

## Language Access at All Touch Points

### WRITTEN

#### LanguageLine® Translation<sup>SM</sup>

- Brochures/manuals/forms/claims
- Vital documents/contracts
- Technical publications
- Marketing materials
- LanguageLine® Clarity<sup>SM</sup>

#### LanguageLine® Localization<sup>SM</sup>

- Websites and online applications
- Multimedia
- Training materials/eLearning
- Software

### BILINGUAL STAFF TESTING AND TRAINING

#### LanguageLine® Testing<sup>SM</sup>

- Language Proficiency Testing
  - Employment candidates
  - Front line staff
  - Call agents
- Interpreter Skills Testing
  - In-house interpreters

#### LanguageLine® Training<sup>SM</sup>

- Interpreter skills
- Medical and Court



### SPOKEN AND SIGNED

#### LanguageLine InSight Video Interpreting®

- On-demand video in 35 languages and American Sign Language
- Audio-only in 240+ languages 24/7/365
- Challenging situations benefiting from visual cues and facial expressions
- Encounters typically lasting 60 minutes or less
- Fast mobile access with InSight for Smartphones<sup>SM</sup>

#### LanguageLine® Phone<sup>SM</sup> Interpreting

- On-demand access in 240+ languages 24/7/365
- Standard situations, typically lasting 15 minutes or less
- Direct Response<sup>SM</sup> fields inbound calls, in-language
- Fast mobile access with InSight for Smartphones<sup>SM</sup>

#### LanguageLine® OnSite<sup>SM</sup> Interpreting

- By appointment in 95+ languages and American Sign Language
- Complex, critical, sensitive situations
- Group meetings/conferences/conventions
- Encounters lasting 60 minutes or more

#### Personal Interpreter<sup>SM</sup>

- On-demand access from any phone
- No contract. No fees. No minimums. No hassle.
- Credit card billing — pay by the minute
- 240+ languages 24/7/365

### Bridge Language and Cultural Barriers

Improve Productivity / Maximize Revenue / Decrease Expense / Enhance Image

Boost Customer Service / Build Loyalty / Comply with Regulations and Laws