

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 ⓘ 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 de.enquiries@allgraduates.com.au.



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 not 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. Your 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 de.enquiries@allgraduates.com.au or call us on 9605 3051