Optimizing Phone and Video Interpreting Services

Agenda

- Why language access is important.

- Why LanguageLine Solutions.

- Identifying the preferred language.

- Support Materials available

- How to best partner an with the interpreter.

- How to access an Over the phone and video interpreter.

Why Language Access Services?

It's the Right Thing to Do

- Transforms Customer Experience

- Builds Loyalty

- Improves Staff Efficiency

- Mitigates Risk

- Reduces Expense

RIGHT THING

LanguageLine Solutions®

The Industry's Most Dependable Provider

THE PREMIER PARTNER

Quality Linguists
- Only 1 in 11 (9%) applicants hired
- Ongoing training and support
- Quality assurance and monitoring
- Average annual investment in our linguists exceeds many of our competitors annual earnings

Systems Safety and Security
- Complete hundreds of security and business continuity client audits annually in Finance, Insurance, Healthcare, Utilities, Government sectors
- True global comprehensive Insurance and Liability Policy

Financial Stability
- More than 3x revenue of our nearest competitor*
- Sustained growth with annual revenue increases

Technological Innovation
- Single largest technology investment in the history of the language industry to support client needs
- Faster, clearer connections to interpreters
- New cutting edge solutions

2018 STEVIE BRONZE WINNER AMERICAN BUSINESS AWARDS

* 2018 Common Sense Advisory

THE TRUSTED PARTNER

Experienced	Clients	Client Retention
36 YEARS	28,000	99%

THE PROVEN PARTNER

13 of the top 14 Medical Facilities

18 of the top 20 Insurance Companies

8 out of the top 10 Commercial Banks

1000s of Government Agencies

Working with the Interpreter

- Brief and update the interpreter
  - Introduce yourself and state the goal of the encounter.
- Communicating with the customer
  - Retain control of the call. The interpreter will assist with communication, but you drive the conversation.
  - Use direct speech (first person) at all times. "How are your today?"
  - Speak in short sentences, using 3-5 sentence segments and pause at the end of a thought.
  - Avoid jargon, slang and complicated technical terminology
  - If you sense that the customer does not understand, try to rephrase or explain in a different manner or repeat what you have heard.
  - Remember, whatever the interpreter hears will be interpreted. Avoid private conversations.
- Closing the conversation
  - Check with the customer for understanding
  - Document that you worked with an interpreter, include the interpreter name and ID #. This is especially important in healthcare situations.

LanguageLine Solutions®

Phone Interpreting: Quick Reference Guide

LanguageLine Solutions ®

SANTA MARIA SCHOOL DISTRICT

TO ACCESS AN INTERPRETER

1. DIAL TOLL-FREE NUMBER: **1-844-908-3605**

2. INDICATE LANGUAGE:
   1 - FOR SPANISH
   2 - FOR ALL OTHERS AND CLEARLY STATE THE LANGUAGE
   0 - IF YOU DON'T KNOW THE LANGUAGE YOU NEED

3. PROVIDE: PLEASE PROVIDE YOUR DEPARTMENT NAME
   PLEASE PROVIDE YOUR SCHOOL SITE NAME

Accessing a Phone Interpreter

Receiving an INBOUND Call From an LEP:

1. Place the LEP on hold using the conference hold button.

2. Dial the LanguageLine toll free service number or hit the pre-programmed button to connect with LanguageLine.

3. Follow the IVR prompts or supply the information requested by the call agent.

4. An interpreter will be connected to the call.

5. Brief the interpreter. Summarize what you wish to accomplish and give any special instructions.

6. Add the LEP caller on the line.

7. Say "end of call" to the interpreter to complete the call.

    Helpful Tip: If you are unable to identify the language, call LanguageLine call agents for help.

