

TAWK PRO USER GUIDE



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Chapter 5: Creating and modifying a word list and substitutions

Overview

Word lists and substitutions are two features available to customize TAWK Pro to your individual needs. They make dictating even more efficient and make speech recognition results more accurate. Dictating is saying or reading aloud words to be typed, written or recorded. In this chapter you will learn how to create and modify a word list and a personal list of substitutions.

Word lists and substitutions are created and managed in an internet browser; therefore, you can create and manage them from a Windows PC or any mobile device (including Android or iOS). The steps will be the same regardless of the device used.

Note: Before completing any of the tasks in this chapter, you need to login to the TAWK Pro website (www.tawkpro.com). After you have logged in, your personal dashboard opens.

Creating a word list

You can create a custom word list that tells the speech recognition engine specific words you will likely say. Therefore, if the speech recognition engine thinks a word sounds like one of your listed words, it will prioritize the listed word over another similar-sounding word. A word list enhances speech recognition results and reduces editing time. Other companies refer to word lists as: keywords, dictionaries, model adaptations, lists, and boosting.

Table 1 shows examples of words you could add to your word list to make your speech recognition results more accurate.

Table 1

Example #	Word	Value in enhancing speech recognition results
Example 1	acute	Homonyms are words that sound alike or are spelled alike but have different meanings (for example “acute” versus “a cute”). Adding any homonyms you use regularly to your word list will ensure the desired word is given priority.
Example 2	folate level	Many industries use words that are not common in general language. Adding industry-specific words, terms or phrases you use to your word list will improve results. For example, adding “folate level” prevents mis-transcribing as “full eight level”.
Example 3	Sherri	Many proper names have multiple spellings, for example, Sherri, Sheri and Sherry. Adding a proper name that you say often to your word list will ensure it is given the desired spelling.

Procedure

To create your word list, log in to the TAWK Pro website and complete the following steps:

1. From your dashboard, click the **Click to change** icon that is shaped like a pencil and is located to the right of **Word List** in the Speech Recognition pane. A **Speech Recognition Word List** field will open.

2. Type a word you will say often in your dictations.

- Optional: If there are additional words that you often say in your dictations, repeat step 2 for each additional word. Before you enter the next word, separate it from the previous word by pressing the Vertical bar (|). The Vertical bar character is located on the same key as the Backslash (\).

Note: Do not add a space before or after the Vertical bar.

- Optional: If there are phrases that you often say in your dictations, repeat step 2 for each phrase. Before you enter the next phrase, separate it from the previous word by pressing the Vertical bar (|). The Vertical bar character is located on the same key as the \. Do not put a space before or after the Vertical bar. Type a space between words that are in the same phrase.

- Figure 1 shows sample words and phrases added to the **Word List** field.

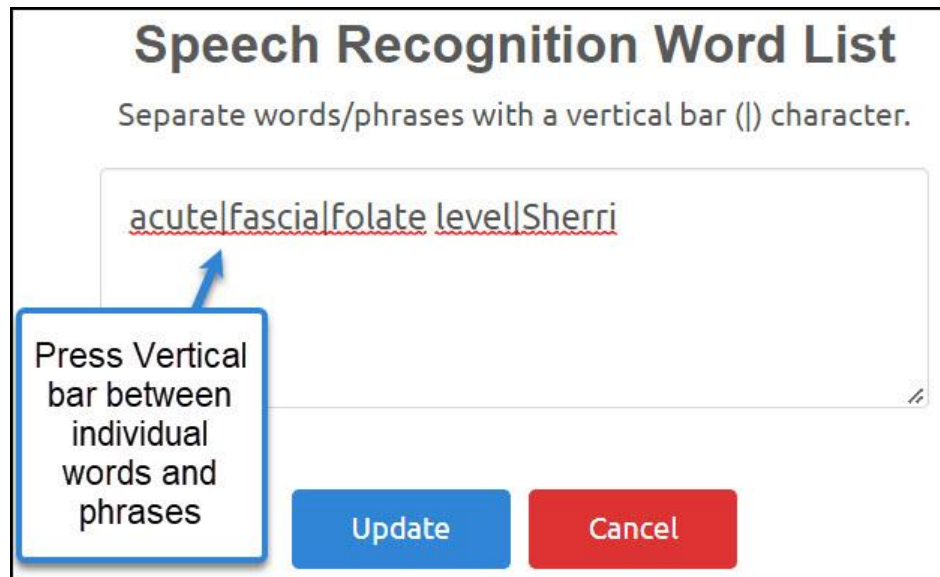


Figure 1.

