

Solutions for small and large companies

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“Telephone Interpretation Systems for Service Providers”

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## Product Information Sheet



## Background

**InterpreterLine** is a technology that enables providers of Telephone Interpretation Services to manage and operate their service in a competitive manner.

Miton Systems have created a complete solution to support the specialised needs of companies that supply "Interpreter-on-demand" services to the Telephone Interpretation market.

Miton specialise in computer Telephony Integration and telephone conferencing and have installed advanced and reliable systems in the UK, Europe, North America, Africa and the Far East.

To produce our **InterpreterLine** product we collaborated with an expert who has many years experience working with a market leader in the field of Telephone Interpretation. The result was a solution that will enable service providers to provide a 'Rapid and Reliable Response' to the needs of the telephone interpretation market. It puts you back in control, connecting your clients with a qualified interpreter in seconds. It enables you to provide a service that is immediately accessible at any time of day, from any location, using any type of telephone - including the new Voice-Over-Internet technology.

Your clients and Interpreters will not need any special equipment to operate the service, allowing you to concentrate on your business by leaving the technology to us.

Traditionally, the complexity and cost of the Computer Telephony System Technology meant that only a limited number of organisations could afford to own and operate such systems. These systems dramatically improved the operating efficiency of the organisations using it, which meant that they had a significant competitive advantage over their competitors. Miton technology has changed this paradigm using relatively low cost, but very effective solutions based on technology developed from over 10 years experience producing solutions for 'Mission-Critical' applications in the Computer Telephony Market.

Using Miton Technology, allows Interpretation Service Providers to compete effectively in the Market – whatever their size.

**InterpreterLine** is based on the sophisticated use of Computer Telephony Integration (CTI) and comes WEB and Voice Over Internet (VoIP) enabled. This ensures that the client not only enjoys the low entry cost of technology, but also continues to make savings using IP Telephony - especially with home, or remote-office workers.



Solutions are available either as customer owned equipment, or as a space on our Web-based server. Both are scaleable as your business needs grow.

To use the system, the provider would add their own data on their Interpreters and customers.

## Used for

- Urgent, emergency or unexpected requirements for telephone interpretation
- Short language assist conversations where the clients party may be local or remote from them

- Routing enquiries, overseas enquiries or bookings
- Holding telephone conversations where a language support specialist is required.

## Key Features:

- Ease of Accessibility - available 24 hours a day, 365 days per year and covering as many languages as you wish to include
- Rapid Response - Connects your clients with a qualified Interpreter in seconds
- Professional & Reliable - Fully-automated telephony system ensures minimum time-wastage and maximum efficiency, leading to improved profit
- Cost Effective - Use either our On-line service or purchase your own customer site equipment
- Agent and Interpreter Efficiency Monitors - enables you to monitor and therefore manage the efficiency of your agents and Interpreter services
- Customisable to fit your specific needs
- This System operates with the absolute minimum of effort by both Business Users and technical support personnel

## Components of the System

There are two main components of the system:

1. Equipment
  1. Equipment Installed at Customer Premises
  2. or, space on Miton Server in London with remote access
2. Administration & Agent Screens
  1. Administration Interfaces
  2. Agent/Operator Interfaces

## Hardware

The Hardware comprises a single, stand-alone, self-contained industrial specification PC that has all the necessary components that enable it to be connected to the telephone and Local Computer Networks.

The design of the hardware is for 'Mission Critical' situations. It incorporates dual redundant components and self-resetting software modules so that it does not let you down.

The Unit does not require any special technical expertise to maintain it. No internal components are maintainable by local personnel. They can access the data, and built-in diagnostic tools, but cannot change any of the core components.

Where our customers required extra resilience, Miton supply standby units at a discount.

If installed on customer premises, then installation simply involves connecting it to the telephone and Computer Networks. Access to the software is by using a standard Web-browser, such as Internet Explorer. Therefore, no special software is required on the users PC's to access either the administration, or Agent/Operator Interfaces. The Unit includes its own firewall and is connected to the Internet to enable access by remote Agents/Operators.