Accessing a Phone Interpreter

Placing an OUTBOUND Call to an LEP:

1. Dial the LanguageLine toll free service number or hit the pre-programmed button to connect with LanguageLine.

2. Follow the IVR prompts or supply the information requested by the call agent.

3. Brief the interpreter. Summarize what you wish to accomplish and give any special instructions.

4. Ask the interpreter to dial the LEP or place the interpreter on hold and conference in the LEP.

5. Say "end of call" to the interpreter to complete the call.

   Helpful Tip: If you are unable to identify the language, call LanguageLine call agents for help.

Identifying the Language Preference

Language identification tools are available to enable limited English speakers to point to their preferred language. If a language still can not be identified, call an interpreter for language identification assistance.

Language ID Card

Desktop Display

Language ID Poster

English English 👉
Point to your language. An interpreter will be called.
The interpreter is provided at no cost to you.

This phrase is translated into various languages for limited English speakers self-identification. It notifies Patients of their rights.

Access Support Materials for your Staff

Language ID Guide

Language ID Poster & Desktop Display
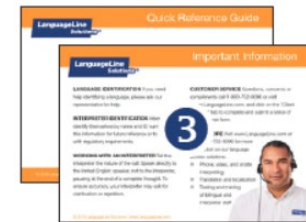
Postcards

Labels
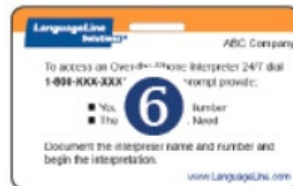
Badges

Flyers

Wallet Cards
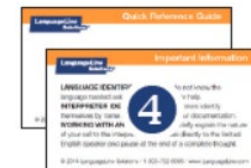
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How to download Insight video remote interpretation

Laptop/PC with Google Chrome Browser

1. Using **Chrome**, enter this url: https://InSight.LanguageLine.com
2. Insert your **Authentication Code**
3. Type a **Device Name**
4. Click on **"Activate Device"**
5. Click on **"ALLOW"** for access to your camera and microphone.

iPhone or iPad

1. On your **iPhone** or **iPad** tap the App Store icon and search for "LanguageLine InSight". Tap "Get" and "Install".
2. After **download** is complete, tap the "Interpreters" icon and follow the screen prompts to complete the one-time authentication of your device.
3. After you tap **"Activate Device"**, tap **"OK"** two times to allow the application to access your microphone and camera.

Android Device

1. On your **Android** device tap the Google Play store icon and search for "LanguageLine". Tap the "Interpreters" icon. Then tap "Install".
2. After **download** is complete, tap "Open".
3. Tap **"OK"**, then tap **"Allow"** twice to allow the application to access your microphone and camera.
4. Follow the screen prompts to complete the one-time authentication of your device.

Interpreters

LanguageLine

YOUR AUTHENTICATION CODE AND DEVICE NAME

Authentication Code (not case sensitive):

76K8PFGYMR

Device Name (15 digit maximum):

TIPS FOR A SUCCESSFUL INTERPRETATION SESSION

1. Introduce yourself and brief the interpreter.
2. Speak slowly in short sentences.
3. Allow the interpreter time to interpret.
4. Check for understanding.

Accessing the InSight Application

- ## **On the iPad/Tablet**
  - Tap on the InSight icon to open the application.

- ## **On the PC/Laptop**
  - Double Click on the InSight icon to open the application.

InSight Language Selection Screen

- The app opens in "Top Languages" to access the 41 languages including American Sign Language

