



Telephone interpreting system

THE SYSTEM



Full automatic system

Step by step and situations how to avoid that your client does not get connected and all calls will be successful.



The languages and voice recognition

The system is build to cover all language combinations. The system will ask the client to say the first language of the interpreter and then the second language of the interpreter. This means that you can work international and not only a market for english as the main language.



Your interpreters...

- Availability interpreters
- How to reach as much interpreters
- What you can set in your account
- Freedom of the interpreter to accept or decline a call
 - Quality control/call recordings
 - Minus points



Interpreter id

- Client receive free recording
 - Id of the interpreter
 - Client call on interpreter id
- If not available, suspended, or not available at all
 - If available but does not pick up phone
 - If available but refuses the call
- To implement soon, online availability check



Calls and payments

System automatically charge and notifies and disconnect if there is not enough money into the account

When calling client gets informed about the amount of minutes that are left to call an interpreter and for a conference call.



Disconnection during the call

In case the client or the interpreter got disconnected for some reason, the message will be send to the client or the interpreter about the situation. There is no way to reset the call again and get connected. The client could be at an other place at that moment or his phone details are not set in the system or only a general number. The client has to setup the call again with the id of the interpreter which he receives by email.



Conference calls

The client has the option to establish a normal interpreting call but also a conference call. This call will be set with the interpreter, the client and his client. The system will establish these calls and the client has to give the system the number for his client to call. When all together the call is established.



Problems with conference calls and what we have done to avoid it

- Block premium paid numbers
- Interpreter id/interpreter language combination
 - Available, not available, suspended
 - Disconnected during the call



Client is setting up the conference call

He will be first asked for the country code and then for the number to be called. To avoid abuse of the system we have blocked premium high rate numbers. Then the system will ask the client or for the interpreter id or for the language combination for the interpreter. Now the call is going to be established if all is correct but what if.....



Situations in a conference call based on id interpreter

- Interpreter is not available
- Interpreter is not picking up phone in case of id choice
 - In case the interpreter is suspended
 - In case interpreter is refusing the call



Schedule an interpreting call

Currently we are working on the implementation of the schedule of an interpreting call.



Keep in touch!!

We love to keep in touch, we want to have your feedback, we give you all the support you need. Get connected with our social media.

<http://www.facebook.com/Telephone.Interpreting.Service>

<http://twitter.com/#!/PhoneInterpret>

<http://www.linkedin.com/company/telephone-interpreting-service>

<http://www.telephone-interpreting-service.com/blog/>

