

GEOFLUENT INTERPRETER™

Enabling great multilingual interactions and experiences

Do you need backup for your internal bilingual staff or a way to communicate with stakeholders that don't speak your staff's primary language(s)? The GeoFluent Interpreter™ over-the-phone interpretation (OPI) service bridges language gaps to enable effective multilingual communications and better customer experiences. GeoFluent Interpreter™ is different: It improves the OPI customer experience by making interactions faster and more efficient while using less customer service representative time - resulting in better CX at a lower cost.

Lionbridge has over 20 years of extensive experience across all industries including healthcare, insurance, financial services, technology, manufacturing, and government. Our language support includes over 350 languages and dialects – all available 24x7x365 on-demand or through advanced scheduling.

We are one of the largest OPI companies in the world. Lionbridge helps set industry standards through our involvement with organizations like The Interagency Language Roundtable, the American Translators Association, the International Medical Interpreters Association, The Society for Study of the Indigenous Languages of the Americas, and the Certification Commission for Healthcare Interpreters.



SOLUTION HIGHLIGHTS

350+ languages and dialects

Professional interpreters available 24/7/365

15 second average connection time for Spanish

30 second average connection time across all languages

Unparalleled security and quality

Industry leading innovations and technology that improve the OPI customer experience

No monthly minimums. Pay only for the time used.

Part of the GeoFluent omni-channel solution

Industry experts that leverage your brand speak

WHY CHOOSE GEOFLUENT INTERPRETER™?

Industry Leader In Interpreting

Our interpreters speak more than 350 languages and dialects, including some of the rarest languages, allowing us to meet the exacting needs of clients ranging from the Internal Revenue Service and Kemper Insurance to the Department of Homeland Security and Symantec.

Lionbridge has an extensive network of highly qualified, experienced interpreters, not simply bilingual speakers. We prioritize contracting with interpreters who hold interpreting certifications through organizations that include the American Translators Association (ATA), the National Association of Judiciary Interpreters & Translators (NAJIT), the National Registry of Interpreters for the Deaf (RID), and the National Association for the Deaf (NAD). They have deep expertise and have worked for Lionbridge for many years. This allows Lionbridge to match interpreter resources by both client and security requirements as well as industry and subject matter.

Personalized Customer Service

Every GeoFluent Interpreter™ client has a dedicated customer success manager that understands their organization and its unique needs. Live operators are also available around the clock to ensure that Lionbridge consistently exceeds your expectations.

Speed & Scale

GeoFluent Interpreter™ is built upon a state-of-the-art telephony platform that offers 99.99% uptime, geo-redundancy, and supported by a network of over a dozen carriers. Average connect times range from 15 seconds for common languages like Spanish to 30 seconds across all languages.

Speed-to-interpreter is enabled by direct dial by language, eliminating the need for PINs for clients that choose this option. For global organizations, Lionbridge offers country-specific telephone numbers, saving clients time and money when accessing our interpreter network.

The depth and breadth of our network enables automated alerting to increase interpreter resources in seconds to support seasonal peaks, catastrophic events, and other activity that can significantly alter interpretation volume.

Security & Quality Assurance

Lionbridge provides clients with the highest levels of security. After passing a rigorous language assessment exam (developed by the same consultants who developed interpreter testing for the National Center for State Courts), interpreters are required to acknowledge and sign the Code of Interpreter Ethics, as well as pass an ethics and protocol test. Interpreters also received ongoing required training and testing that focus on industry, language, or client specific content. Combined with our telephony and database architecture, this ensures GeoFluent Interpreter™ adherence to the Health Insurance Portability and Accountability Act (HIPAA).

Clients benefit from Lionbridge's dedicated Quality Assurance team. Our measures include auditing and reviewing calls to evaluate interpreter performance. In addition to monitoring individual interpreter performance, we also track client-specific quality benchmarks, including connection time, accommodation rate, abandoned call rate, and many others.

Insight

The GeoFluent Interpreter™ Customer Portal provides self-service access to real-time dashboards and reporting. This provides clients with immediate and detailed insight into key performance metrics.

GEOFLUENT OMNI-CHANNEL SOLUTION

GeoFluent Interpreter™ is part of the GeoFluent Omni-Channel suite which includes:

- GeoFluent Virtual Translator™ adds real-time translation capabilities to self-service and agent-assisted digital channels, including chat, email, ticketing, chatbots, forums, etc.
- GeoFluent Translate™ provides clients a self-service and secure way to quickly translate virtually any file or document type.
- GeoFluent Interpreter™ also includes on-site, conference, and video interpreting.

GeoFluent Omni-Channel is powered by the GeoFluent Virtual Linguist™, an artificial intelligence-based core that is customized and trained specifically for each client. The Virtual Linguist ensures multilingual consistency and accuracy across languages, channels, and use cases while understanding the context and unique brand terms, acronyms, and speak of each client.