

Pre-booked telephone/video interpreting

Frequently asked questions

- How do I connect with the Interpreter when I have a pre-booked telephone interpreting session?**

On the date and time of the scheduled pre-booked telephone interpreting session, please call LanguageLoop on 03 9280 1900 and you will be prompted to enter the booking ID. Once the required information is entered, you will then be connected with the Interpreter.
- Will the Interpreter be able to connect to our video conferencing platform?**

Yes! Most video platforms do not even require a download for an Interpreter to attend a meeting with you. Please provide a video link when booking to ensure the Interpreter can test the connection before the session.
- 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 for your complaint. Most importantly, we also 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 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.
- Can I call my client without using the LanguageLoop automated conference facility?**

Yes! If you have your own phone conferencing facility, you can call LanguageLoop to be connected to an Interpreter and then your client. It's helpful to ensure that you are familiar with your inbuilt conference phone facility before you call us.
- What information do I need to include in my feedback?**

Yes! In fact, its very helpful for Interpreters to ensure accuracy but requires using your own phone conferencing system. First, contact LanguageLoop using the appropriate number, and after connecting to the Interpreter and giving the briefing, call your client.

Turn your words into possibilities.



bookings@languageloop.com.au
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www.languageloop.com.au