Maintenance and support by Miton is also via a secure Internet link.

Simple tools are also provided within the interfaces to enable local technicians to check basic parameters, such as disk space and telephone connectivity.

Administration & Agent Screens

Back Office Administration Screens

- Administration Interfaces let you manage the commercial aspects of your business, including Customers, Agencies and Interpreters.
- Customer Contracts and special customer requirements
- Interpreters can set their availability On-Line
- Instant Billing and performance reports
- Call statistics and response analysis

Telephone Agents Screens

- Receive client calls and automatically provide 'screen-pop' and calling line identity (CLI) capture
- Agent follows on-screen prompts to process the call enabling non-specialist Agents to operate the system
- Automate the identification of available interpreters for the requested language and automatically launch a call to them
- Receive clients calls and automatically provide 'screen-pops' and calling line identity (CLI) capture
- Integrate with business data to validate client account details
- Automatically conference the client, interpreter and operator together. Once the Operator has confirmed the service is proceeding satisfactorily then they are at liberty to leave the conference while the client and interpreter continue to be connected. The Operator is then free to handle further calls from clients.
- The application will continue to monitor the call and when complete will collect call details for billing purposes
- Possibility to Record Conversations for sale as premium service

Back Office Administration Screens

User Login Screen

On the System, the provider of the Telephone Interpretation Service is referred to as 'The Service Provider'. The Service provider is the Organisation that purchases the system from Miton.

The Service Provider has a number of Users associated with it.

These Users can log-on to the system and can access to various levels of the menu depending upon their access level. One, or more, Users have Administrator level access.

User Name and Password protect access to the system.

Access to the Back Office Administration Screens by Users is via a standard Web Browser, such as Microsoft Internet Explorer. If the system is connected to the Internet, then these interfaces can be accessed from anywhere that the User has Web access. E.g. even from a home office.

Interpreters can also have access to the system via this login area so that they can set their availability.



Login Screen

Main Menu

Once logged on, depending upon the administration level, the User has access to the menu items on the screen below.



Main Menu

The menu items on the screen shown above have the following features:

▶ Service Provider Details

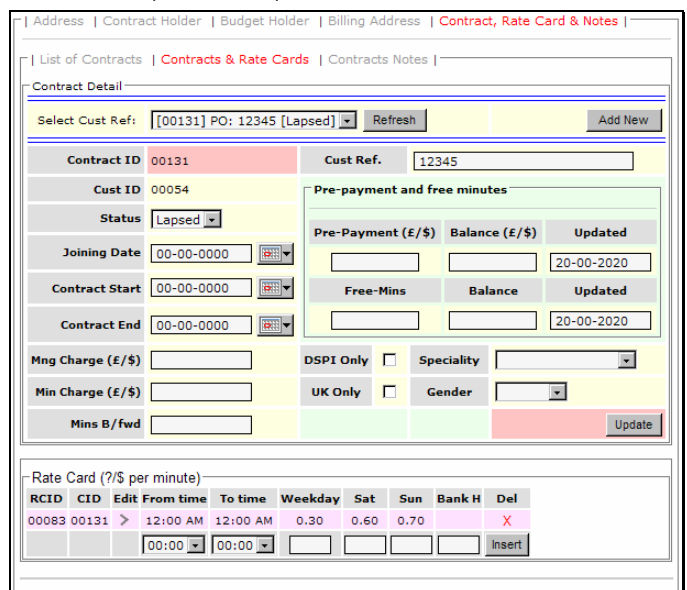
This enables access to the area where 'The Service Provider' users are listed. Agents who manage incoming calls using the Telephone Interfaces must be registered in this section.

▶ Customers/Prospects

Enables the management of the data associated with the Organisations of Customers and Prospects. The data associated with these Organisations can be split into Sites/Departments.

