

On-demand telephone interpreting

Frequently asked questions

- What if I can't connect to a specific language via the automated system, but I have been able to connect in the past?**

Some languages are in very high demand, while others are rare. Occasionally, you might experience an inability to connect on-demand to an Interpreter in your required language. You can either attempt to connect a few times over a short period or call us to pre-book a time. We will always do our best to get you connected so you can speak as soon as possible with the required Interpreter. We have an incredibly high fill rate for on-demand telephone interpreting, so we expect this to be rare.
- When should I use on-demand telephone interpreting vs. pre-booked interpreting?**

On-demand telephone interpreting is a very useful mode of connecting to an Interpreter in situations where the conversation is expected to be non-complex and limited in duration. It's also great in emergencies. Pre-booking is recommended when the anticipated conversation will be complex and longer.
- What if I am calling outside business hours?**

Our on-demand telephone interpreting is available 24 hours a day, 7 days a week. We know that real-life doesn't always occur within business hours, so we are there when you need us.
- What happens if a call gets disconnected?**

This can happen for many reasons. Please stay on the line, and you will be asked if you would like to be reconnected with the same Interpreter or if you would like to connect to a new Interpreter. We recommend the reconnection to ensure a consistent experience for your client. If the Interpreter can't reconnect, a new Interpreter can be connected by following the prompts.
- What happens when I provide feedback to LanguageLoop?**

To ensure quality services, we have a dedicated Workforce Engagement Lead who responds quickly to feedback from our clients. We will investigate the circumstances and take appropriate action if you have a complaint, and we'll pass on the compliments. Our language professionals are contractually bound to follow the LanguageLoop code of conduct and the AUSIT Code of Ethics. You can visit our website or email us at feedback@languageloop.com.au.
- What information do I need to include in my feedback?**

Please provide us with your PIN, date & time of the call/interaction, language, and a brief description of your concern. Our team will contact you to update you on our investigation into the matter.

Turn your words into possibilities.



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