

AUDIO ONLY - (888) 275-2985

PIN: 56117859

CityFront Engage Language Interpretation

Powered by: VOYCE

AUDIO CALL INTERPRETATION INSTRUCTIONS

- Dial (888) 275-2985 and enter PIN: 56117859# when prompted
- A customer care person will answer within 30 seconds
- Operator will ask for your First name, Last name, and Department
- The operator will then ask for the language you would like to interpret
- Once language is confirmed the operator will connect you with the appropriate interpreter
- **NOTE:** When the session is complete be sure to hang up the line to ensure the session is closed

TRY TO AVOID:

- Idiomatic speech (ie: “Hold your tongue”)
- Complicated sentence structure
- Slang
- Profanity
- Asking multiple questions at one time



WORKING WITH YOUR INTERPRETER

- All communications are confidential
- Allow interpreter to introduce themselves and note their interpreter ID number
- Introduce yourself and provide brief description about the reason for the call

CUSTOMER CARE TEAM

- For our 24/7 customer care team, call: (844) 248-9052
- Our customer care team is available to get you started and answer any questions you may have
- If you want more information about Voyce's services, including scheduling our interpretation services, a list of languages, or even becoming an interpreter yourself, please call us or visit us online at www.voyceglobal.com



VIDEO INTERPRETATION INSTRUCTIONS

- Open the Voyce app on the mobile device or tablet
- Tap on the Blue Phone icon
- Choose language via 'Change Language' list or tap on 'Next' if correct language is already listed
- You will be prompted to enter your First and Last name
- Once complete, tap next
- The mobile app will begin the session and call the interpreter
- Interpreter should answer call within 30-45 seconds
- Tap the volume controls, mute, and video off controls as needed
- Tap to end interpretation session when complete
- You will be prompted to reconnect to the same interpreter if needed
- Please rate your interpreter for quality assurance

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