



## How to Connect to an Interpreter

A few simple steps can connect you to an interpreter within seconds! Before the call is placed, please have the following information on hand to ensure that your experience flows smoothly.

- Customer Name: **Allegheny Intermediate Unit**
- Customer Number: **Contact Building Principal**

### Dialing Instructions

1. Please call:



- a. If calling from anywhere in North America: **855-886-2901**
  - b. If calling from outside of North America: **480-961-5379**
2. Once connected, our Voice Response System will prompt you to speak or enter your **Customer Number** followed by your **Customer PIN** (Contact Building Principal).
  3. Our Voice Response System will ask you to request a language. You should respond by speaking the language needed (e.g., "French") or by spelling the first three letters of the language on your telephone key pad (e.g.; 373 for "French").
  4. Once the necessary information is collected and confirmed by the Voice Response System, you will then be connected directly to your qualified interpreter.
  5. If your company has requested TRI to collect additional information, (i.e., program numbers, department codes, etc.) one of our qualified agents/interpreters may greet you and obtain this information. Immediately following, you will have an interpreter available to assist you.
  6. ***IF YOU EXPERIENCE ANY ISSUES*** please call Customer Service any time 24x7x365 for immediate support at **(855) 886-2909** or **(480) 403-4179** or by email at **[tri-customerservice@transperfect.com](mailto:tri-customerservice@transperfect.com)**.

## Tips for Effectively Using Your TRI Interpreter

- Over the phone interpreting sessions will always be consecutive. **This means ONE person speaks at a time.**
- Once the interpreter comes on the line, introduce yourself and brief the interpreter on what will need to be communicated to the person who has limited English speaking proficiency (LEP). Provide any special instructions, speaking a little slower than usual.
- Consider the interpreter as a human language link, facilitating communication between languages and cultures.
- Be prepared to hear accented English from some interpreters. Feel free to ask the interpreter to repeat a response.
- Allow the interpreter a few moments to introduce themselves to your customer.
- Understand that there may be some delay before the interpreter can elicit the information you need from the non-English speaker due to cultural differences, and/or a need on the part of the non-English speaker to establish trust.
- Be aware of linguistic differences. Different languages often require a different number of words.
- Expect occasional periods of what might appear as idle chatter between the interpreter and the non-English speaker as the communication bridge is built. Please be patient; the interpreter will get back to you but feel free to interrupt if you believe it appropriate.
- Request input from the interpreter as to what extraneous information the non-English speaker is conveying.
- The conversation should flow as if the interpreter isn't even there. Speak **DIRECTLY** to the LEP. Interpreters are required to interpret EVERYTHING that is said by you and the LEP. Speaking in the third person could create some confusion.
  - SAY: What is your name?
  - DON'T SAY: Interpreter, can you please ask him his name?
- In order to insure accuracy and retention of your words, please limit what you say to 2-3 sentences. The more you say without stopping, the lower the quality of the interpretation becomes. The interpreter may ask you to pause so they can interpret if you continue to speak for too long.
- Interpreters may need to ask for clarification from you or the LEP, they may also need to repeat things or ask for repetition. The interpreter is there to manage the communication and ensure that everyone understands each other.

