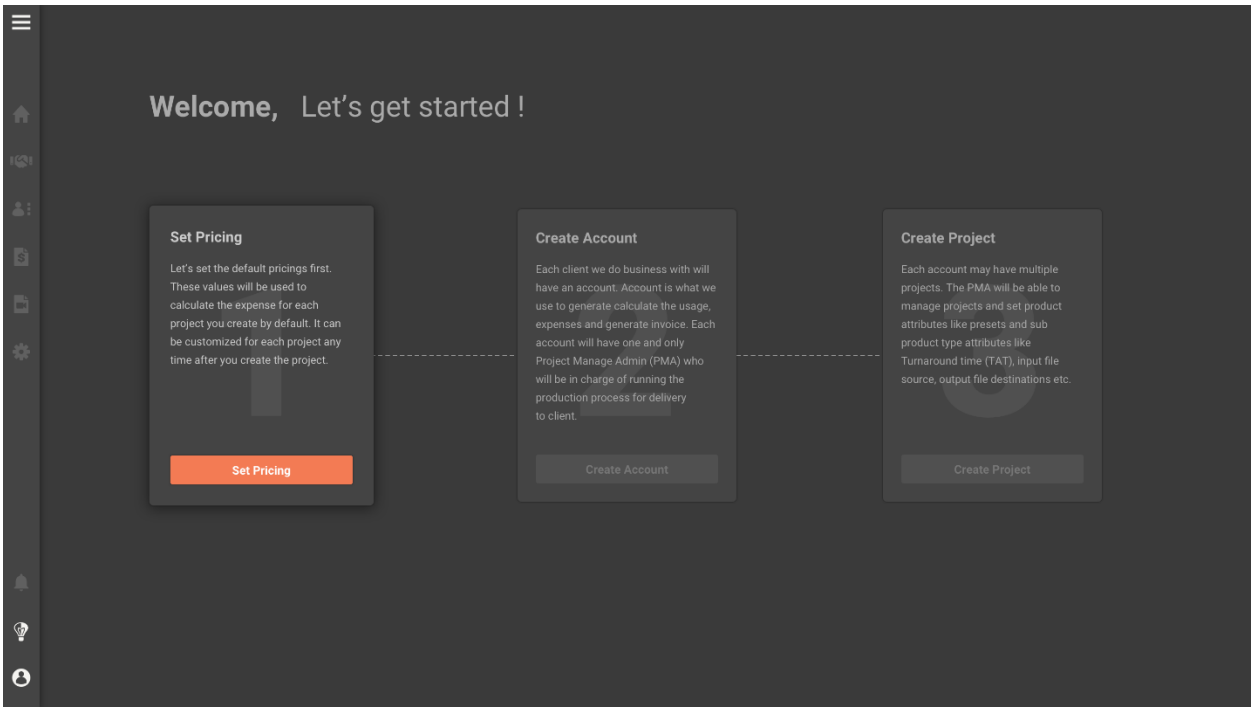

FIGURE 5.1: *Super Admin Home Page (First time)*

NOTE: The above-shown home page can only be useful when there are clients available for accessing services from the application. Otherwise, SAs need not configure any settings on this page. They can move to the dashboard page using the Home page icon from the left pane.

The *dashboard* (home) page of *SAs* is shown in *Figure 5.2*.

FIGURE 5.2: *Super Admin Dashboard (home) Page*

Set Pricing

Initially, *SAs* need to set the pricing for all the services provided in the application. Clicking the *Set Pricing* button (in *Figure 5.1*) redirects the application to the *Pricing* page. Default pricing details of all the services are provided on this page in a tabular form. *SAs* can modify these details as required from the client to client. For each service, *SAs* can set the default pricing based on the following criteria which can be set in the *Pricing Type* column:

- Per job
- Per minute
- Per second

They can click the dropdown menu in the *Pricing Type* column to select an option.

