

## PRODUCT BRIEF SUMMARY

### DEVELOPMENT HISTORY

**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 is a technology company who specialise in systems whereby computers are integrated with telephone networks - such as 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.

Today this product is working successfully in a commercial environment and has logged many thousands of minutes.

Your clients and interpreters will not need any special equipment to access the service.

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 12 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 service provider owned equipment, or as a space on our cloud-based server. Both are scalable as your business needs grow.

To use the system, the service provider would add their own data on their clients and interpreters.



### WHAT SYSTEM CAN BE 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
- Telephone interpretation where the parties are in different physical locations
- Providing telephone interpretation services with minimal administration input.

### KEY FEATURES OVERVIEW:

- Ease of Accessibility - available 24 hours a day, 365 days per year and covering as many languages as you wish to include
- Low operational overhead – clients can connect to interpreters with no intervention from an operator.
- Clients simply need to know the following
  - Telephone number to dial
  - Their site access PIN
  - The four digit code of the language required
  - If a remote third party client required then how to access this facility via the telephone handset.
- If a client has an issue then they can contact an operator via their telephone handset. Also if they enter their code incorrectly a number of times an operator will automatically be alerted.
- 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 (in the cloud) or purchase your own client site equipment
- Agent and Interpreter Efficiency Monitors - enables you to monitor and therefore manage the efficiency of your agents and Interpreter services
- Interpreters can be graded so that the more responsive ones receive calls as a priority
- Customisable to fit your specific needs
- This System operates with the absolute minimum of effort by both Business Users and technical support personnel
- Web interfaces can be branded with corporate logo if required.

## CLIENT SYSTEM DIAL IN ACCESS OPTIONS

There are two 'Dial In Access Options' for the system. These options determine the way callers are dealt with and the process they have to go through to be connected to an Interpreter.

Option 1: Caller dials a general, non-language-specific telephone number and is prompted to choose language and optionally the gender of the Interpreter. This option has an audio prompt system to help the client.

Option 2: Caller dials a language specific number and is automatically connected to an available Interpreter, or if no Interpreter is available, then they can be connected to a backup number – which may be an Agency for example. This option is designed for speed of access and does not have audio prompts.

### ACCESS OPTION 1: GENERAL ACCESS

In this option, the caller chooses the language by entering a numeric code.

The system can function without an operator. This access method includes multiple audio prompts for the purpose of validation and features access.

1. All the audio prompts for this option are in British English.
2. The caller dials into the service and is either recognised by the system because the telephone number associated with their site is recognised (Caller ID), or they are prompted to enter an identification code. Once past this stage they navigate the Interactive Voice Response System to get connected to a client. It is possible for them to do this without any assistance from an operator.
3. To enable calls to be assisted by an operator, a single number must be set up on the provider's exchange that only operators answer. I.e. anyone answering an operator call must be able to handle that call
4. If a caller is unable to login, select a suitable language or interpreter, they are directed to an operator if the operator feature has been enabled.
5. A caller will be re-directed to an operator if they enter an invalid client identification or invalid language code three times
6. A client can press '#' key on their telephone at any time during their call to alert an operator that they need assistance if the operator feature has been enabled.
7. If interpreter grading is enabled, then interpreters with the highest grade will be selected first.
8. A client can press '9' when connected to an interpreter to get dial tone to enable a third party to be called. The client can press '9' multiple times to conference in multiple remote persons.
9. The client also has the option to select a specific Interpreter, as does the operator if connected.
10. If an Interpreter rejects a call there is the facility to re-select another Interpreter. Multiple rejections by an Interpreter will result in their number being barred until reset by the administrator.
11. The audio prompt option to select a particular gender of interpreter can be disabled by the service provider for all calls to this Mode

### ACCESS OPTION 2: LANGUAGE SPECIFIC ACCESS

In this option the unique telephone number that is called defines the language.

There is no operator access available with this option. This option is designed to provide a rapid connection to an appropriate Interpreter. This access option does not include any audio prompts.

1. The caller dials a language specific number that only provides access to one pre-set language.
2. There are no interactive voice prompts on this Mode of operation.
3. The telephone number that they called from (Caller ID) must be recognised by the system for them to proceed, otherwise they will be disconnected without answering.
4. The Site ID (account) is set automatically from Caller ID.
5. Telephone number that is called sets language automatically.
6. Interpreter Gender is set automatically to any.
7. System looks for an available interpreter. If interpreter grading is enabled, then interpreters with the highest grade will be selected first. If none found, go to "backup number".
8. ("backup number") check for matching language-specific backup number. If none, check for service provider backup number. If none found reject call without answering.
9. Dial the backup number. As soon as it answers, answer the incoming call and connect caller to backup number. Caller can use "9" if required to add third parties.
10. If no backup number, or call to backup number fails, reject the incoming call without answering.
11. If interpreter available, system dials interpreter and asks them to accept the call.
12. If call fails or interpreter does not accept, go back to 7 to find another interpreter.
13. If interpreter accepts the call, answer the incoming call and connect caller to interpreter. Caller can use "9" if required to add third parties.
14. Hang-up all outbound calls when caller hangs up.
15. Note that the backup number is not an operator; it's possibly external service.
16. This type of access can be provided either to enable callers to navigate more quickly to their chosen language, or by a department of the service provider who has a call coming into their office from a client and want to quickly connect this to a pre-specified language.



Miton Systems Ltd., 49 Dove Park, Chorleywood,  
Hertfordshire, London England.

Tel: +44 (0) 1923 286501 [info@miton.co.uk](mailto:info@miton.co.uk) [www.miton.co.uk](http://www.miton.co.uk)

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