Using telephone interpretation services

Receiving a call	Placing/returning a call	In-person conversation
1. Ask "Do you need an interpreter? What language do you speak?"	1. Call **1 XXX-XXX-XXXX**	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."	2. Enter Account Number	2. Say "Wait one moment. I am calling a (language) interpreter."
3. Using a new line, call **1 XXX-XXX-XXXX**	3. Select language option.	3. Call **1 XXX-XXX-XXXX**
4. Enter Account Number	4. Once connected with the interpreter, press **CONF,** dial the customers 10 digit number, press **JOIN** to merge the calls together	4. Enter Account Number
5. Select language option. If you don't know the language, the interpreter is able to determine that.	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.	5. Select language option.
6. Once connected with the interpreter, press **CONF** then select the original call, and press **JOIN** to merge the calls together.	6. Introduce yourself and let them know you have an interpreter on the line.	6. Enter your Department Code.
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?"**	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.	7. Once connected with the interpreter, put the phone on speaker.
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.		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.