

Video: Relay Conference Captioning

“The Way We Work”

Transcript

Soft instrumental music plays throughout the video.

Two men and a woman walk out of a conference room. One of the men, named Kyle, signs in American Sign Language (ASL) “Bye, see you later” to these two and then sits down with the two other women in the lobby. He begins to sign with these two women. One of these two women, named Debbie, begins to speak as a voiceover.

Debbie’s voiceover: “Kyle is my partner at work. We all work together so well.”

Scene shifts to Debbie sitting in an office.

Debbie speaks & signs to the camera: “Then one day, Kyle was chosen to head up our new office, out of the state.”

Scene shifts to Kyle entering his new office with a smile on his face, carrying a cardboard box containing his desk items. There are other people in the office. A woman comes to him and signs “Are you Kyle? Welcome!”

Scene shifts to Kyle sitting in his new office, looking directly at the camera.

Voiceover for Kyle as he signs to the camera: “It was an honor to lead the new office, but I missed everyone, especially Debbie.”

Scene changes to a conference room where Debbie and her coworker are participating in a video meeting with a large screen monitor which shows videos of Kyle, Debbie and her coworker, and another woman.

Debbie’s voiceover: “Good thing our company uses Relay Conference Captioning for our staff meetings.”

During the video meeting, Debbie’s smartphone displays live captions of the spoken dialogue via the RCC window.

Debbie’s voiceover continues: “We can all still work and talk together.”

Debbie speaks & signs during the video meeting: “I’m so excited that we can offer this full range of services to them.”

In his new office, Kyle is reading the captions via the RCC window on his computer monitor.

Voiceover for Kyle: “Using Relay Conference Captioning, or RCC for short, we participate fully in video meetings, conference calls, and webinars.”

Voiceover for Kyle as he signs to the camera: “RCC’s available at no cost to individuals who are Deaf, Hard-of-Hearing or have a speech disability.”

Debbie's voiceover while reading RCC captions on her smartphone during the video meeting: "RCC gives us full access to spoken dialogue by reading live, streaming captions through the internet using my smartphone..."

Voiceover for Kyle: "... computer, laptop, or tablet. It supports different video platforms and breakout rooms. RCC is scrollable, so it's easy to read or re-read."

Close-up of Debbie's smartphone as she uses the dropdown menu to select "Transcript" on the RCC window.

Debbie's voiceover: "And you can print out or save the transcript with RCC."

Scene changes to Debbie's office.

Debbie speaks & signs to the camera: "It's perfect for video meetings and for standard conference calls, which some of our clients prefer."

Scene shifts to Kyle wearing a different shirt and walking around to sit on a loveseat at his home. He opens his laptop on the table in front of him.

Scene changes to an open conference area in Debbie's office. She and her 3 coworkers using a speakerphone for a standard conference call.

Debbie speaks & signs during the conference call: "Chris, it is great to have you with us today."

Scene changes Chris in his home office, participating in this conference call.

Chris on his smartphone: “This is Chris and I’m excited to see your new offerings for us.”

Voiceover for Kyle: “Some of us having been working from home. So, I can be sitting comfortably in my living room and follow along with a conference call on my laptop.”

Kyle is reading the RCC captions on his laptop. Then, he begins typing in the “Message Captioner” input field in the RCC window, “Kyle here. It is our honor to...”

Voiceover for Kyle: “And with RCC, I have my comments voiced too.”

The RCC captioner voices for Kyle’s typed comment, “Kyle here. It is our honor to work with you and your team, Chris.”

Scene shifts Debbie and her coworkers continuing with their conference call. Both Chris’ comment and Kyle’s comment are displayed in the RCC window on Debbie’s laptop.

Debbie’s voiceover: “RCC uses human captioners who understand language, not artificial intelligence software. These are the same high-quality captioners who provide captioning service for live TV, news, sports, and weather, so we get real-time captions.”

Debbie in her office, with a grin, speaks & signs to the camera: “And I can take part and get my two cents in!”

Back to the conference call, Debbie speaks & signs: “This was a win-win-win for our company.” Her coworkers smile and nod at each other.

Scene changes to show Kyle wearing a different shirt at his new office and looking at his monitor.

Voiceover for Kyle: “Last month, we conducted webinars three days a week for our clients using RCC.”

Kyle’s monitor shows a webinar session with video images of the participants at the top of the screen and the RCC captions on the right side.

Kyle signs to the webcam on his monitor and an ASL interpreter voices for Kyle: “Kyle here. During today’s webinar we are going to review...”

Scene changes to Debbie in her office, watching the webinar on her monitor.

Debbie’s voiceover: “Kyle and I collaborated and led the webinars together. Our clients benefited from them, and it was cool to work closely again with my work partner.”

Quick scene of a webinar participant sitting at a table and looking at his screen.

Voiceover for Kyle as he signs to the camera: “Even from many miles apart, we successfully finished the project.”

Debbie speaks & signs to the camera: “And on time. The clients loved it!”

Scene changes Debbie visiting Kyle, both wearing different outfits, at Kyle's new office. He greets her with a hug. She waves at a coworker.

Announcer: "NJ RCC is available at no charge to individuals living or working in New Jersey. To find out more about New Jersey Relay Conference Captioning, reserve a captioner and learn about other no-cost telecommunications services, go to NJRelay.com."

The New Jersey Relay logo appears large in the upper center of the screen with "NJRelay.com" under it.

Screen fades to black. End.