

## Over-the-Phone Interpreting



### Fully customizable call routing and data capture

- Information captured either by a live Coordinator, by an IVR, or any combination thereof
- Coordinator remains on the line while interpreter assists LEP for monitoring, language identification, QA and can update the transaction record if necessary
- Calls can be delivered directly from a CSR to a dedicated interpreter
- Calls needing language assistance can be routed directly to interpreter/coordinator
- Information gathering at the start of the call or at anytime throughout (examples: cost codes, departments, ID numbers, usernames, or any other information you might need for tracking or billing)
- Dedicated toll-free numbers available
- Scheduled call ability

### Languages

- 212, continually updated as new needs and communities arise

### Technology integration, contingency and redundancy planning

- Proprietary CTI soft phone technology at each work station with immediate access to information, allowing for individual interpreter selection according to country of origin, dialect, availability, qualification, certification, experience, training, dedicated pools, client preference and more
- Live monitoring and recording of calls
- Remote agent functionality, global resource diversification
- Avaya G3si PBX, back up processor, generator, clock and battery packs at each station, redundant CTI system and carriers, circuit switched manager for re-routing options, remote access and paper system
- Network, including VPN, protected by firewall (Watchguard Firebox 1000), antivirus server, locked restricted access server room, daily tape backup, archived in fire-proof vault, remote secure location

### Equipment

- Dual handset phones, handset adapters for digital systems, polycom conference phones

## On Location Interpreting

- Consecutive, simultaneous and conference interpreting worldwide
- 212 languages, RID and non-RID American Sign Language, federal, state, medical, consortium certified
- Online scheduling, account management and invoicing