

State of South Carolina Sample Training Material

HOW TO CONTACT AN INTERPRETER

1



Call Lionbridge's
toll-free
number

2



Dial your
Lionbridge PIN

3



Select the language

- Press 1 for Spanish
- Press 2 for Mandarin
- Press 3 for Russian
- Press 4 for Vietnamese
- Press 5 for Portuguese
- Press 6 for Creole
- Press 7 for French
- Press 8 for Korean
- Press 9 for Arabic
- For any other language, needs, or concerns press 0 for operator assistance

4



Connect to
your
interpreter

If you have any questions or need to provide
feedback about our services, then please use

[OPI Feedback Form.](#)



TELEPHONIC
INTERPRETER

USER GUIDE

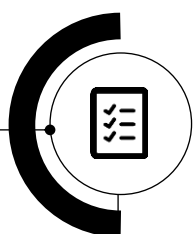
Thank You for Choosing Lionbridge

We are pleased to work with the State of South Carolina we look forward to assisting you with your telephonic interpretation service requests. This User Guide is designed as a resource for your calls with your non-English speaking clients; we hope you find its contents helpful.

If there's any other information you need from us to facilitate your customer calls, please let us know. We're at your service!

TABLE OF CONTENTS

1. Instruction Sheet
2. Reporting Feedback
3. Please Hold for an Interpreter
4. Tips for Using Interpreters
5. InterpBridge Reports Portal
6. Your Account Team
7. About Lionbridge



1 INSTRUCTION SHEET

Please read the instructions below to contact an on-demand interpreter.

- **Step 1.** Call our toll-free telephonic interpretations hotline:

1 800-XXX-XXXX

- **Step 2.** Enter the eight-digit Lionbridge PIN number:

- **Step 3.** Select the required language:

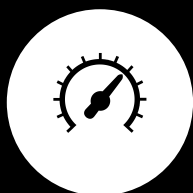
- Press 1 for Spanish
- Press 2 for Mandarin
- Press 3 for Russian
- Press 4 for Vietnamese
- Press 5 for Portuguese
- Press 6 for Creole
- Press 7 for French
- Press 8 for Korean
- Press 9 for Arabic

For any other language needs or concerns, press 0 for operator assistance

- **Step 4.** Connect with an interpreter

Please provide the interpreter with a summary of the call's nature at the beginning of the call.

To avoid unauthorized use of your account, please do not give out the toll-free phone number or the eight-digit pin to your clients.



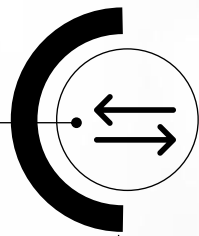
Tips for Faster Connection Time:

1. Listen to all the prompts carefully.
2. Failure to enter the appropriate information at the time of the prompt will delay call routing.
3. If you know the option for the required language, you can press it at any time during the language menu prompt.



IN CASE OF ABRUPT DISCONNECTION

- Press or say **1** to reconnect to the interpreter
- Press or say **2** to connect to a new interpreter
- Press or say **3** to connect to select a different language
- Press or say **4** to connect to an operator
- Press or say **5** to connect to end the call.



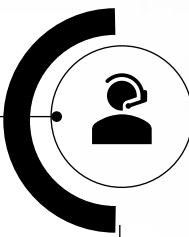
2 REPORTING FEEDBACK

Provide your feedback to the Lionbridge contact within 48 hours of occurrence.

Provide the following information with your feedback:

1. Reference ID (number at the beginning of the call, or you can request it from the interpreter)
2. Date/Time of the call
3. Duration of the call
4. Language
5. A detailed explanation of events.

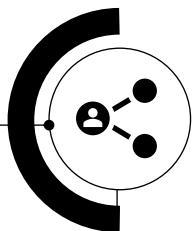
You can also submit your feedback through our [OPI Feedback Form](#)



3 PLEASE HOLD FOR AN INTERPRETER ...

*The chart below shows the phonetic pronunciation of the phrase **please hold for an interpreter** in several languages.*

