

Ongi etorri 歡迎光臨 Willkommen
Welcome Bienvenidos
أهلاً وسهلاً

West Language Services



The Path to Clear Communication.

Over the Phone Interpretation (OPI) is an art that must go beyond the literal interpretation of words. An effective interpreter must have the skills to express the message clearly, including their ability to understand both the caller's language and culture. Welcome, West Language Services.



Bridging the Language Gap between You and Your Customers.

To achieve quality and effective OPI, West Language Services has developed a proprietary interpreter multi-tiered accreditation process we call TRUST – Train, Reinforce, Understand, Simulate and Test. TRUST ensures that our interpreter's foreign language comprehension, interpretation and cultural skill levels are among the highest in the interpretation industry. We provide you with everything you need to bridge the language gap between you and your customers.

The Skills and Training to Provide You with Successful Interpretation.

Our hiring and training processes are engineered with one thing in mind – quality assurance at all levels. Candidates are invited to join West Language Services after passing extensive pre-employment oral and written evaluations. After doing so, West Language Services' interpreters begin the on-boarding process, consisting of:

- ▶ **T**rain. Our interpreters are trained over 40 hours on call processing systems.
- ▶ **R**einforce. We constantly reinforce the importance of quality interpretation; our interpreters undergo third party proficiency exams for accuracy and assessment.
- ▶ **U**nderstand. We continually train and educate our interpreters for the life of their employment to ensure they understand the importance of accurate interpretation.
- ▶ **S**imulate. During training, each interpreter goes through extensive call simulation and is exposed to a wide-range of real life scenarios to make sure they're ready for every call.
- ▶ **T**ests. Through ongoing tests and performance reviews, we are able to provide quality scoring, proactive coaching, critical feedback and evaluation reviews.

Once our interpreters have earned our TRUST – only then will we let them earn yours.

Did you Know?

19% of U.S. residents do not speak English at home and 8% are with limited English proficiency.



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We Put You in Touch with the World.

If you don't have West Language Services answering your calls, what will it cost you?

The Average Time Wasted AND Billed for a Mishandled Call is 9 Minutes.

With West Language Services, you will save 60 to 120 seconds by decreasing the number of call transfers. Through West Language Services' dedication to excellent customer service and our TRUST accreditation process, our interpreters not only can identify false friend differences, but will also interpret in the caller's culture and language with efficiency.

With our diverse pool of highly skilled interpreters, combined with our platform technology, we offer seamless integration with your current contact center program, allowing for easy connections and shorter talk times. Our ability to efficiently and cost-effectively process over the phone interpretation transactions for our clients facilitates their important communications and helps improve their cost structure. Due to decreased call transfers, our clients experience reduced costs, increased customer retention, loyalty and trust.

As part of the full suite of services we provide to our clients, we offer over the phone interpretation services in over **150 languages**.

Committed to Exceptional Service and Quality Interpretation.

No one has the depth and breadth of experience that we bring to the table. Our services, our solutions, our technologies and the sheer talent of our people come together in ways that make the most of every cent, every second and every opportunity. Only we are able to bring together the industry's most comprehensive portfolio of customer contact solutions that will help you maximize the value of each customer interaction.

Our operational expertise delivers customized client care and acquisition solutions. Every program benefits from our cutting-edge technology, in-depth reporting capabilities and unmatched system availability. We have advanced staffing and interpreter training techniques to deliver an unparalleled customer experience.

We deliver award winning results to companies like yours – each and every day.



For more information on how West Language Services can help you eliminate language barriers, please call:

800-862-1000



Every interpreter is supported by a Performance Assessment Liaison (PAL). This PAL is there to assist the interpreter if needed without interrupting the call's flow – so you're not billed for a mishandled call.

