

# ON-DEMAND INTERPRETING SYSTEM

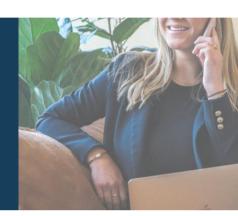
**AUTOMATED TELEPHONE SYSTEM** 

Quick and easy access to an on-demand phone interpreter in **over 150 languages** using your organisation's dedicated phone number and access code.

NEED AN INTERPRETER ③ AVAILABLE MONDAY-FRIDAY 8:30AM-6:00PM

# **DIAL IN NUMBER:** 03 8104 9006

Please have your dedicated All Graduates PIN number ready. If you don't have a PIN, please contact us at <u>de.enquiries@allgraduates.com.au.</u>



## How to use the On-Demand Telephone Interpreting System?

- Step 1. Call the dial-in IVR phone number
- Step 2. Enter your dedicated PIN using the dial pad or by speaking it out loud
- **Step 3.** The IVR system will list the Top 15 languages requested via the quick dial system e.g. Press 1 for Chinese Mandarin, Press 2 for Spanish, etc
- **Step 4.** Advise how long you may need the interpreter for Up to 15 mins, Up to 30 mins, Up to 45 mins, Up to 1 hour, More than 1 hour
- **Step 5.** If the language you need is <u>not</u> one of the quick dial languages, **press 0** to exit the quick dial system
- **Step 6.** Speak the name of the language or spell the language on the dial pad followed by # e.g. To select Korean, type the first 3 letters K-O-R on the dial pad as 5-6-7 followed by #.
- Step 7. You call will connect to an interpreter.
- **Step 8.** If your client is not physically with you, use your phone to call them and conference them into the call.
- **Step 9.** Once your call is complete, simply hang up.



### Do you need help with something else?

We offer on-demand and pre-booked onsite, phone and video interpreters as well as translation services. Contact us to learn more.

Learn more about the National Interpreter Symbol

#### QUESTIONS?

If you have questions, feedback or compliments please contact us at <a href="mailto:de.enquiries@allgraduates.com.au">de.enquiries@allgraduates.com.au</a> or call us on 9605 3051