

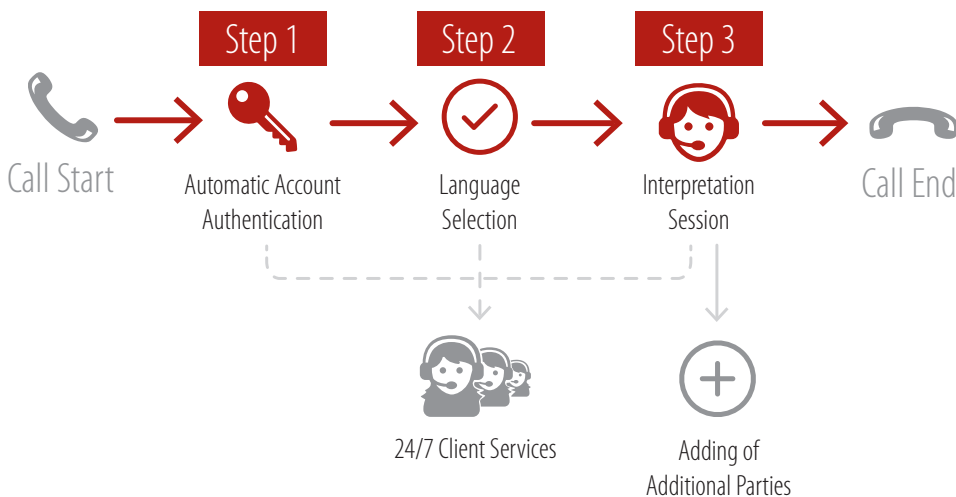
PHONE AND VIDEO INTERPRETATION – WHAT IT IS AND WHY CONTACT CENTERS NEED IT

Phone and video interpretation provides your English-speaking agents with access to hundreds of languages, equipping them to serve more than 60 million Americans who speak a diverse mix of languages at home.

Phone interpretation is a three-way conference call between your agent, the customer, and a live, human interpreter who acts as a bridge for communication. Video interpretation is the video chat equivalent of phone interpretation, with the added benefit of face-to-face communication.

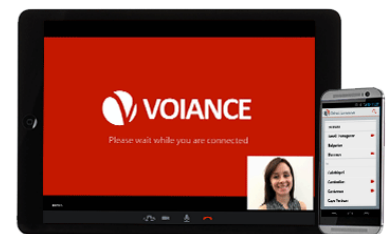
Voiance Connects You to Interpreters Using:

STREAMLINED CALL FLOW:



VOIANCE INTERPRETER APP:

Turn your iPad, tablet, or smartphone into an interpreter. Use your Voiance account to access more than 25 popular languages over video and hundreds by phone. The app is available on Android and iOS devices.



How to Identify Key Differences in Phone and Video Interpretation Providers:

Phone interpretation is like contact center support; quality may vary depending on work environment, training, monitoring, technology, infrastructure, and geographic location. Ask these questions to hold potential interpretation providers to the same quality and security standards you require of your own agents:



Will the provider allow you to visit and audit their facilities?

If so, that's a sign that they take compliance, privacy, and data security seriously. You can confirm their claims about infrastructure, access, and security measures firsthand.



Will the provider let your organization make test calls prior to signing up?

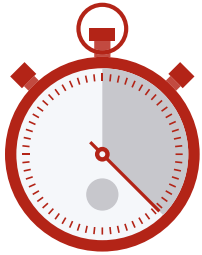
If so, that's a sign that they take compliance, privacy, and data security seriously. You can confirm their claims about infrastructure, access, and security measures firsthand.



Will the provider share details of their interpreter locations, training, and monitoring?

Disclosing this information helps you confirm that interpreters meet the same quality and security standards you demand of your own staff.

IMPROVE KEY METRICS AND MINIMIZE RISK WITH A QUALITY INTERPRETATION SERVICES PARTNER



Faster Connections to Interpreters May Improve Average Handle Time (AHT) and Agent Productivity

Voiance streamlines the process of connecting to an interpreter, which may reduce AHT. Dial in, let our system auto-authenticate your account information, and speak the name of the language you need.

Our workforce management team schedules interpreters to meet demand and oversees schedule adherence. We believe this ensures coverage during nights and weekends and results in fast connection times, a contributing factor to AHT on non-English calls. These processes may shorten each non-English call by up to a minute. A contact center client using 5,000 minutes per month of phone interpretation would eliminate 100 hours annually of time spent waiting for interpreters* – a full two-and-a-half weeks of agent time.

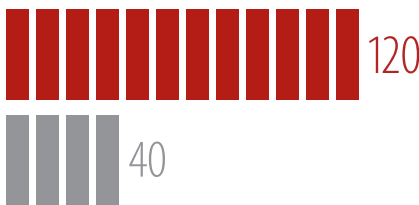
Other providers may also charge for time spent speaking with an operator and waiting for an interpreter. Voiance begins charging when we connect you to a live interpreter, eliminating this cost.

* (5,000 min/month at 10 mins/call = 500 calls/month x 12 months = 6,000 calls/year = 6,000 mins saved/60 mins/hour = 100 hours saved)

Consistent, Culturally Competent Interpretation May Impact First Call Resolution (FCR)

Miscommunication between customers and interpreters may negatively impact FCR if confused customers have to call back a second time. We believe consistent, culturally competent interpreters reduce this risk, helping your agent to resolve the customer's concern on the first call.

Our standardized, in-person training is three times longer than typical in the industry.



Our certified interpreters complete 120 hours of standardized, in-person training, including written and oral exams. Once trained, each interpreter receives regular quality monitoring to ensure clear, consistent interpretation.

Calls to Voiance route exclusively to interpreters in the continental US. Our employee interpreters receive weekly cultural competency monitoring, including coaching or training if any deficiencies need correction. Interpreters living and working overseas may be less familiar with US culture, leading to misunderstandings that force your customers to call back for clarification.

Shorter Wait Times and Quality Interpretation May Increase Customer Satisfaction Scores (CSS)

Customers dislike waiting, particularly when the wait is unoccupied, uncertain, or unanticipated.¹ They also dislike having to call a company back because their issue was not resolved on the first call.² For these reasons, Voiance believes that quickly connecting your customers to well-trained, culturally competent interpreters may also improve your customer satisfaction scores, leading to positive word of mouth and potential growth.

¹<https://www.psychologytoday.com/blog/sideways-view/201411/the-psychology-waiting>, ²<https://hbr.org/2010/07/stop-trying-to-delight-your-customers>



Contact Voiance today to learn more out our phone and video interpretation solutions
www.voiance.com | 866-742-9080, ext. 1 | getstarted@voiance.com