3. Click **Update**. The **Speech Recognition Word List** field will close. Your word list has been created and will be used by the TAWK Pro system when transcribing your voice files.

Tips: Add only uncommon words to your word list. Avoid including common words such as “and” or “the”. Avoid including the same word multiple times. Avoid including strings of numbers or letters.

You have learned how to create a word list. Follow these steps to add additional words to your list over time based on speech recognition results. To learn how to modify your word list, see the next section “Modifying a word list”.

Modifying a word list

As you review your speech recognition results you may find that you need to modify the way you have entered words into your word list or to remove a word from the list.

Procedure

To modify your word list, log in to the TAWK Pro website and complete the following steps:

1. From your dashboard, click the **Click to change** icon that is shaped like a pencil and is located to the right of **Word List** in the Speech Recognition pane. Your **Speech Recognition Word List** field will open and will show the words you previously added to your word list. Each individual word or phrase is separated by a Vertical bar (|).
2. Determine whether the word or phrase needs to be modified or removed.
 - If the word or phrase needs to be modified, click in the field on the word or phrase you want to modify and type the necessary modifications. Click **Update**. The **Speech Recognition Word List** field will close. Your word list has been modified and will be used by the TAWK Pro system when transcribing your voice files.
 - If the word or phrase needs to be removed, go to step 3.
3. Highlight the word or phrase you want to remove and press the Delete key.
4. Verify you have only one Vertical bar between individual words or phrases. If necessary, delete any extra Vertical bars. Figure 2 demonstrates steps 3 and 4 to delete a word.

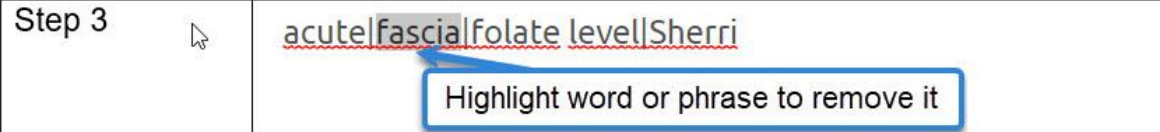
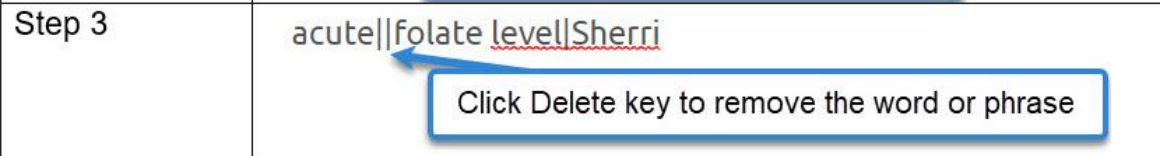
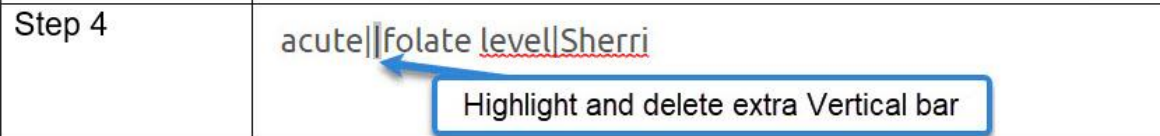
Step 3	
Step 3	
Step 4	

Figure 2.

5. Click **Update**. The **Speech Recognition Word List** field will close. Your word list has been modified and will be used by the TAWK Pro system when transcribing your voice files.

You have learned how to modify a word list. Follow these steps to modify additional words in your list over time based on your speech recognition results. To learn about substitutions and how to create them, see the next section “Creating substitutions”.

Creating substitutions

You can create a custom list of substitutions that instructs the system (after speech recognition has been completed) to look for this specific word, acronym or phrase, and replace it with other words or phrases. Using substitutions will enhance your speech recognition results, reduce your editing time, and significantly reduce the time required when creating voice files.

Table 2 shows examples of substitutions you could create to make dictating more efficient.

Table 2

Example #	When you say	Substitution
Example 1	Insert my address	306 Mountainview Street Burlington, ON N9Y 2U1
Example 2	Lumbar sacro-iliac mobilization lying	Lying down, lengthen one leg to create a shift in your pelvic level. The other leg is drawn upwards at the same time. This will create a side-bend to your lumbar spine.
Example 3	RNLI	Reintegration to Normal Living Index

Note: The speech recognition engines include substitutions for phonetic spelling such as: Alpha, Bravo, Charlie etcetera by default, so you do not need to include them in your personal substitutions. Using phonetic spelling when dictating can provide more accurate speech recognition of names, policy or case numbers, and other non-standard words. See **Appendix A. Phonetic Spelling** on page _ for a complete list of phonetic substitutions.

