

 **SPARKLE** | Conferencing Suite
INTERPRETER





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AN INNOVATIVE INTERPRETATION SERVICE IN VIDEO CONFERENCING

Conference Suite Interpreter puts at your disposal a network of business and community interpreters from all over the world, providing your video conferences with professionals who are able to interpret over 200 languages, including those spoken in emergent countries, whose role in the world economy becomes more and more significant.

MOST REQUESTED LANGUAGES ARE:

Arabic, Albanian, Armenian, Bosnian, Bulgarian, Korean, Croatian, Chinese, Czech, Danish, Dutch, English, French, Finnish, German, Greek, Hungarian, Italian, Japanese, Latvian, Lithuanian, Mandarin, Norwegian, Polish, Portuguese, Rumanian, Russian, Spanish, Serbo-Croatian, Slovak, Slovenian, Swedish, Turkish, Ukrainian, Urdu.

Conference Suite Interpreter breaks the linguistic barriers both in public institutions and private sector, such as health care, government, legal, retail, bank and finance, utilities, insurance and other working environments, offering on-demand video remote interpreting in the palm of your hand.

Thanks to the Conference Suite Interpreter web portal, you will be able to choose from hundreds of interpreters based on their language combination and specialization. You will be able to communicate instantly with your chosen interpreter and book an interpreting session.

All this, without ever having to move from your desk or pick up the phone.

In a few moments you will be connected by video conference with the interpreter through your iPad, tablet, laptop, PC, Mac, smartphone or other video conferencing equipment.

Thanks to Conference Suite Interpreter, companies can increase their ability to do business with foreign customers all over the world.



The Conference Suite Interpreter web portal is extremely intuitive and user-friendly, and does not necessitate specific IT skills. As soon as you log in to your account you find essential information, such as available credits and scheduled and on-demand events.

If you need to contact an interpreter immediately, for example in the case of emergency rooms or public bodies such as police stations, courts, hospitals, etc., just go to the 'Call an Interpreter' page. After selecting the language, a list of interpreters connected to the portal appears. Select one to be immediately linked to them via the video conferencing platform.

You can also book a specific interpreter days in advance. You can select the most suitable interpreter

by choosing from a list of specializations, from art to engineering. You can filter the interpreters specialized in the requested field.



TWO DIFFERENT SCENARIOS ARE POSSIBLE:

If you are in the same place as your interlocutor, with whom you cannot communicate, the video conference will be conducted between 2 points you and the interpreter. This is what happens in emergency rooms, hospitals, and public bodies, in law firms, courts, police stations and in all circumstances in which the only person to be connected via the video conferencing platform other than the client is the interpreter.

If you intend to conduct a video conference with a foreign partner located in another country, the video conference will be held between you, the interpreter, and whoever you want to participate. This is what happens when companies need to meet distributors or partners located on the other side of the world and want to save time and money by using a video conference, with the support of an interpreter.

At the end of each video conference, the client will be asked to rate the performance of the interpreter. In this way feedback left by customers will allow us to manage the interpreters according to their performance. The score you give your interpreter will be taken into consideration when calculating a global average with the scores previously received. This average will be made available to every client looking for interpreters offering the same languages.

Clients may at any time review the video conferences they have organised, search for the interpreter used during a video conference, book the same person on other occasions, check the details of each video conference carried out and verify the outstanding balance on their account.

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