

Digital Transcription Service

Introduction

The importance of a professional image is important for any business, but it is not always easy when you are under pressure to finish a project. A Virtual Assistant can help you to reduce your workload and enhance your image.

A new technology that is becoming increasingly popular amongst businesses is that of digital transcription. Below is a very brief outline of digital transcription and the many advantages of using it.

What is Digital Transcription?

Due to the advances in technology, digital transcription is taking over from cassette based transcription machines. The client dictates into a digital voice recorder and uploads the files to their computer.

How does it Work?

By plugging the digital recorder into their PC the client will then download and email the file to the transcriptionist, who will have digital transcription software on her PC, from where she will be able to transcribe the files and send the completed documents back to the client. By sending the files to a Virtual Assistant, the recording can be transcribed, formatted and sent back to the client via e-mail, hard copy or on disk.

What are the Advantages?

There are many advantages to this new technology, and a few are listed here:

- E-mail is instant - record your files, and email them to our transcriptionist.
- When outsourcing your transcription work there is no need to post cassettes and risk loss or damage during transit.
- Receive work back via email - no danger of losing your transcribed documents in the postal system, or waiting several days for it to arrive on your desk. Consequently, there will be no courier costs involved for either sending or receiving your files if transcription is urgent.
- Audio quality is superior to traditional cassette dictation/transcription and will not degrade over time.
- You no longer need to erase, rewind, load, unload or turn over your cassettes.
- No more chewed or breaking of cassettes mid-recording.

Frequently Asked Questions

How long does 1 hour of transcription take to transcribe?

The industry standard allows one hour to transcribe 15 minutes of clearly recorded speech. It therefore takes a minimum of 4 hours to transcribe a one hour piece of dictation and can take as much as 6 or 8 hours depending on the quality of the recording. Transcribing can take longer for interviews, meetings etc, as there are multiple participants.

Will you tackle poor recordings?

We are more than happy to attempt to transcribe any recording you may submit. Clients should be aware of the extra time it will take to transcribe poor quality recordings and the extra cost it will involve. We will do our best to produce an accurate transcript. The only limitation is what your budget allows. If we are advised a recording is of good quality but on listening to it, it becomes obvious that this is not the case, we will inform you and give our professional opinion on how much longer it will take to transcribe.

What happens if you cannot hear certain words in my transcription?

If dialogue cannot be deciphered we will either type 'inaudible' or what we think was said, while lighting the text for you to look at. If the transcription is in digital format, we can put the time next to the word in order that you can listen to it.

What happens if I find errors in my work?

If typos or errors are made by us, they will be amended free of charge provided the work is returned within 48 hours. If you wish to make amendments or if errors were made due to clients incomplete instructions, we will charge at our standard hourly rate.

What sort of transcription do you do?

We undertake all kinds of transcription, from general dictation of letters and reports, to conferences and group meetings. Some of the areas listed on my website are:-

- General correspondence and reports
- Legal documents
- One-on-one interviews
- Research interviews

How do I get my audio files to you?

Digital audio files can be emailed to us as email attachments; we can download them directly from your website via FTP; or we can utilise a file transfer service. Standard cassettes and CDs can be mailed to us, and we can return them once your audio transcription project is complete.

When do you invoice?

Invoices will be sent out with completed work and are payable within 14 days.