The main Organisation has the following data associated with it:

- Address
- Contract Holder
- Budget Holder
- Billing Address
- Contract, Rate Card & Contracts Notes
- Multiple Sites/Departments



Customer Contract

The Sites of the Organisation has the following data associated with it:

- Site ID (This is used by the Customer to identify themselves with they call in for Telephone Interpretation)
- Main Site Flag
- Address
- Associated Contacts with flags for Main and Budget Holder.

Sites/Departments For Chorleywood Library Add Site										
SID	Site/Department Name	Main Telephone	Notes	Contacts						
000029	Branch office	01923 555484	view/edit	1						
Contacts For Branch office Site/Department Add Contact										
CID	Type	Title	Firstname	Lastname	Communications	Notes	Tel	Mobile	Email	Date Added
00256	Customer	Sergeant	Peter	Pan	view/edit	view/edit	01923 2022008		peter.pan_even@flying.com	24 Aug 2005
000000	Main Library		view/edit	0						

Organisation of Customer/Prospect Site List

► Agencies

Contact details, Payment Address, Bank Details and rate cards for Agencies

Agency Management Screen					
ID	Name	PIN	Notes	Main Telephone	Date Added
00065	The French Agency	13862	View/Add	123454	
00066	The Italian Agency	19811	View/Add	+49 99999	
00067	German Agency	18629	View/Add	+49 88899009887	
00068	The Foreign embassy	15391	View/Add	012938 43221	
00069	The Languages Company	16719	View/Add	01923 222888	
00070	New Agency	18191	View/Add	01923 286501	25 Aug 2005
00071	The Russians	18378	View/Add	09444 888444	09 Sep 2005
00072	Fred Feing	12195	View/Add		09 Sep 2005

Agencies 1 to 8 of 8

Agency List

Update Agency   Payment Address   Bank Details   Rate Card	
Default Address	
<b>ID:</b>	00065
<b>Name:</b>	The French Agency
<b>Company Name:</b>	<input type="text" value="The French Agency"/>
<b>Address:</b>	<input type="text" value="Cavendish Square"/>
<b>Address:</b>	<input type="text" value="London"/>
<b>County:</b>	<input type="text" value="None"/>
<b>Post Code:</b>	<input type="text"/>
<b>Country:</b>	<input type="text"/>
<b>UK Based?:</b>	<input type="checkbox"/>
<b>Main Telephone:</b>	<input type="text" value="123454"/>
<b>Date Added:</b>	
<b>Date Modified:</b>	09 Sep 2005
<input type="button" value="Update record"/> <input type="button" value="Delete"/>	

Agency Detail

► Interpreters

This section is where the Interpreters associated with the Service Provider are listed.

The following information is available for each Interpreter:

- Personal Info
- Address
- Payment Address
- Bank
- Rate Card
- Languages Supported
- Availability
- Qualifications & Training

Interpreter Management Screen						
ID	Active	Available	Name	Telephone	Communications	Date Added
00258	Yes	No	Miss Sue Banks	2101	View/Add	24 Aug 2005
00259	Yes	No	Nurse F Watford	2100	View/Add	24 Aug 2005
00260	Yes	No	Dr Know Itall		View/Add	24 Aug 2005
00262	Yes	No	Ms Philli Freida	0208 8887777	View/Add	24 Aug 2005
00263	Yes	No	Miss fff ffff		View/Add	24 Aug 2005
00267	Yes	No	Miss asdfasdf asdf		View/Add	26 Aug 2005

Records 1 to 6 of 6

Interpreter List

Rate Card (?/\$ per minute)										
ID	IID	Edit	From time	To time	Weekday	Sat	Sun	Bank H	Del	
00015	00258	>	5:00 AM	8:30 AM	1.00	unavailable	unavailable	unavailable	X	
00016	00258	>	8:30 AM	9:30 PM	1.00	1.25	2.00	2.00	X	
			<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Insert"/>

Interpreter Rate Card

Click on the [Availability] link to check which Interpreters are available to receive calls from the Agents at the current time. Interpreters can set their availability by logging onto the system.