Procedure

To create your substitutions, log in to the TAWK Pro website and complete the following steps:

1. From your dashboard, click the **Author** menu in the upper-left corner of your screen. An **Author** list will open.
2. From the **Author** list, select **My Speech Rec Substitutions**. The **My Speech Rec Substitutions** page you will use to enter your substitutions will open.
3. Expand **My Speech Rec Substitutions**. The **Edit Speech Rec Substitution** area will open.
4. In the **Before Text** field, type a word, a series of words, or a phrase you will say in your voice recordings.
5. In the **After Text** field, type the words or phrases you want the system to substitute whenever you say the words or phrases you typed in the **Before Text** field. Figure 3 shows the **Before Text** and **After Text** fields completed.

The image shows a screenshot of a web form titled "Edit Speech Rec Substitution". It has two main sections: "Before Text" and "After Text". The "Before Text" section has a text input field containing the text "Insert my address". The "After Text" section has a larger text area containing the text "306 Mountainview Street" and "Burlington ON N9Y 2U1" on two lines. There is a small icon in the bottom right corner of the text area.

Figure 3.

6. Click **Update**. The **Edit Speech Rec Substitution** area will close. A "Success! New substitution added successfully" pane will appear.
7. Click **OK**. Your substitution has been created and will be used by the TAWK Pro system when transcribing your voice files.

You have learned how to create a substitution. Follow these steps to create additional substitutions after reviewing speech recognition results. To learn how to determine whether a specific substitution has been created, see the section “Searching for a substitution” on page 6. To learn how to view all substitutions, see the next section “Viewing and sorting all substitutions”.

Viewing and sorting all substitutions

After reviewing your speech recognition results you may want to review the substitutions you have created. You will need to view and sort all your substitutions to verify whether a substitution has been created, to check for duplication of substitutions, or to find a substitution to modify it.

Procedure

To view all the substitutions you have created, log in to the TAWK Pro website and complete the following steps:

1. From your dashboard, click the **Author** menu in the upper-left corner of your screen. An **Author** list will open.
2. From the **Author** list, select **My Speech Rec Substitutions**. The **My Speech Rec Substitutions** page containing all your substitutions will open. By default, your list of substitutions will be sorted in alphabetical order based on the text in the **Before Text** field.
 - Optional: To sort the list of substitutions in reverse alphabetical order based on the contents of the **Before Text** field, click the arrow on the right side of the **Before Text** column header. The left callout in Figure 4 shows this sort option.
 - Optional: To sort the list of substitutions in alphabetical order based on the contents of the **After Text** field, click the arrow on the right side of the **After Text** column header. Click that arrow a second time to re-sort the list in reverse alphabetical order. The right callout in Figure 4 shows this sort option.

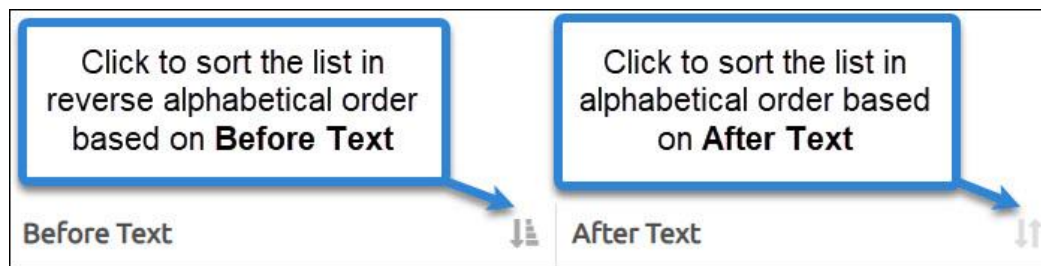


Figure 4.

- Optional: The **Search** field located on the right side, directly above the table of substitutions can be used to reduce the sorted substitutions. Type characters, a full word, or multiple words in this **Search** field. The substitutions listed in the table are now limited to those containing all the characters or words you used in your search.

Note: This **Search** field is a live search so the list of substitutions will change with each character you type.

You have learned how to view all your substitutions and how to sort and re-sort them. To learn how to search for a specific substitution, see the next section “Searching for a substitution”. If you need to modify a substitution, see the section “Modifying or deleting a substitution” on page 6.

Searching for a substitution

If you have created a lot of substitutions, it may be easier to find the one you are looking for using a word search. Use the **Search** feature to verify whether you have previously created a desired substitution or if you need to find a substitution to modify it.