- Languages appear in English and in-language

- Scroll to view more languages

- Dynamic language display adjusts to your usage

- Icons dynamically adjust with language schedule to match video schedule

- Search Languages feature allows searches by language or country
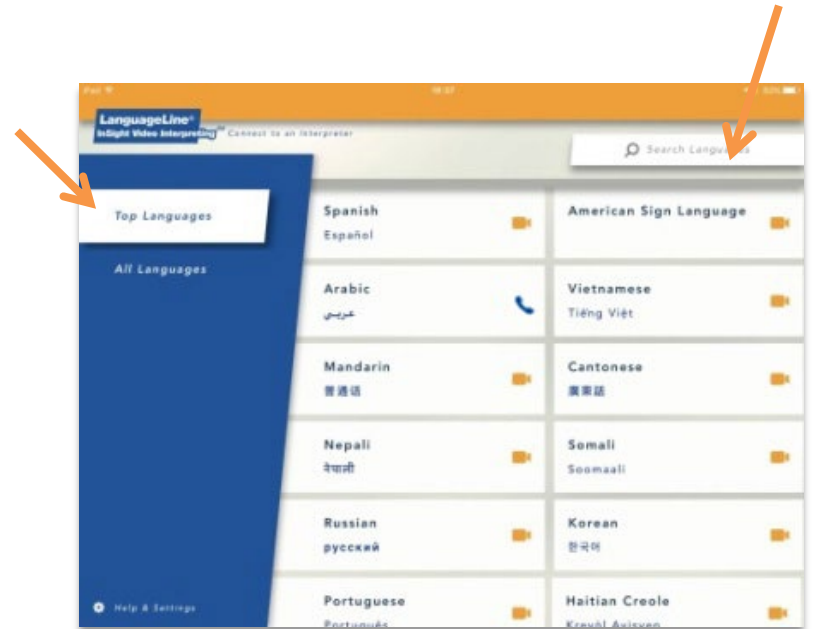
Available Video   Available Audio

Accessing a Video Interpreter
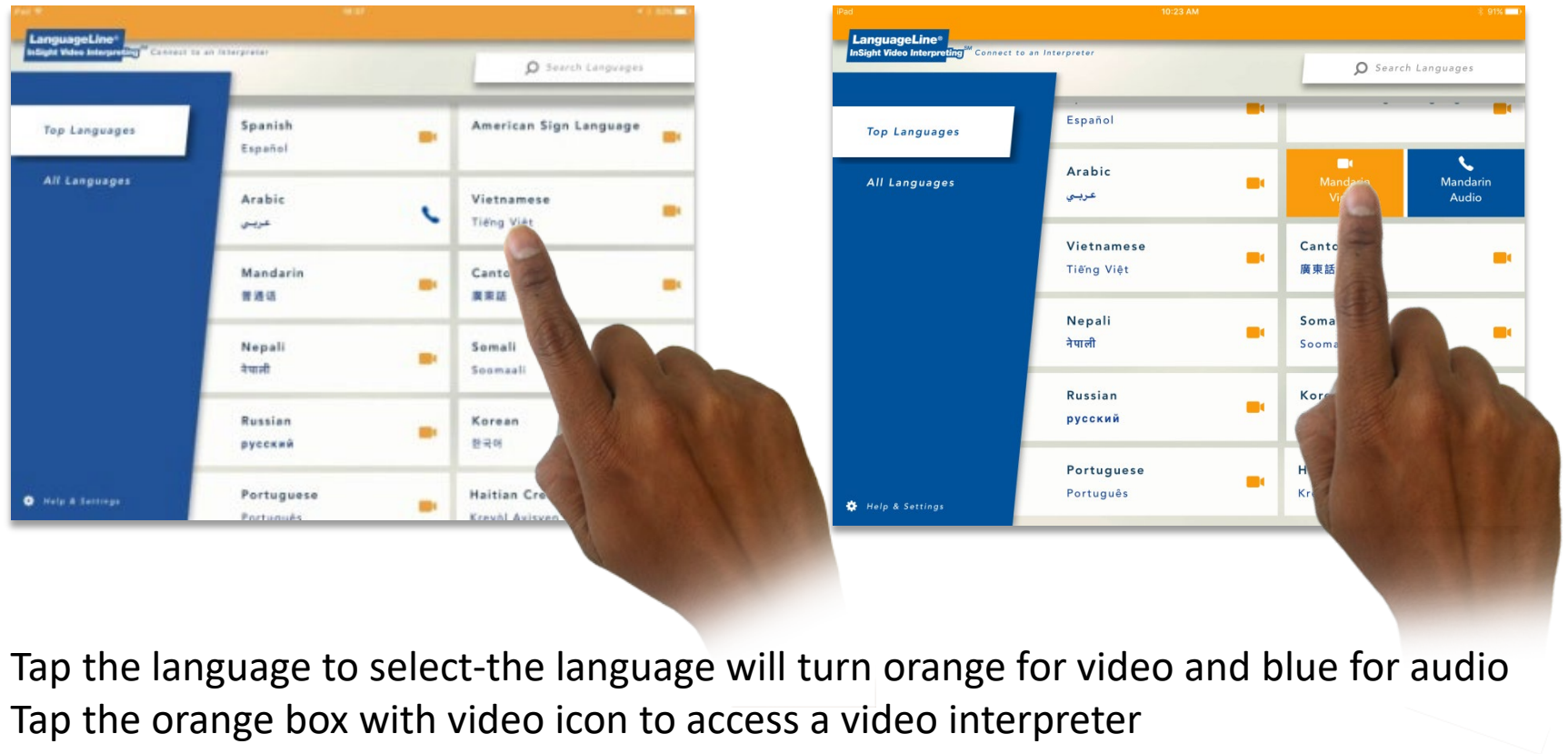
- Tap the language to select-the language will turn orange for video and blue for audio
- Tap the orange box with video icon to access a video interpreter
- Tap the blue box with phone icon to access an audio only interpreter
- While connecting to the interpreter, a full view allows for proper positioning of the iPad
- Greet your interpreter