Rate Card (?/\$ per minute)										
ID	IID	Edit	From time	To time	Weekday	Sat	Sun	Bank H	Del	
00015	00258	>	5:00 AM	8:30 AM	1.00	unavailable	unavailable	unavailable	X	
00016	00258	>	8:30 AM	9:30 PM	1.00	1.25	2.00	2.00	X	
			<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Insert"/>

Interpreter Availability Set-up

Interpreters that are Active, have valid rate card, and are Available Now!									
ID	Name	Contact	Language	Level	Speciality	Gender	UK	From	To
00258	Miss Sue Banks	01923 286501	German	DPSI Advanced	Oil & Gas	Female	UK	09:00	18:00
00258	Miss Sue Banks	01923 286501	French	DPSI Advanced	Oil & Gas	Female	UK	09:00	18:00
00258	Miss Sue Banks	01923 286501	Icelandic	DPSI Advanced	Oil & Gas	Female	UK	09:00	18:00
00259	Nurse F Watford	01923 286401	German	DPSI Advanced	Health Care	Female	UK	08:00	20:00
00259	Nurse F Watford	01923 286401	Bengali	Intermediate proficiency	Health Care	Female	UK	08:00	20:00

Records 1 to 5 of 5

Available Interpreters at this time

► Reports

Comprehensive reports on all events within the system.

Reports Menu

These reports available via the above menu, can be displayed in the Web Browser, or downloaded into a spreadsheet.

An example report is shown below.

Agent Call Records

► Configuration

This is an area where the system parameters can be viewed and modified. This is only accessible only by Users with sufficient 'Access Level Permissions'

Configuration Menu

► Administration

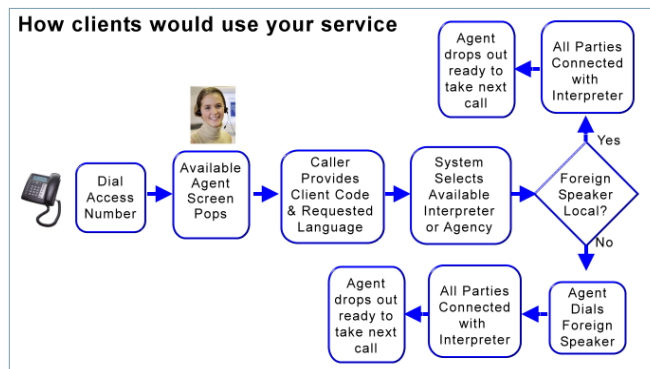
Computer System administration area which is accessible only by Users with sufficient 'Access Level Permissions'

► Agent Screen

Click here to access the Agent login screen.

Call Flow Diagram

The diagram below shows the logic for a typical incoming call from a Customer.



Incoming Call Flow Diagram

To be able to receive calls, the Agent must have logged onto the system using the Agent Login Screen. This screen is accessible via a Web browser so that the Agent can log onto the system from anywhere they can access to it. The do not require any special software on their local PC.

To log on they enter their User Name and Password, together with the telephone number at which the wish to receive calls.

Agent Screens

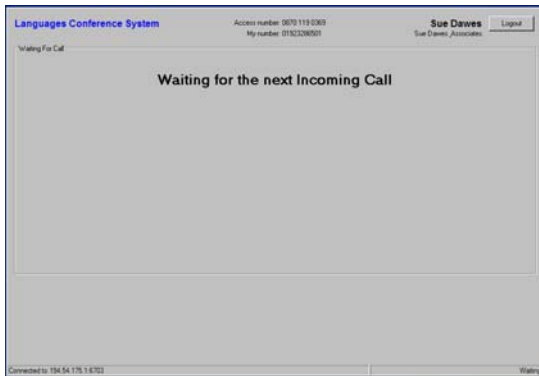
Any number of Agents can be logged onto the system to receive calls. An Agent receives calls based on settable parameters such as least called Agent, or round-robin where all Agents receive calls in a fixed sequence. Once logged on the screen displays the message 'Waiting for incoming call'