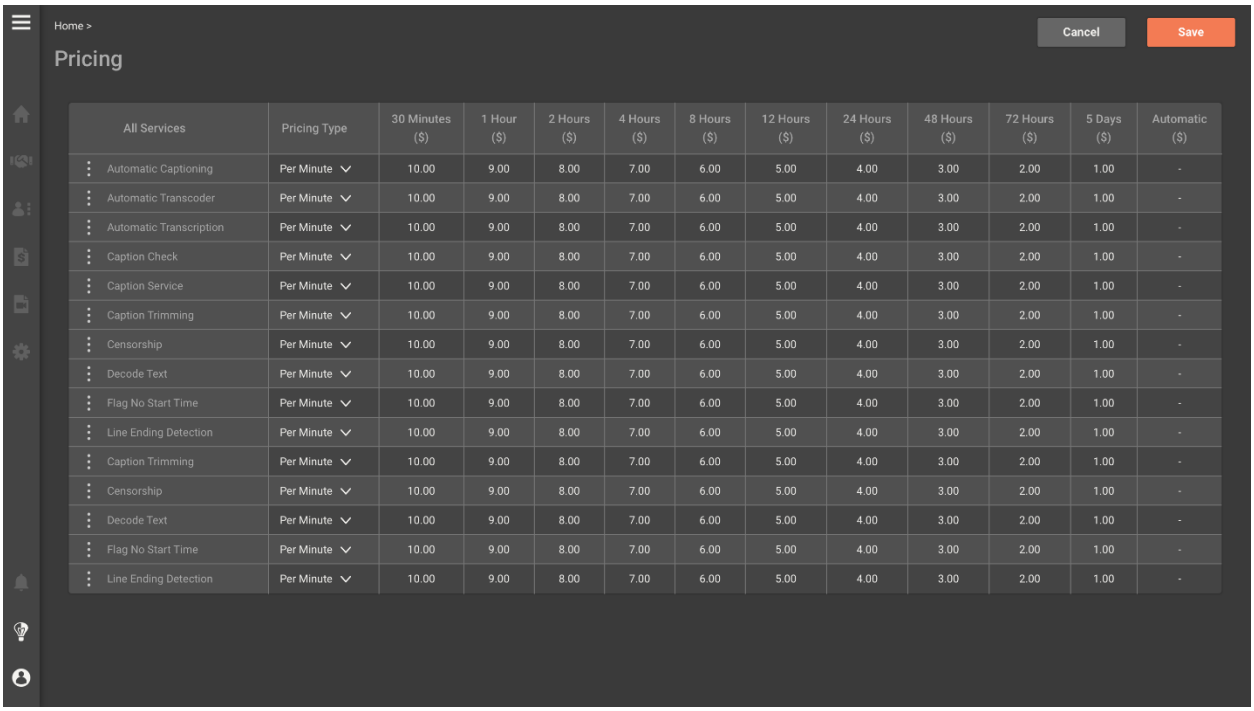

FIGURE 5.3: *Default Pricing Details Page*

Edit Default Pricing

SAs can edit existing pricing details of all the services. Double-clicking on a cell of a service provides the edit option. *SAs* can type a price for that service manually. This process can be applied to all the services that need to be changed.