Accessing an Audio Interpreter

Tap to end the call
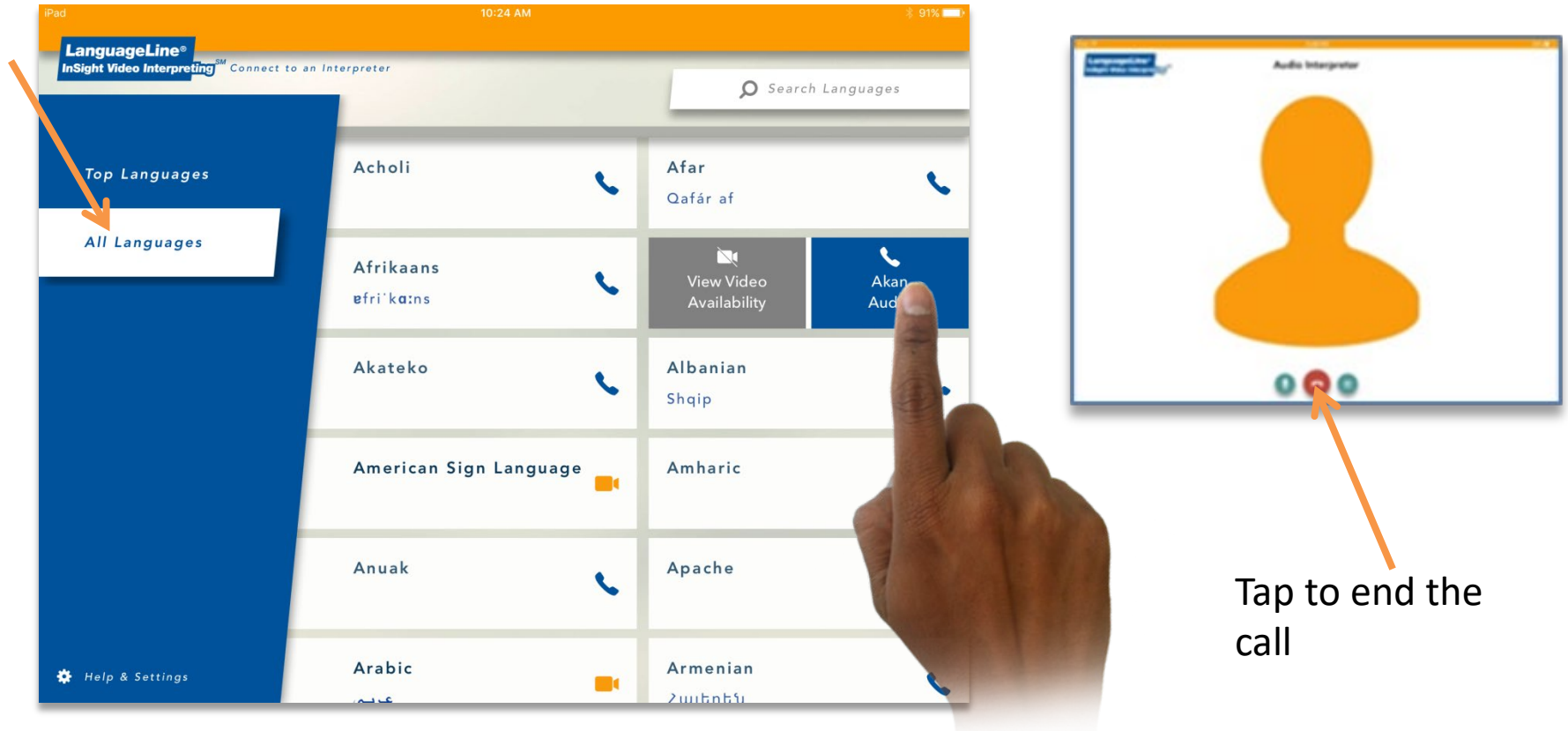
- Choose All Languages and tap the language to select
- Tap the blue highlighted language with phone icon to access an audio interpreter
- An image icon appears onscreen and your audio interpreting session begins

