# Using telephone interpretation services

## Receiving a call
1. Ask “Do you need an interpreter? What language do you speak?”
2. Say “Please hold, (language) interpreter” and put caller on HOLD. If language is unknown, say “Please hold for an interpreter.”
3. Using a new line, call 1 XXX-XXX-XXXX
4. Enter Account Number
5. Select language option. If you don’t know the language, the interpreter is able to determine that.
6. Once connected with the interpreter, press CONF then select the original call, and press JOIN to merge the calls together.
7. Speak directly to the customer. Say “Thank you for holding, I have a (language) interpreter on the line with us. How may I assist you?”
8. If you need to transfer a conference call (internally or externally) press MORE, select TRANSFER, dial the number, and then press COMPLETE. You may now hang up.

## Placing/returning a call
1. Call 1 XXX-XXX-XXXX
2. Enter Account Number
3. Select language option.
4. Once connected with the interpreter, press CONF, dial the customers 10 digit number, press JOIN to merge the calls together.
5. If you don’t know which language is needed, give the customer’s contact information to the interpreter. The interpreter will conference in the customer and ask them questions to determine which language is needed.
6. Introduce yourself and let them know you have an interpreter on the line.
7. If you need to transfer a conference call (internally or externally) press MORE, select TRANSFER, dial the number, and then press COMPLETE. You may now hang up.

## In-person conversation
1. Ask “Do you need an interpreter? What language do you speak?”
2. Say “Wait one moment. I am calling a (language) interpreter.”
3. Call 1 XXX-XXX-XXXX
4. Enter Account Number
5. Select language option.
6. Enter your Department Code.
7. Once connected with the interpreter, put the phone on speaker.
8. Speak directly to the customer let them know you have an interpreter on the line.

## Best practices
- Keep conversation clear, concise, and courteous.
- Pause after every one to two sentences to allow the interpreter to convey the message.
- Speak in short, direct sentences.
- Avoid idioms, jargon, and acronyms.