

## How To Use TeleInterpreters' Language Services

**1** Call TeleInterpreters at:

**2** Provide operator with language request and any outbound 3rd party call requirements.

**3** State your access code:

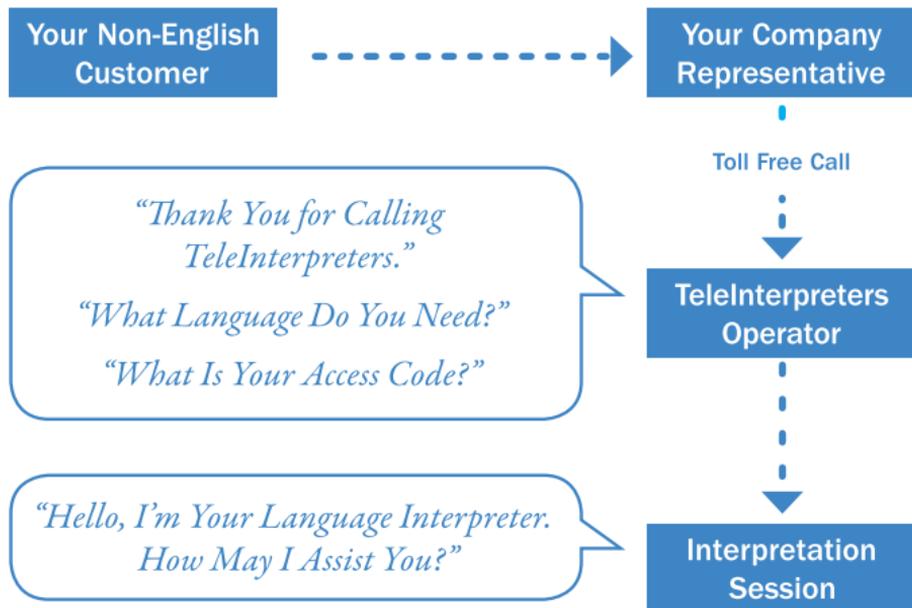
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Additional information (if required):

The operator will connect you to your interpreter.

### Helpful Tips On Working With An Interpreter

- Briefly inform the interpreter about the nature of the call.
- Remember you have total command of the call and the line of questioning. The interpreter's responsibility is to facilitate communication.
- Use short sentences where possible. Pause at the end of a complete thought to allow for interpretation.
- Speak distinctly, especially if using a speakerphone.
- Do not expect "word-for-word" interpretation, as languages differ in grammatical structures and ways of expressing ideas.

# Over The Phone Interpretation Call Flow



## Trouble Management: Reporting A Service Issue

- Call TeleInterpreters' Client Services at 800-298-3307 or send an email to [cs@teleinterpreters.com](mailto:cs@teleinterpreters.com).
- Provide our Client Services representative with:
  - 1 Your company's name
  - 2 Your name
  - 3 Call-back number
  - 4 Date and time of service issue
  - 5 Language
  - 6 Brief description of issue
- You will receive resolution within 2 business days.

