

TELEPHONE INTERPRETING SERVICE

For quick access follow these simple steps:

1 Dial: **03333449473**

2 Enter your access code: followed by # key.

3 Enter your PIN number: **N/A** followed by # key.

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

702	Albanian	4	German	735	Lithuanian	1	Spanish
91	Amharic	993	Greek	97	Mandarin	998	Swahili
92	Arabic	738	Gujarati	533	Mirpuri	762	Tagalog
727	Bahasa Indonesian	994	Hindi	741	Nepali	739	Tamil
706	Bengali	724	Hungarian	796	Oromo	992	Thai
17	Bosnian	995	Italian	98	Pashto	773	Tigrinya
707	Bulgarian	96	Japanese	5	Polish	764	Turkish
93	Cantonese	3	Korean	996	Portuguese	709	Twi
710	Czech	520	Kurdish (Kurmanji)	749	Punjabi	765	Ukrainian
713	Dutch	730	Kurdish (Sorani)	750	Romanian	999	Urdu
712	Farsi (Afghan)	731	Kurdish (Bahdini)	997	Russian	2	Vietnamese
94	Farsi (Persian)	733	Latvian	755	Slovak	0	More Languages
95	French	734	Lingala	757	Somali	700	Cannot Identify

Press **1** to record or **0** to continue without recording.

5 Once connected stay on the line and take note of the interpreter's identity number. Remember, direct your conversation to the client and not the interpreter.

If you have any questions please contact the Help Desk

03333 449 461

or email: ukgovinterpreting@thebigword.com

USING TELEPHONE INTERPRETING IN A CONTACT CENTRE

To help your call go as smoothly as possible:



Ask the caller their language

They will normally understand this.



Place caller on hold

While you connect to the service (see front page).



Let the Interpreter know the reason for the call

Once connected.



Reconnect the caller

Using the conference call facility and allow the Interpreter to introduce themselves.

Top tips

- **Direct your questions to your client/caller**
Make the conversation as natural as possible.
- **Speak clearly and distinctly**
Help the Interpreter 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 Interpreter to build rapport with the caller. You can interrupt if you feel the conversation has digressed.
- **To ask a question**
Refer to the Interpreter as 'Interpreter' to avoid confusion.

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