



Dragon Solutions

Transcription Workflow

SUMMARY

Improving Transcription and Workflow Efficiency

Law firms have traditionally relied on expensive paralegals, legal secretaries, or outside services to transcribe the many documents required for legal proceedings — client memos, contracts, motions, briefs, discovery and deposition summaries, and more. Traditional transcription, however, presents significant drawbacks for law firms looking to succeed in today's fast-paced and highly competitive legal market. With its tedious and time-consuming dictate-transcribe-review-edit cycle, this outdated approach to document creation takes a heavy toll on firm efficiency, productivity, and profitability.

Using a traditional transcription process, the lawyer typically dictates a document into a recorder and gives the tape to a secretary who listens to the recording and types its contents for multiple rounds of review and edits. Depending on the workloads of the lawyer and the secretary, this process can take up to the better part of a day.

Dragon® NaturallySpeaking® Legal provides a better way, enabling law firms and corporate legal departments to achieve higher productivity and lower costs through a flexible, efficient transcription workflow. One of the features that differentiates Dragon Legal from consumer-oriented speech recognition tools is the AutoTranscribe Folder Agent (ATFA). The ATFA manages text and synchronized audio flow across an enterprise network to streamline the process of third-party review and correction. The ATFA operates transparently in the background so legal professionals who are comfortable with their current work style can continue to handle dictation as they always have — without ever having to interface with Dragon Legal directly. At the same time, they can reap the many benefits that Dragon has to offer, including faster document turnaround, lower costs, and increased support staff efficiency for transcription and correction services.

The AutoTranscribe Folder Agent manages text and synchronized audio flow across an enterprise network to streamline the process of third-party review and correction.

DRAGON WORKS THE WAY YOU WORK

Dragon can be configured in a variety of ways to support desired workflow, reflect established business processes, and meet enterprise IT requirements. With the AutoTranscribe Folder Agent (ATFA), Dragon can be set to automatically transcribe digital voice recordings. The text and original audio files are then routed to the appropriate transcriptionist for review and correction, and end-user speech profiles are updated to continually improve recognition accuracy. Best of all, the ATFA makes all this happen in background mode — without tying up end-user desktop resources — to keep your enterprise operating at peak productivity.