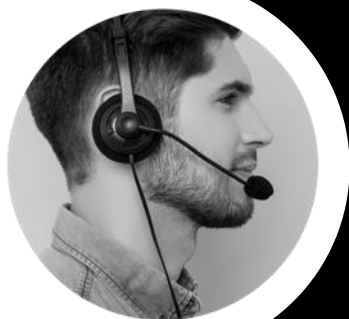
LANGUAGE	PHONETIC PRONUNCIATION
Arabic:	“DaKeeka Min FaDlak”
Armenian:	“SpasEQ tarkmanchIN”
Cantonese:	“Qing dung fang Yi Yuan”
Croatian:	“moh-leem vas preechekai tumach”
French (Canadian):	“aton DEI pur l’enterPRET”
French:	“aton DEI pur l’enterPRET”
German:	“bitte VARTen zee awf den DOLmetsher”
Greek:	“Parakalo perimEnete gia na sindethIte me ton dierminEa”
Haitian Creole:	“Tan souple pou yon moun ki pale kreol”
Hmong:	“Tho taw tu tsai lu Mong”
Italian:	“Aht-ten-dah per oon een-ter-preh-teh.”
Japanese:	“neeHONgo NO tsuyaKU o oMAchee kudaSAI”
Khmer:	“som Rongjam nek Bokbre”
Korean:	“Tong-Yuck Kee-da Ri-se-yo!”
Laotian	“Kaluna Tha Nai Pasa Lao”
Mandarin:	“ching deng fan YEE”
Polish:	“PROsheh poCHEckotch nah twooMAHchah”
Russian:	“pa dazh DEETyeh peeree VODcheeka”
Spanish:	“por favor esPEhrah a un inTERprahteh”
Tagalog:	“Maari po lamang maghintay para sa interpreter”
Vietnamese:	“seen jer thong zikh vian”



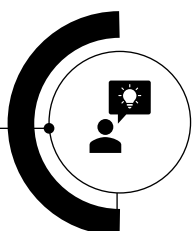
4 TIPS FOR USING INTERPRETERS

Lionbridge aims to provide accurate interpretation services while providing the best customer service experience. Here are some useful tips to follow when talking to an interpreter:

- At the beginning of the call, the interpreter will introduce himself/herself and ask for your instructions. Please introduce yourself and give the interpreter any necessary directions.
- Please eliminate any background noise so the interpreter can hear your statements clearly.
- If you are not certain what language your customer needs, press 0; our operators are trained to determine the language.
- Please speak clearly at a moderate rate of speed. Pause every two to three sentences to let the interpreter interpret what you said.
- Please instruct your parties to speak one at a time. Remember that the interpreter can interpret only one voice at a time.
- The interpreter may at times request your permission to look up an unfamiliar term in a dictionary. Please allow the interpreter time to do so to ensure that your statement is fully interpreted.
- The interpreter's duty is to provide an accurate interpretation without adding or changing your statement's meaning.
- Please do not leave the interpreter alone; stay on the line for the duration of the call.



If you have any questions or concerns, please direct them to your Lionbridge Program Manager. **Please do not direct them to the interpreter.**



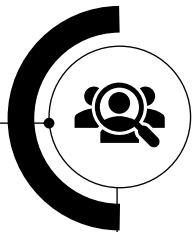
5 INTERPBRIDGE REPORTING

Please follow the instructions below for viewing usage reports:

- **Step 1.** Go to: <https://interpretation.lionbridge.com/>
- **Step 2.** Log in with your credentials
- **Step 3.** Click on Reports to access various usage reports



Please ensure your Account Manager has the name and email of anyone who will need reporting access.



6 YOUR ACCOUNT TEAM

- John Drugan

Manager, Government Contracts

john.drugan@lionbridge.com

(978) 964-9550

- Allie Fritz

Director of Interpretations

Allie.Fritz@lionbridge.com

(202) 747-1235

AFTER HOURS AND WEEKEND SUPPORT

In the event of an outage or issue you would like to report after hours, please use the following contact information (all other times, you should reach out to your Lionbridge Account Team):

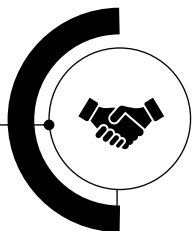
Email: geofluent.support@lionbridge.com

Phone: 1 877-213-6633

Please register at our status page:

<https://lionbridgecustomers.statuspage.io/>

This page will send you email updates if there are any system issues impacting our service.



7 South Carolina STC 4400037740 Lionbridge OPI – What to Know

Lionbridge's Statewide Term Contract #4400037740 with the State of South Carolina offers executive agencies and eligible buyers across the State with over-the-phone interpretation services in over 380 different languages.

Lionbridge's over-the-phone interpretation support South Carolina agencies with seamless and meaningful connections with non-English speakers in any language and at any time.