

## 8.4. Translators rating and feedback

In order to sort existing translators per knowledge and service level, the following system features have been designed:

1. Evaluation (knowledge rate set by system user)
2. Rating (average grade for translation service with total quantity of tasks in square brackets).

Every feature is set up as separate tool or translators' knowledge measurement.

Below you will see the explanation of logics behind every of three modules.

### Knowledge evaluation

According to OCLanguage workflow the translation agency is able to evaluate the knowledge of translator. By using evaluation module system the user is able to set mark that reveals knowledge level of the vendor. Evaluation range is not regulated – each translation agency sets its own minimum and maximum. For example, one could evaluate translator's knowledge by putting mark from 1 to 10, other from A to F.

Translator is evaluated only in translator's data window.

Knowledge evaluation	9.9
Pages per day	15

### Rating

Rating feature allows the system user to rate every task performed by the vendor. The mark range is from -2 to +2.

In order to rate the vendor's work, the system user should open task and in field "Work evaluation" choose one from available options.

Work evaluation	(+2) - Excellent
Include in invoice	(+2) - Excellent
Completed	(+1) - Good
	(+0) - Satisfactory
	(-1) - Bad
	(-2) - Very bad

Rating for task can be changed at any time during project management process (right after task has been added to document). This means that initially set up mark could be changed, if needed.

In translators' section there is parameter "Rating", that reveals actual vendor ratings. Also, there are three colors that indicate rating status:

Green – positive rating

Blue – 0 rating

Red – negative ratings

# Translators

Main > Translators

Delete Add translator

Search

<input type="checkbox"/>	Photo	Type	Name, surname / Company name	Address	Available	Languages	Evaluation	Rating
<input type="checkbox"/>		Leg. ent.	Fast translations Ltd.		Yes	HUN->ENG, ENG->HUN, HUN->RUS, HUN->RUS, RUS->HUN, RUS->HUN	9.9	3
<input type="checkbox"/>		Leg. ent.	Karlis's company (349230423)	Riga, LATVIA	Yes	GER->RUS, ENG->RUS, LAV->RUS, FRE->RUS	9.6	0