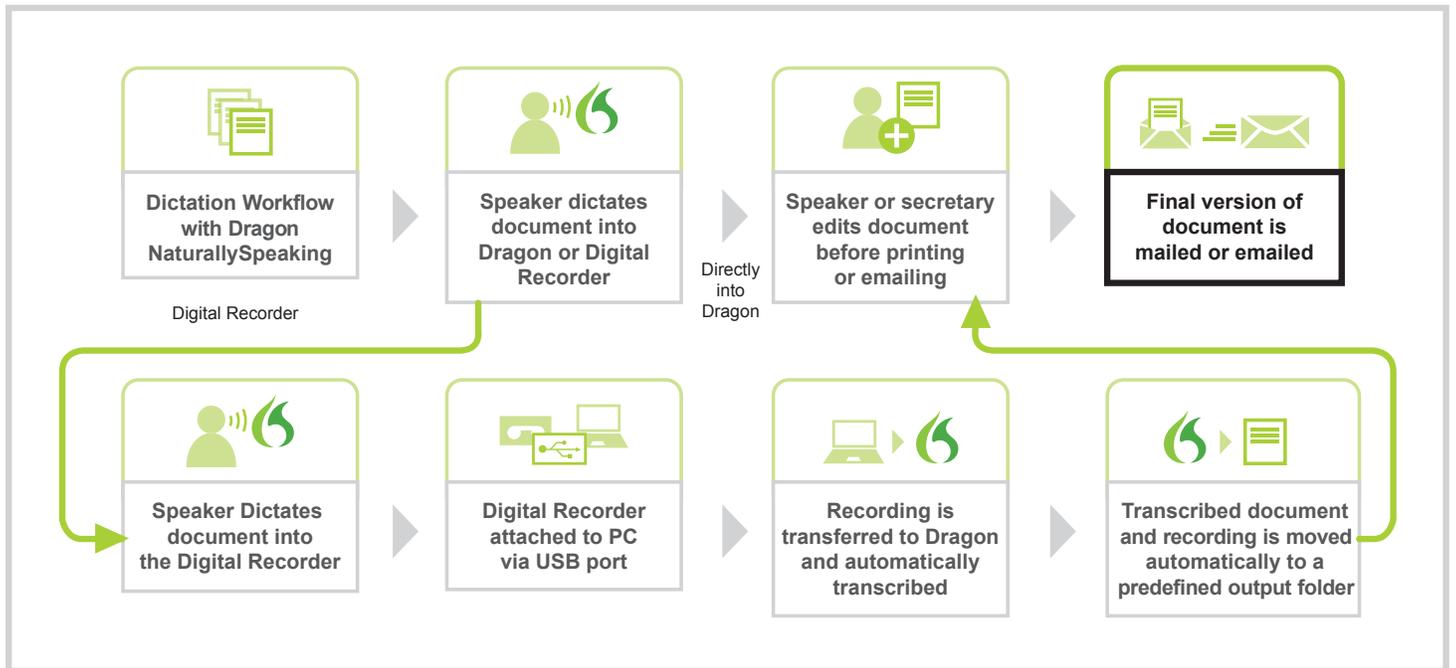


Figure 1: Legal Dictation Workflow with Dragon NaturallySpeaking

Inboxes and Outboxes play a significant role in the ATFA workflow. When a lawyer dictates a document into a digital recorder and downloads it to his PC, it is automatically sent to the lawyer’s designated ATFA Inbox — a folder located somewhere on the enterprise network. As soon as the ATFA detects the arrival of the audio file, Dragon automatically converts it into a text file. The transcribed document and the recording are then sent to the AFTA Outbox— another folder on the enterprise network — where the lawyer or his secretary can access the files for review and correction.

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THE CRITICAL ROLE OF DIGITAL VOICE RECORDERS

Attorneys use Dragon NaturallySpeaking Legal to dictate legal documentation — contracts, briefs, court documents, correspondence and more — into a Nuance-certified digital recorder from anywhere, at anytime. The recorder — and the software that ships with it — are key to the workflow process.

There are many digital recorders and associated software interfaces tested and approved for use with Dragon Legal. Nuance encourages users to consider using the following digital recorders and software interfaces to ensure the most seamless user experience possible:

- Philips 9600 digital voice recorder, which includes the easy-to-configure SpeechExec Pro software.
- Olympus WS-210
- Sony ICD-MX20

Please note, however, that Dragon's ATFA feature will also work with other digital recorders, enabling law firms to leverage their existing hardware investments.

Upon connecting the recorder, the lawyer downloads the digital voice recording to the assigned Inbox. The ATFA automatically detects files awaiting transcription in end-users' Inboxes, and based on order of receipt, retrieves the digital voice files and automatically transcribes them into a text file. The ATFA also creates a synchronized audio (.dra) file along with the transcript file. The .dra (Dragon Recorded Audio) file contains acoustic data and allows users to open the original audio file later for play back and correction. It is this component of the ATFA that enables the transcriptionist to play back the lawyer's original dictation and correct the text by mapping it to the audio file.

The ATFA automatically sends the transcript and .dra file to the appropriate Outbox designated in the preconfigured workflow. At his or her convenience, the assigned transcriptionist can retrieve the text and synchronized audio files from the appropriate Outbox and perform third-party review and correction. Since the ATFA includes both the text and synchronized .dra files, the transcriptionist can listen to the original audio while reviewing the document. He or she can highlight words or phrases and automatically play back the corresponding audio to verify accuracy of the transcribed text.

When correction is complete, the ATFA automatically updates the attorney's master user profile — wherever it may be located on the network. During transcription, Dragon uses the document author's master profile, which contains an acoustic model based on his unique voice characteristics and vocabulary, to create an accurate transcription. By updating the master profile to reflect corrections to misrecognition errors, you can reap the benefits of improved recognition accuracy and faster, easier correction over time.

Since the ATFA includes both the text and synchronized .dra files, the transcriptionist can listen to the original audio while reviewing the document. He or she can highlight words or phrases and automatically play back the corresponding audio to verify accuracy of the transcribed text.

ATFA COMPONENTS

There are several ATFA components that work together in a client/server configuration to support an efficient transcription workflow that boosts enterprise productivity and minimizes transcription costs.

1. Local Users

Local Users are standard client computers on your enterprise client/server network. Individuals connect a Nuance-certified digital recorder with interface software to these computers for downloading dictated recordings.

