



# West Direct Government Services



## Language Services

As a governmental agency servicing the public, you must provide meaningful access to services you provide, regardless of the limited English-speaking ability of the individual. That's where Language Services from West Direct can help. West Direct provides over-the-phone interpretation (OPI) language services to government agencies to facilitate verbal communication between non-English speaking parties and government agencies. We not only offer services in 150 different languages, but we also do so in a way that improves your ability to make your service accessible to a variety of constituents while remaining conscientious of the realities of budgetary limitations.

### Always-Available Language Resources

Language Services from West Direct Government Services connects you with experienced interpreters who are fluent in more than 150 languages and available 24x7. Our interpreters are proficient in native and non-native languages and understand the cultures behind the languages they speak, including slang and colloquialisms that make communication more effective.

We assure you that the interpreters supporting our government clients adhere to the appropriate protocols and practice the impartiality, confidentiality and accuracy that government entities require.

### Cost Controls and Reporting

With West Direct Government Services, you can effectively manage your resources and control costs. Our per-second billing results in significant savings over the industry's typical practice of rounding up to the next-minute. What's more, our usage model ensures that you pay only for the minutes you use. Online service reporting and call recording lets you access a secure portal to track call volume, traffic and usage — and even listen to any call for quality control.

### Remain Responsive to the People You Serve

With Language Services from West Direct Government Services, you can remain responsive to any group, speaking virtually any language. Even as these groups change over time, you will continue to have the power to address their language needs.

## Why West Direct

- **Adherence to “Best Effort” practices** so you can fulfill your mission of providing information, access to services and assistance to the people you serve, regardless of the language they speak.
- **Online tracking, recording and reporting** allows you to track usage, monitor calls for quality, review records and generate reports to manage your program and control costs.
- **Unlimited resources and availability** 24/7 to match resources to demand, in any time zone and virtually any language.
- **Proven call distribution platform** connects callers with the right resource to minimize call times and ensure call resolution.
- **Elite workforce of interpreters** who are fluent in more than 150 languages.





## Proven Platform and Call Routing

Our state-of-the-art interactive voice response platform (IVR) integrates seamlessly with your current contact center to automate call routing to the right person. And it's backed by an advanced infrastructure system that manages and traffics billions of telephony minutes to eliminate interruption in service.

## Meet the Demands of Regulatory Compliance

Our best-in-class security framework protects the confidentiality, availability and integrity of data by adhering to the following regulatory compliance requirements:

- **HIPAA**
- **PCI-DSS**
- **ISO 27002** (formerly ISO 17799)
- **FTC/FCC**
- **TCPA**
- **FDCPA**

For more than 25 years, West's proven ability to successfully manage talent, telephony and technology has made us a trusted partner. We provide a comprehensive portfolio of communication solutions that deliver a higher level of reliability, flexibility and results to a variety of Government agencies and their partners. So whether you are a federal, state, county or local municipality, West Direct will help you match the right resources with the constraints of increasing scrutiny of the way public monies are spent.

- More than 50 million U.S. residents do not speak English at home.
- Close to 70 percent of individuals will hang up if they have trouble understanding someone on the other end of the line.



**We talk the talk.**  
Find out when you call:  
**800-862-1000**  
or visit us at [westdirect.com](http://westdirect.com)