Procedure

To search for a specific substitution, log in to the TAWK Pro website and complete the following steps:

1. From the dashboard, click the **Author** menu in the upper-left corner of your screen. An **Author** list will open.
2. From the **Author** list, select **My Speech Rec Substitutions**. The **My Speech Rec Substitutions** page containing all your substitutions will open.
3. Click the **Search** icon that looks like a magnifying glass in the upper-left corner. A **Text/Word** field will open.
4. Type in the **Text/Word** field a word (or part of a word) that you would have included in either the **Before Text** or **After Text** fields when you originally created it as a substitution. Figure 5 shows an example search.

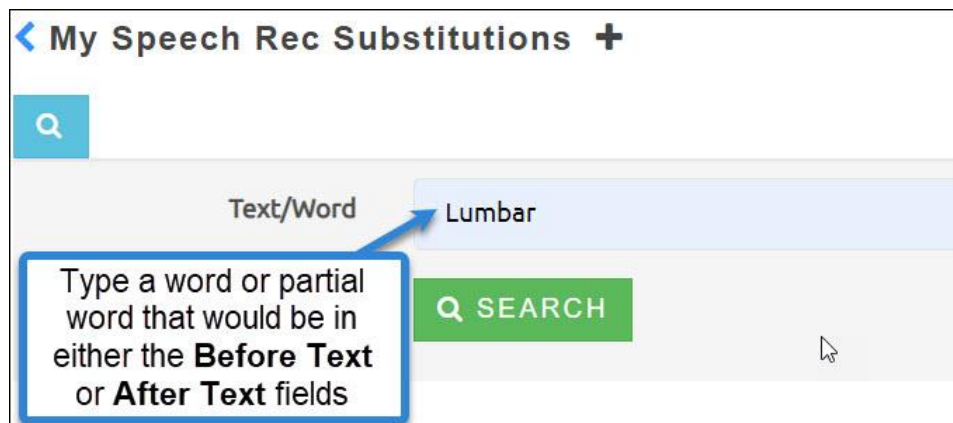


Figure 5.

5. Click **Enter**. The substitutions listed in the table at the bottom of the screen are now limited to those containing the word that you used in your search. If the word does not appear in any substitution, “No data available in table” will be the only entry in the table.

You have learned how to find any substitutions containing a specific word or partial word. If you need to modify a substitution, see the next section “Modifying or deleting a substitution”.





Modifying or deleting a substitution

As you review your speech recognition results, you may find a substitution is not having the desired effect. If this occurs, find the substitution and either modify or delete it.

Procedure

To modify or delete the substitution, log in to the TAWK Pro website, and complete the following steps:

1. Find the corresponding substitution using either the steps listed in the “Viewing and sorting all substitutions” section on page 5 or the “Searching for a substitution” section above on page 6.
2. Determine whether the substitution needs to be modified or deleted.
 - If it needs to be modified, go to step 3.
 - If it needs to be deleted, complete the following step.
 - **Attention:** There is a **Delete** icon beside each substitution so ensure you click the one that corresponds to the substitution you want to delete.
 - The **Delete** icon is shaped like a garbage can and is located on the far-right side of the table of substitutions. To delete a substitution, click the **Delete** icon beside the substitution you want to delete as shown in Figure 6.

Before Text	After Text	Group	Order	Flag(s)	
Insert my address	306 Mountainview Street Burlington, ON N9Y 2U1	306	1	Case Insensitive	 
Lumbar sacro-iliac mobilization lying	Lying down, lengthen one leg to create a shift in your	306	1	Case Insensitive	 

Click the Delete icon that is beside the substitution to eliminate it

Figure 6.

3. The **Edit** icon is shaped like a pencil and is located on the right side of the table of substitutions. Click the **Edit** icon beside the substitution you want to modify. The **Edit Speech Rec Substitution** area will open.

Note: There is an **Edit** icon beside each substitution. Ensure you click the one that corresponds to the substitution you want to modify.

4. Type the necessary revisions to the contents of the **Before Text** or **After Text** field or both.
5. Click **Update**. The **Edit Speech Rec Substitution** area will close. A “Success! Substitution updated successfully” pane will appear.
6. Click **OK**. The substitution has been modified and will be used by the TAWK Pro system when transcribing your voice files.

You have learned how to modify and delete substitutions. Using substitutions and a word list optimally is an art that will need to be finessed over time as you review your speech recognition results.

Before you can start recording dictations, you will need to download either the Author Assistant program or the Speech Recorder app for your mobile device or both. When you are ready, read the next chapter “Downloading author assistant” on page _ or the “Downloading the speech recorder app” chapter on page _ or both.

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