



## Frequently Asked OPI Questions Over-the-Phone Interpretation



**Q.** How much does the service cost to set up at our company?

**A.** There is no charge to provide the company with its own unique 800 number and set up the menu of languages.  
And there are no monthly charges if the service is not used.

Example of a typical setup: Phone Number: 800-855-2424 (sample – not operational)

Press 1 for Spanish  
Press 2 for French-Canadian  
Press 3 for Vietnamese  
Press 4 for Hmong  
Press 5 for Chinese  
Press 6 for Somali  
Press 7 for All other languages

**Q.** How much does each call cost?

**A.** All 240+ languages, no matter the time or day, are \$2 per minute.

**Q.** When are we invoiced?

**A.** You are emailed an invoice at the end of each month with a breakdown of languages used and how many minutes per language.

**Q.** When are the interpreters available?

**A.** 24 / 7 / 365.

**Q.** How long does it take to connect to an interpreter?

**A.** Spanish typically takes 5 seconds or less to connect and 10 to 15 seconds for all other languages.

**Q.** What are the qualifications of the interpreters?

**A.** All of our interpreters follow national and international standards for interpreter protocol. They are trained to understand these protocols and follow them accordingly.

And all 14,000+ interpreters demonstrate:

- Clear understanding of meaning in two languages
- Proper enunciation and pronunciation
- Efficient note-taking and memory retention skills
- Outstanding customer service skills
- Strong cultural sensitivity

**Q.** What industries are served?

**A.** Industries served range from hospitality & manufacturing to legal and construction.

**Q.** Do you also offer interpretation with different online platforms like Microsoft Teams or Zoom?

**A.** Absolutely! 40+ languages and also ASL are offered with multiple online platforms.

For more information or if you have any questions, please email [Interpretation@WorkplaceLanguages.com](mailto:Interpretation@WorkplaceLanguages.com) or call toll free at (866) 575-0560.

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