Agent Login Screen

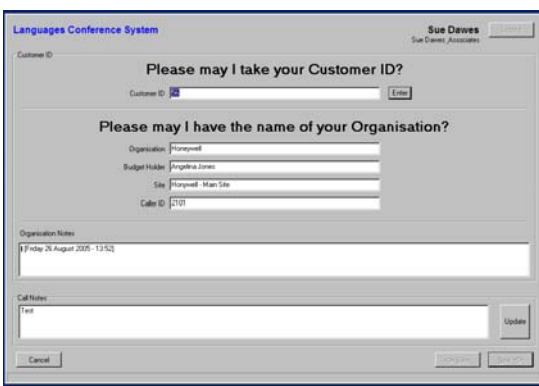
Once a call comes in the system goes through a series of screens

that prompt the Agent with scripts that enable the successful management of the call. In this manner, minimally trained Agents can be used to operate the system.

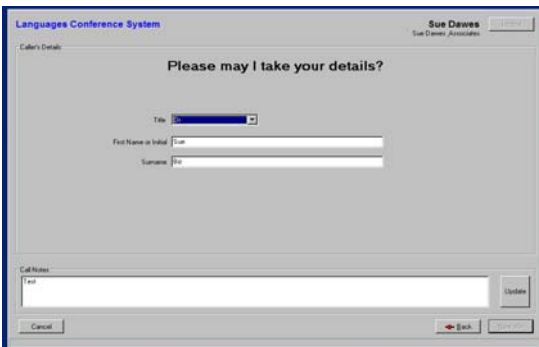
A typical sequence of screens for a two-way call follows.



Agent waiting for next call



Customer ID entered & details confirmed



Caller's Details Entered



Setting up a two-way or three-way call.

At any time during the call, the Agent can enter notes that can be referred to later. This is useful where calls are not completed and have to have a automatic call-back, which may be serviced by a different Agent.



Agent waiting for next call



Customer on-hold while connecting to Interpreter.

If no Agent is available, then the system prompts the Agent to ask the Customer if they would like a call-back when on is free.



Agent confirms Agent's suitability



Confirmation to Customer that Interpreter is Connected

At the end of the call the Agent is shown a 'Summary Screen' that confirms the statistics of the call to confirm that these have been logged correctly for reporting on later.

Once the call is completed the Agent's screen returns to 'Waiting for Incoming Call'

Once a call is finished all the data associated with that call is immediately available via the reporting system.

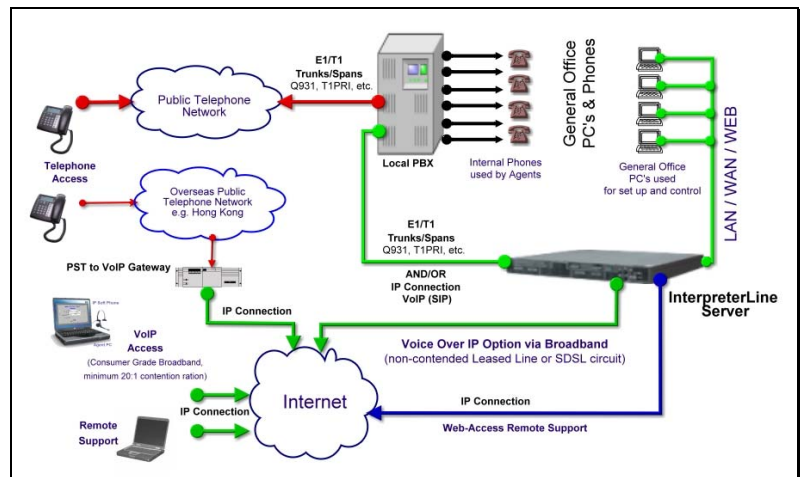
**Connectivity Options**

There are a number of options to enable the **InterpreterLine** Server to be installed on a Service Provider's site. One of these are shown in the diagram below. The diagram may look complex at first glance, but this reflects the versatility of available options.