2. Inboxes

Inboxes are folder locations on your network to which the Local User client computer sends the downloaded audio files. Depending on your organization's IT infrastructure and policies, the Inbox can be located on the end-user's client computer, the ATFA processor, or a completely different location, such as a transcriptionist's desktop. In choosing the optimal location for Inboxes, you must take into consideration issues ranging from computing bandwidth to network time outs.

3. Outboxes

Outboxes are folder locations on your network to which the ATFA sends the transcribed text file and the synchronized .dra audio file. Again, you have flexibility in determining the best location for Outboxes on your enterprise network.

4. Transcriptionist Workstations

Each transcriptionist's workstation is installed with Dragon NaturallySpeaking Legal and a local copy of the speech profiles for each assigned attorney. The transcriptionist accesses the text transcripts and synchronized .dra files from the designated Outboxes to perform review and correction. When correction is complete, the ATFA software syncs the local copy of the end-user's speech profile with the master profile on the network to capture the latest updates.

5. ATFA Machine

The ATFA software runs on a centralized computer to perform the following automated functions:

- Detect digital voice recordings downloaded into end-user Inboxes
- Transcribe the digital voice recordings into a text transcript and .dra audio file
- Send the text transcript and synchronized .dra file to the appropriate Outbox on the network, where it can be accessed by a transcriptionist for fast, efficient third-party review and correction
- Update the end-user's master profile to enable improved recognition accuracy over time

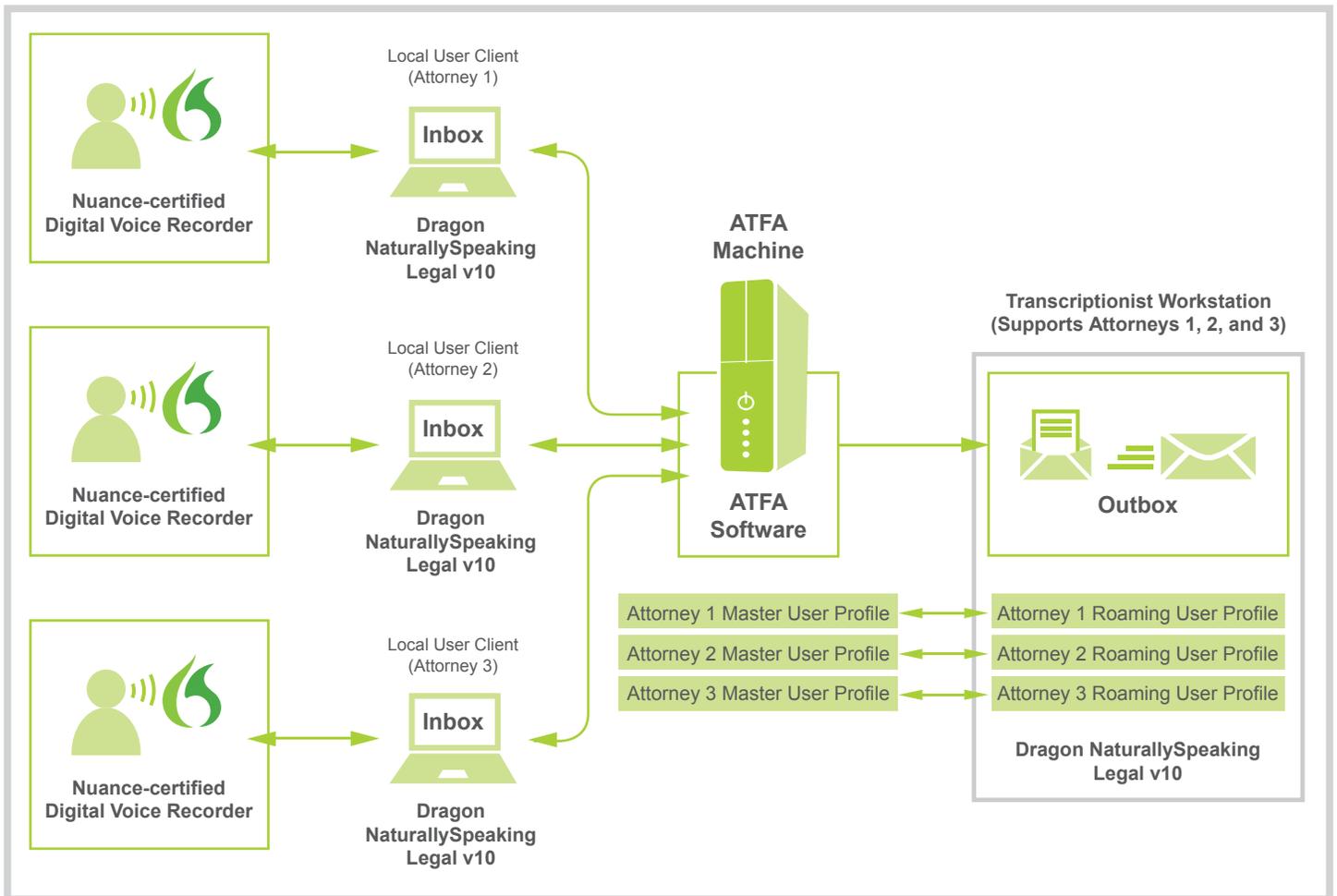
ATFA may run on a dedicated centralized computer. Alternatively, one computer may be used as the ATFA processor and as a repository for master roaming user profiles and Inboxes/Outboxes provided it meets hardware specifications and other IT requirements.

