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(54) Title: SYSTEM AND METHOD FOR AUTOMATING TRANSCRIPTION SERVICES

(57) Abstract

A system for substantially automating transcription services for multiple voice users including a manual transcription station, a speech recognition program and a routing program. The system establishes a profile for each of the voice users containing a training status which is selected from the group of enrollment, training, automated and stop automation. The system generates a uniquely identified voice dictation file from a current voice user and — based on the training status the system — routes the uniquely identified voice dictation file to a manual transcription station and the speech recognition program. A human transcriptionist creates transcribed files for each received voice dictation file. The speech recognition program automatically creates a written text for each received voice dictation file if the training status of the current user is training or automated. A verbatim file is manually established if the training status of the current user is enrollment or training and the speech recognition program is trained with an acoustic model for the current user using the verbatim file and the voice dictation file if the training status of the current user is enrollment or training.

The transcribed file is returned to the current user if the training status of the current user is enrollment or training or the written text is returned if the training status of the current user is automated. An apparatus and method is also disclosed for testing the skills of a transcriptionist. These apparatuses and methods may also be used to establish new base language model for mass distribution.

