



# Transcription Service End User Guide

## User Guide

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## 1 Introduction

The Encoded Transcription Service is used to play back recordings left as part of an IVR service or voicemail box.

**The following terms are referred to frequently in this document, and it is important to understand them.**

A *Recording* is a single recording made by a caller to your IVR service or voicemail box. You may have multiple recordings for each physical caller; for instance there may be a recording for their name, a recording for their address and a recording for their postcode.

A *Caller* is a collection of these recordings made by a caller when calling your IVR service or voicemail box.

The *Recycle Bin* is where deleted Callers are moved into when you have completed their transcription. You may restore the Recycle Bin later or permanently delete its contents. If you end the call before emptying the Recycle Bin all Callers will be restored.

The service is accessible via an 0871 number; calls cost 10p per minute including VAT at all times.

## 2 Getting Started

To access the service a telephone capable of generating touch-tones is required. Have your Service ID, User ID and PIN number ready. These will be provided to you when your account has been set up.

You will need some method of noting your transcriptions; a spreadsheet is usually most suitable as the data can then be processed and stored in a database ready for use.

## 3 Using the Service

### 3.1 Accessing the Service

The number to access the service is: 0871 717 7330

### 3.2 Entering the Service

After a call is placed to the service, you will be greeted by a voice asking you to enter Your Service ID number followed by the hash ('#') key, using the touch-tone keypad on your telephone. After entering your Service ID number you will then be asked to enter your User ID number and then your PIN number in the same manner. If your details are accepted, you will arrive at the main menu.

### 3.3 Navigating the Service

#### 3.3.1 Main Menu

Here you can listen to your Callers' recordings (Press 1), restore the Callers currently stored in the Recycle Bin (Press 2) or permanently delete the Callers inside the Recycle Bin (Press 0).

#### 3.3.2 Listening to Callers

The Recordings that make up the Caller are played one after the other, with a beep between each Recording. Using your telephone keypad you can navigate through the Recordings and manage your Caller.

Press one of the following keys at any time while listening to a Recording to perform the task required:

- 0 (zero) Add this Caller to the Recycle Bin and move to the next Caller.
- # (hash) Go back to the Main Menu.
  
- 5 Repeat the current Recording.
- 4 Go to the previous Recording (you cannot go past the first Recording of the current Caller).
- 6 Skip to the next Recording. If you are on the final Recording of this Caller it will move you to the next Caller.
  
- 2 Repeat the current Caller from the first Recording.
- 1 Go back to the previous Caller.
- 3 Skip forward to the next Caller.

### **3.4 Managing your Recycle Bin**

Once you have transcribed a Caller's Recordings, you may place that Caller and all their Recordings into the Recycle Bin. This lets you retrieve Callers at a later date, or permanently delete them if you are sure you have finished with them.

If you end the call before emptying the Recycle Bin all Callers will be restored.

## 4 Version History

Version	Status	Date	Author	Approved	Notes
1.00	Release	22/07/2004	HW	rfd	First release
0.01	Draft	20/07/2004	HW		First draft