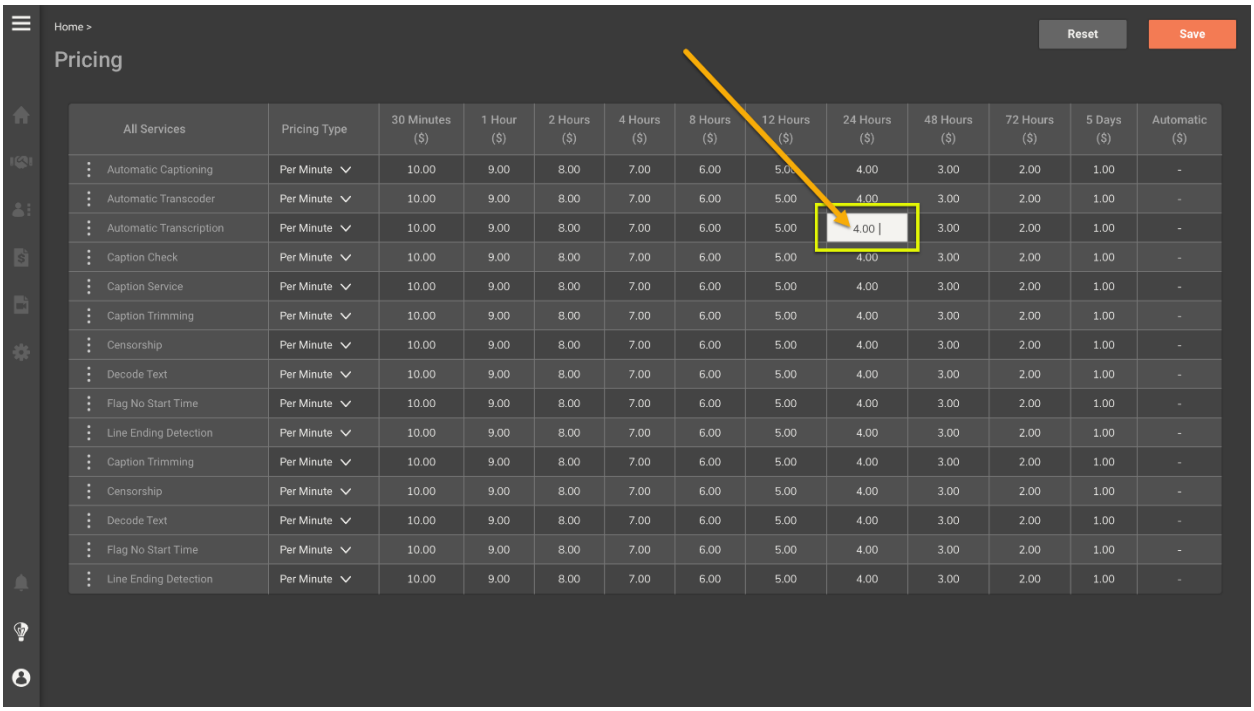

FIGURE 5.4: *Editing the Pricing Cell of a Service*

Set Above Pricing Option

SAs can set the pricing for a service using the *Set Above Pricing* option. This allows setting the same pricing details for the selected service from its above service. To use this feature, *SAs* need to click the vertical ellipsis (⋮) before the service. Application displays a flash window with two options.

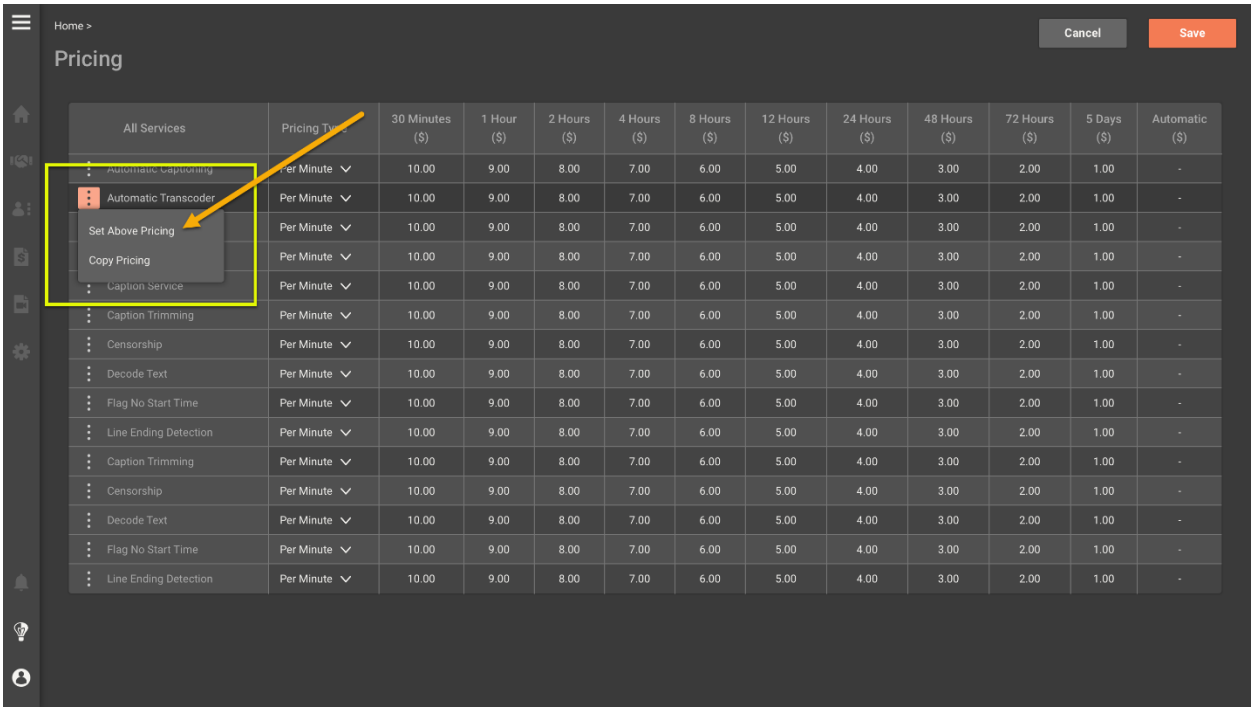

FIGURE 5.5: *Set Above Pricing Feature*

Clicking the *Set Above Pricing* option will copy the pricing details of the above service to the selected service. This option saves a lot of time as they don't need to copy or edit pricing details for each *TAT* value.

Copy Pricing Details

SAs can copy the pricing details of the service and paste it/apply it to a selected service(s) (one or more services). To use this feature, *SAs* need to click the vertical ellipsis (⋮) before a service. Application displays a flash window with two options.