Navigating the InSight Tap Control Buttons
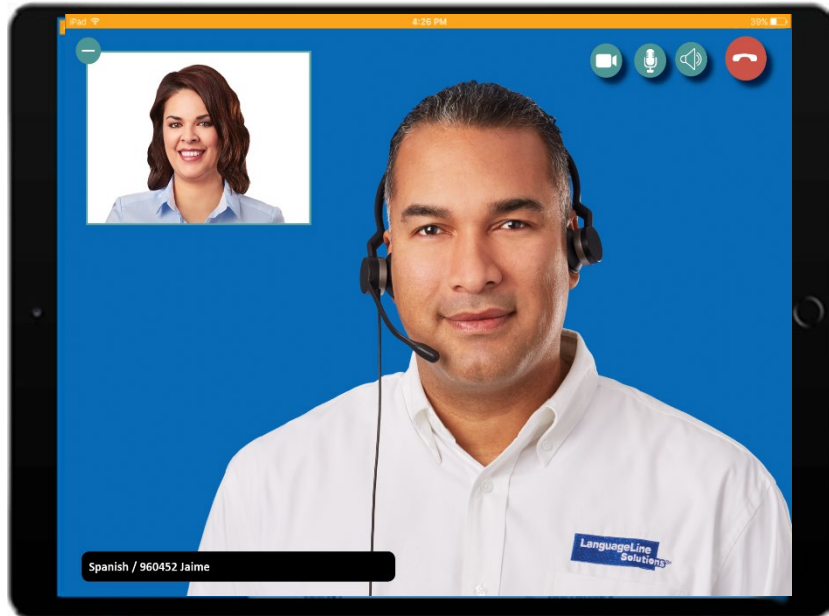
- Minimize or move the self-video window or drag the image to a different location

📷 Allow video privacy so the interpreter does not have video access

🎤 Mute and un-mute audio

📞 End the call

🔊 Access the in-app volume adjustment

NotePad Feature

- Text can emphasize key information you would like the customer to understand and remember.