It takes about 1 hour to accomplish the physical Installation of the Server. This is a relatively straightforward process. Commissioning can then either be achieved by an on-site Miton Engineer, or remotely using a secure Web access link.

You should expect the commissioning process to take no more than half a day, and you will then be ready to input data and start using the system to manage your responses to customer calls.

The **InterpreterLine** server incorporates Voice-Over-Internet as standard. This brings some significant benefits, especially in cases where the Service Provider has a globally dispersed workforce and Interpreter resource. Communication with the Server can be either totally over the Internet, or can employ Public Telephone (PSTN) to Internet (VoIP) Gateways, so that only part of the call is via the Internet. Commercially this can result in significant cost savings and enable de-centralised service provision. Using Voice Over Internet eliminates call charges enabling improved margins and competitiveness.



**Connection Schematic**

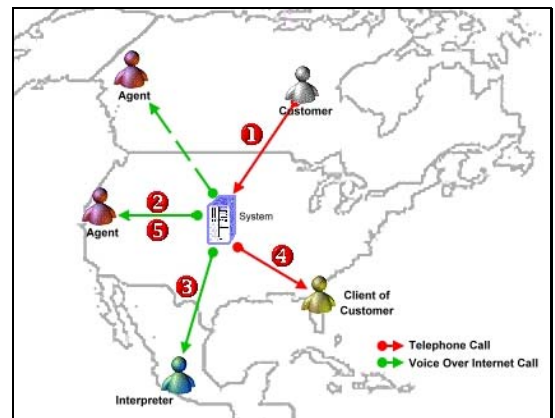
**Example Call Flow & Connectivity for Equipment Located in USA**

In general, the system permits communication between participants either over traditional telephone lines, or using Voice Over the Internet, or a combination of both. This means the equipment is ideally suited for operations that have participants who are spread out in a diversity of locations/countries.

The examples shown in the diagram opposite, and below, are for North & South America, but the model is equally suitable for other more remote locations, such as China/India etc.

There is no limit on the location of any of the participants.

The diagram opposite shows how a call is set up and routed between participants for an example located in North America. In this example a combination of Traditional and Voice Over Internet (VoIP) communications are employed. Multiple, simultaneous calls can be dealt with depending upon the number of Agents available.



**Call Flow and Connectivity Scenario 1**

**Scenario 1: Customer owned equipment using combination of traditional telephone lines & Voice Over Internet**

In this scenario, the **InterpreterLine** Server is located in the Centre of America.

Calls routes are marked by arrows: **→** is traditional, public telephone network, **→** is for a call routed over the Internet.


The numbers on the diagram represent the call stages required to set up a call between the Customer, the Customer's remote Client, and an Interpreter.

The system first assumes that there are one or more Agents logged on ready to take calls. In the diagram one agent is in Western Canada, while the other is in West Coast USA.

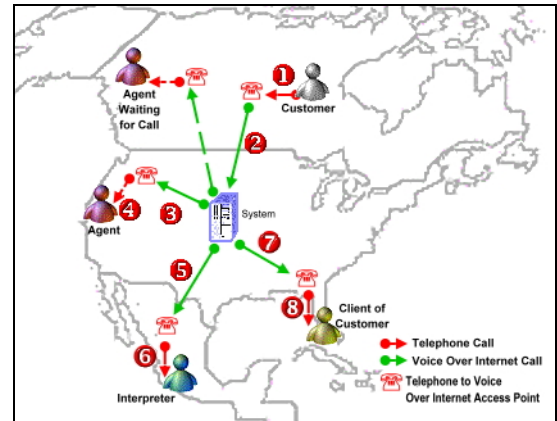
Call Stages:

