



# Telephone Interpreting Service

For quick access follow these simple steps:

**1** Dial **0333 344 5702**

**2** Enter your access code:  followed by the # key

**3** Enter your PIN number:  followed by the # key

**4** Enter the language code from the list below, followed by the # key:

Albanian	702	Hindi	994	Nepali	741	Tagalog	762
Amharic	91	Hungarian	724	Oromo	796	Tamil	729
Arabic	92	Italian	995	Pashto	98	Tetun	551
Bahasa Indonesia	727	Japanese	96	Polish	5	Thai	992
Bengali	706	Kirundi	70	Portuguese	996	Tigrinya	773
Bulgarian	707	Korean	3	Punjabi	749	Turkish	764
Cantonese	93	Kurdish (Kurmanji)	520	Romanian	750	Twi	709
Czech	710	Kurdish (Sorani)	730	Russian	997	Ukrainian	765
Farsi (Afghan)	712	Kurdish(Bahdini)	731	Serbo-Croat	752	Urdu	999
Farsi (Persian)	94	Language Identifier	700	Sinhala	754	Vietnamese	2
French	95	Latvian	733	Slovak	755	Yoruba	794
Georgian	784	Lingala	734	Somali	757	Zulu	770
German	4	Lithuanian	735	Spanish	1	More Languages	700
Greek	993	Mandarin	97	Sudanese	542	Unknown	0
Gujarati	738	Mandinka	739	Swahili	998		
Hebrew	722	Mirpuri	533	Sylheti	526		

**5** To record the call **press 1**, or to continue without **press 0**.

**6** You will be connected to a language professional; please brief them on any important information, including whether this will be a three way call and agreeing on any message which should be left by voicemail if the third party is unavailable.

**7** To dial the third party, **press the \* key then press 1**; enter the number you wish to dial and confirm the number when prompted.

**8** If the user does not answer the call you can leave a voicemail or **press the \* key then press 3** to redial the same number.

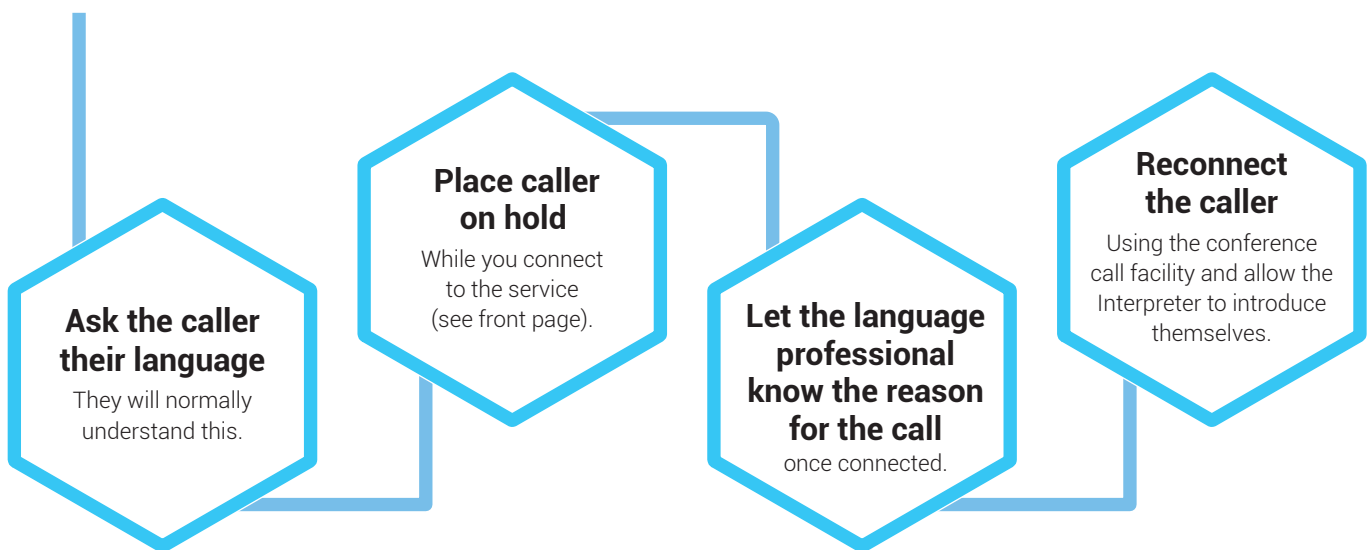
**9** To try a different number or release the third party call, **press the \* key then press 2**. **Press the \* key and then press 1** to start a new 3 way call.

**10** **Press the \* key then 9** at any point to listen to the instructions again.

# Using Telephone Interpreting in a Contact Centre

## How to

To help your call go as smoothly as possible:



## Top tips

- **Direct your questions to your client/caller**

Make the conversation as natural as possible.

- **Speak clearly and distinctly**

Help the language professional to understand you easily.

- **Language differences**

A short sentence from you may appear longer when communicated in another language.

- **Be patient**

It can take a little time for the language professional to build rapport with the caller. You can interrupt if you feel the conversation has digressed.

If you have any questions please contact the Help Desk

**03333 445 701**

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