

Getting Started

1. Dial 1-888-872-6752 or 1-877-725-1548. (Outside North America, dial +1-347-687-4137.)
2. Enter your assigned access code followed by the # key. If needed, dial '0' at any time after entering your access code to speak with a Customer Care Representative (CCR).
3. Say the language you need or enter the language request code followed by the # key.
4. Once the interpreter comes on the line:
 - Introduce yourself.
 - Describe the purpose of your call.
 - Ask the interpreter to begin.

Please note: Although Responsive Translation has prompts that will guide you, you do not need to wait—you may enter the language request code at any time.

Placing a Call to a Person with Limited English Proficiency (LEP)

1. Follow the “Getting Started” instructions to connect to an interpreter.

2. Call your LEP speaker to establish a three-way conference call with you and the interpreter.

Answering a Call from an LEP Speaker

1. Place the LEP speaker on hold and follow the “Getting Started” instructions to connect to an interpreter.
2. If you have someone on the phone and you do not know what language they speak, dial '0' for the Customer Care Representative (CCR).
3. Your Customer Care Representative will speak with your client and determine what language they speak. They are trained to do this. The CCR will then connect you and your client to the correct interpreter.

Requesting a Male or Female Interpreter for Sensitive Calls

1. Follow the “Getting Started” instructions to speak with a Customer Care Representative (CCR).
2. Ask the CCR if a male / female interpreter is currently available in the language that you need.

Remember that you can schedule an appointment with an interpreter ahead of time.

Tips

1. After your call is connected, you will be greeted by the interpreter, and they'll identify themselves by name and interpreter code:

“Hello, this is Juan, your Spanish Interpreter, #2754. How may I help you?”

2. Identify yourself, the name of your organization and the name of the caller:

“This is James Grant with ABC, Inc., and I have Ms. Gonzalez on the line.”

3. Allow the interpreter to introduce themselves to your caller.

4. Briefly state the situation, and what information you need to give or receive from your caller:

“We are filling out an application and I need to obtain some basic information...”

5. Then ask the interpreter to proceed with the interpretation. Speak directly to the caller in first person:

“Ms. Gonzalez, what’s your address please?”

6. Tell the interpreter when you are ready to end the call. The interpreter will let the other party know and the call may then be ended.