1. Canadian Customer calls into the system via Central America telephone number.
2. The system calls one of the available Agents using Voice Over Internet and their computer screen becomes active
3. The Agent process a script using the Computer Screens. As part of this script a suitable Interpreter is automatically selected in South America. (for example)
4. The Interpreter accepts the call and confirms their suitability and the system then dials the Customer's Client who is in Florida.
5. Once the conference is set up, the Agent disconnects his/herself from the system and is then ready to receive another call.

**Scenario 2: Service Provider owned equipment using Voice Over Internet to traditional telephone lines**

In the next example Internet-to-telephone network Gateways are used. These are shown diagrammatically thus:  A Gateway is simply a local telephone number that can receive and make calls via the Internet. A number of organisations operate a network of Gateways and you would simply need to subscribe to one of these. These Gateways are transparent to the Users. They see no difference and use their standard telephone, but the call is automatically transported over the internet to the **InterpreterLine** System, thus eliminating long distance call charges. This has the added advantage that Interpreters do not need special equipment at their location and can function entirely using their normal telephone. This had the added advantage of not requiring remote, home-working participants to have a premium-grade broadband into their houses.

In this example, all the calls into the **LanguageLine** Server are routed over the Internet.



Call Flow and Connectivity Scenario 2

The benefit to the Users is that incoming calls are made to telephone numbers that are local to the Customer. E.g. for a customer in Ontario, then a local Ontario number would be set up that routes calls over the Internet to the Server. Customers could even be in remote countries, but dial a local telephone number.

The first leg of outgoing calls is over the Internet, to normal telephone numbers that are local to those who receive the call. So in the case above for the Interpreter, a Gateway with a Mexican number will be located adjacent to the Interpreter. The benefit is that the Interpreter can use their standard telephone to dial-in and receive calls from the system.

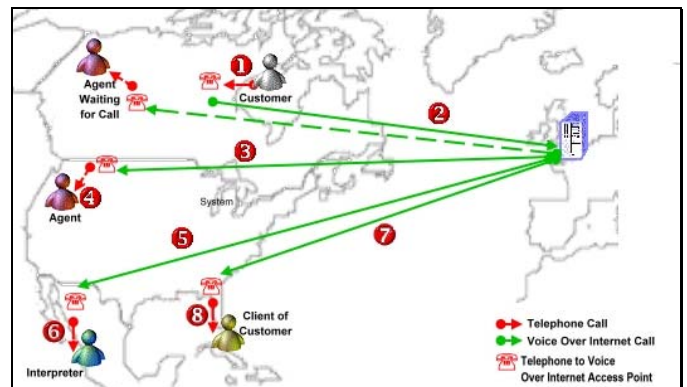
**Scenario 3: Provider uses Miton Server with Voice-Over-Internet to traditional telephone lines**

In this Scenario, the Service provider rents space on Miton's London-based server. The connectivity is the same as Scenario 2, but the Server is located in London, England.

This shows the flexibility of the system. Providers can operate a server from any where in the world, for customers - anywhere in the world, using equipment that is located – anywhere in the world.

This also means that service providers can operate two separate systems in different locations, where a failure of one system they can seamlessly switch over the second system.

This scenario is also useful to enable us to set up a no obligation demonstration for you.



Call Flow and Connectivity Scenario 3

**No Obligation Demonstration and/or Configuration Assessment**

Call Miton today on **+44 1923 286501** for a no-obligation discussion on whether this solution can benefit your organisation.

Ask for details of our Web-based, on-line demonstration. Call +44 1923 286501, or email [info@miton.co.uk](mailto:info@miton.co.uk) for access details.

Formal proposals available upon request.

**References**

We will gladly supply you a reference from one of our many world-wide installations .



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