When correction is complete, the ATFA software syncs the local copy of the end-user's speech profile with the master profile on the network to capture the latest updates.

FLEXIBLE CONFIGURATION OPTIONS

The ATFA is designed to offer maximum configuration flexibility. Your organization can configure these ATFA components in a variety of ways to meet your workflow and IT requirements. Nuance’s Services organization is available to assist with your ATFA configuration to ensure high performance and optimal use of computing resources.

Sample Configuration #1

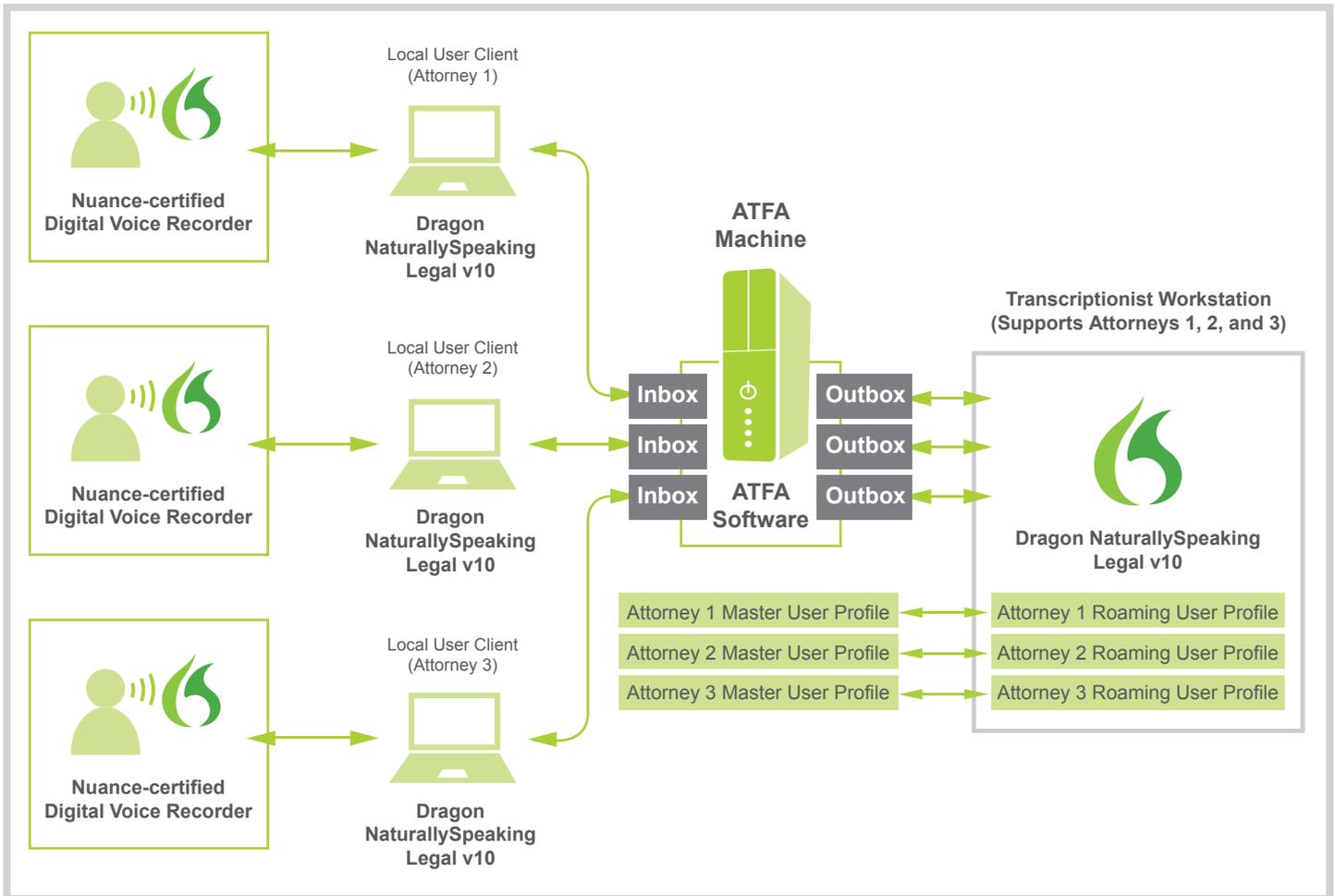


In this sample configuration:

- Each attorney’s local user computer is installed with a full copy of Dragon NaturallySpeaking Legal and a Nuance-certified digital recorder software interface.
- Each attorney’s Inbox is located on his or her own computer.
- The ATFA software is located on a central processor and “listens” for digital voice recordings downloaded into the attorneys’ Inboxes.
- The ATFA software transcribes each digital voice recording into a text transcript and creates a synchronized .dra file for audio playback of highlighted text during third-party correction.
- The ATFA sends the text transcript and .dra file to the Outbox on the assigned transcriptionist’s workstation.
- Running the attorney’s Roaming User Profile, the transcriptionist reviews the transcript in tandem with the

- associated audio, making corrections as necessary.
- The ATFA automatically syncs the Master and Roaming User Profiles to capture the latest updates.

Sample Configuration #2



In this sample configuration:

- Each attorney's local user computer is installed with a full copy of Dragon NaturallySpeaking Legal and a Nuance-certified digital recorder software interface.
- The central ATFA server is the location for:
 - Inboxes
 - Outboxes
 - ATFA software that:
 - "Listens" for digital voice recordings downloaded into the attorneys' Inboxes
 - Transcribes each digital voice recording into a text transcript and creates a synchronized .dra file for audio playback of highlighted text during third-party correction
 - Sends the text transcript and .dra file to the Outboxes



