

Alpha Omega Translations

Over the phone  
interpreting:  
Roadmap to successful  
communication across  
languages



# Table of Contents

1. Introduction

2. How to Work  
with a Telephone  
Interpreter

3. What  
Technology  
Telephone  
Interpreters Use

4. How does it  
Work?



# 1. Introduction



Imagine being able to communicate with your customers, regardless of their language. Over-the-Phone Interpretation services can reduce the high cost of on-site interpreting. The fast growth of this service is testimony to its effectiveness. Healthcare, customer care centers, and government services are some of the major users of telephone interpreting. Linguistic expertise in specific subject matters, cultural aptitude, quality technology and processes are key to excellent quality telephone interpreting service.

## 2. How to Work with a Telephone Interpreter



Many people, depending on their job or other factors, will have to use a telephone interpretation service at some point in their lives. It's a good option for communicating important information back and forth between two parties who do not share a common language. It is especially useful when the party who has difficulty with English speaks a language that is not common in the area, like Chuukese or French Creole. In that case, you really only have two options sometimes: find an English-speaking relative or call up a telephone interpretation service.

If you've never worked with a telephone interpreter before, there are a few things you should keep in mind. First of all, make sure you introduce the interpreter to your client

or get the interpreter to do so. Once the interpretation starts keep in mind that the style of interpretation done is consecutive, meaning the interpreter will wait until whoever is speaking is finished speaking before interpreting. Don't be alarmed if there is a pause on the interpreter's end, it just means they are thinking of the best way to relay the message.

Knowing that the interpreter will interpret several sentences at a time, try to say only one or two sentences at a time, and then pause. Speaking as clearly as possible is very important as well. If you are using specific terminology, be prepared to explain terms to the interpreter. Sometimes, a medical, financial, or other term doesn't have a translation in another language, so the interpreter may have to figure out another way to explain it.

Remember, the interpreter you have called is a professional and knows what they are doing. Use them as a way to communicate with the other person, and speak to them in the same way you would your client or patient if they understood English. This means saying things like "How are you feeling today?" instead of "Ask them how they are feeling today". It will make things go a lot smoother if you keep that in mind.

In order to make sure that everything was interpreted correctly, you can ask the interpreter questions to check if they understood what you wanted to communicate. You can also use the interpreter to ask if the client has understood everything and if they have any questions or doubts. This is a very important step, as things do get lost in translation once in a while. This will also make your client feel that they have received the best possible service and that you care that they understood everything.

The idea behind telephone interpretation is to provide a convenient and precise way for you to communicate with your client or another party that is limited in their English. It is much cheaper than hiring an interpreter to work with face-to-face, and no matter what language you need interpreted, you are guaranteed to find an interpreter. Good telephone interpretation services only use professional and certified interpreters, so you know you will be getting the most accurate interpretation possible.

# 3. What Technology Telephone Interpreters Use

Telephone interpreting is simpler than regular interpreting in some ways, like the fact that you can just call up a service and get an expert on the line. It costs a lot less than working face-to-face with an interpreter also. A huge difference between the two kinds of interpreting is the equipment used. Regular interpreting requires basically no special equipment, but to be a telephone interpreter, you need certain pieces of equipment and to know how to use them effectively.



The most basic equipment telephone interpreters need is something with a VoIP (Voice over IP, which lets you use the Internet as a kind of telephone network), be it a computer or a telephone. For those needing the interpretation service, they can use a

dual handset phone, which has two receivers, if they are in the same place, like a doctor and patient. Otherwise, sometimes the speakerphone setting is used, though this is not usually ideal thanks to noise in the background and confidentiality issues. In some cases, a video connection is necessary or at least helpful, for those who are deaf or would just prefer to see the interpreter. In that case, the client must have some sort of video communication system installed and can access the interpreter through that. This is becoming more and more common in places like hospitals, as they make it much easier to deal with language barriers, especially with deaf clients.

To get started, the client must call up a service that either uses an Interactive Voice Response or an operator to help them get connected with the right interpreter. The Interactive Voice Response method uses language codes (either spoken or spelled out with keys) to connect the client with the proper interpreter. Now, however, there are some companies that use voice recognition technology to automatically connect the client and interpreter. The operator method is straightforward, where the client tells the operator what language they need and the operator connects them.

As for the actual telephone interpreters, since they are working remotely they only need to use a headset maybe and be working with a company that can establish the three-way connection for them. Then they just wait to start interpreting and complete their task. They probably work from a computer, and so can access resources quickly in case they need to check on something. Connection problems can be a big issue if they occur, but generally they are resolved as quickly as possible since the whole operation is dependent on the connection working.

The process of telephone interpretation isn't as complicated as it seems, but there are still some things that both the client and interpreter need to have. The most important thing is a stable phone or Internet connection, though that can't always be guaranteed. The interpreter usually doesn't need much more than a headset and access to the connection, while the client only needs either a dual handset phone or video communication system, if necessary. With just a few pieces of equipment, clients can get the service they need at a fraction of the price that face-to-face interpretation could cost.

## 4. How does it Work?

Alpha Omega Translations provides On-Demand Phone Interpreting services for clients who need to communicate with non-English speakers around the world within seconds.

- No sign-up fees.
- On-Demand Phone Interpreting in Seconds.
- Instant Interpreting wherever you are whenever you need it.
- 24 hour service with professional interpreters.
- Pay-As-You-Go billing.

### We serve your industry

We've got you covered no matter what industry you're in. Leveraging technological innovation and the highest caliber telephone interpreters, Alpha Omega Translations works with a diverse range of industries.

### 210 Languages offered

Alpha Omega Translations seeks out the best interpreters in the world. We take great measures to select highly qualified interpreters with national certifications and industry-specific expertise and we contract exclusively with experienced, professional interpreters.

[Learn more about the process](#)



## About Alpha Omega Translations

Alpha Omega Translations founder gained her experience in the technical translation industry since 1974.

Our experts have been very successful in executing high-end multilingual projects for two decades. We have over 20 years of experience as an agency in translation, and localization in all languages.

Our translation services are employed by some of the best companies who consider us their partner, not just a vendor. With our Translation and Localization services, we help our clients double their revenues by enabling them to sell their products globally. Our expertise cover all aspects of production of international products including legal translation, website translation and development, multimedia and video translation, marketing translation.

We strive not only to make each and every client fully satisfied, but also to ensure that their end-users are satisfied. We raise the standards in the industry and we have fulfilled our duty when our clients' end-users are successful.

For more information about Alpha Omega Translations, please visit our website as [www.alphaomegatranslations.com](http://www.alphaomegatranslations.com)