- To use the NotePad:
    - Ask the interpreter to bring up the NotePad
    - State what you want typed on the screen
    - Keep the information concise
    - The interpreter will type in the target language
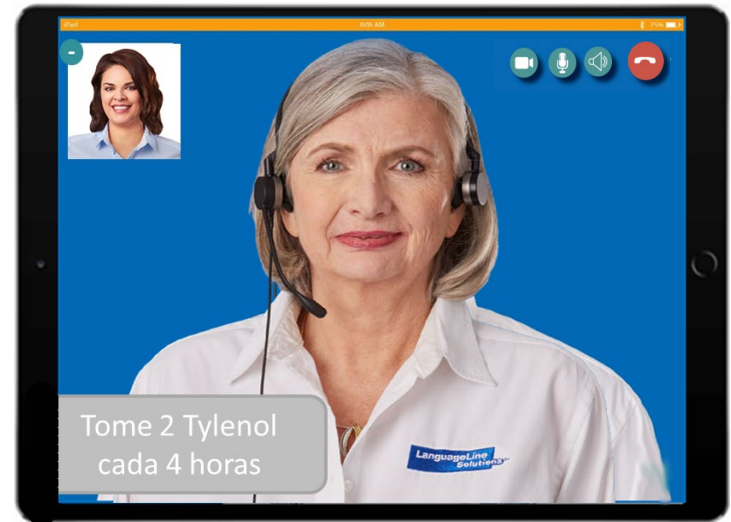
Note: the NotePad feature may not be available for all languages at all times

At the End of Each Call...How Did We Do?

- Option to rate your experience after every call

- Tap 1-5 Stars – 5 is the best

- Enter brief comments

- Does not replace the VOC

- No charge to our account

- On iPads only

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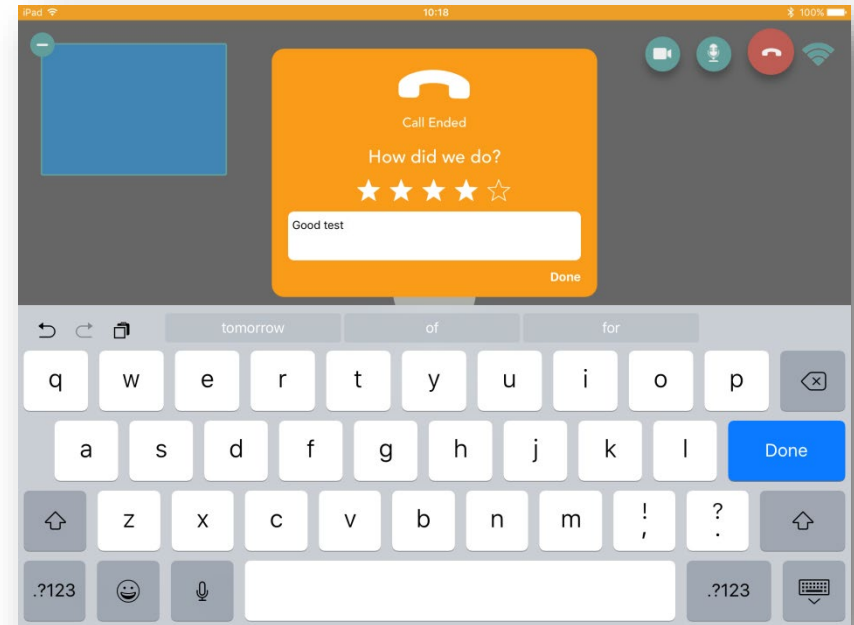
LanguageLine Customer Service

Account Executive

Michelle Garlow

Mgarlow@languageline.com

Phone: (831) 648-5836

Customer Service

LanguageLine is available for assistance for all services. If you need help with product information or support:

By Phone: 1-800-752-6096, option 2 - 6AM - 6PM PST Mon-Fri

By Email: customercare@languageline.com

Voice of the Customer:

If you wish to submit a comment or feedback to LanguageLine, visit their website at www.languageline.com and mouse over Client Services and click on Voice of the Customer. You may submit a Voice of the Customer (VOC). They welcome your communication.