- The transcriptionist workstation runs Dragon NaturallySpeaking Legal, along with each assigned attorney's Roaming User profile. The transcriptionist makes edits as necessary.
- The ATFA automatically syncs the Master and Roaming User profiles to capture the latest updates.

CONCLUSION

Dragon NaturallySpeaking Legal's ATFA feature can help your organization realize significant cost and productivity benefits by enabling a flexible and fully automated transcription workflow. It offers a number of important advantages for lawyers, support staff and IT professionals alike:

Legal professionals who are comfortable with traditional transcription don't have to venture from their comfort zone. Lawyers simply dictate documents into a digital recorder — just as they always have — and download the audio file to their PC; the ATFA transparently sends the downloaded file through the transcription workflow for fast, efficient document turnaround.

Support staff can do their jobs faster and more efficiently. Using the text file with the .dra file for review and correction lets the correctionist play back highlighted text to verify transcription accuracy. Plus, the ATFA handles automatic updating of the document author's master profile based on the latest corrections for improved recognition and faster, easier correction of future documents.

IT enjoys ease of administration. The ATFA provides a single point of IT administration, making it easy to keep the transcription workflow operating smoothly and efficiently at all times. Plus, because the ATFA can be configured using standard office computing equipment, you don't need to spend money on expensive, specialized hardware.

If your law firm or legal department is looking for ways to streamline the transcription process for increased productivity and reduced costs, it's time to take a look at Dragon Legal and its unique ATFA feature.

ABOUT NUANCE COMMUNICATIONS, INC.

Nuance is a leading provider of speech and imaging solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with information and how they create, share and use documents. Every day, millions of users and thousands of businesses experience Nuance's proven applications and professional services. For more information, please visit:

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