



LANGUAGE  
SCIENTIFIC

# On-Demand Phone Interpreting For Call Centers Use Case

*If You Don't Understand It, You Can't Translate It!*

## At a glance

Over-the-Phone Interpreting (OPI) services enable real-time multilingual communication in call centers, ensuring seamless customer interactions across diverse linguistic backgrounds. Accurate and efficient OPI services are critical for improving customer experience, reducing misunderstandings, and enhancing operational efficiency in global call center environments.

### Key metrics



**40%**

Reduction In Call  
Handling Time



**100%**

HIPPA Compliant



**250+**

Languages And Dialects

## CHALLENGES



Call centers face real-time communication challenges when supporting multilingual customers, often resulting in misunderstandings, frustrated clients, increased call-handling time, and potential regulatory risks. Ensuring rapid access to interpreters skilled in specialized terminology and customer service contexts complicates call center operations and training efforts.

## SOLUTIONS



On-demand phone interpreting services offer rapid, 24/7 access to professional interpreters trained specifically for call center customer interactions.



**Specialized  
Interpreters**



**Secure and  
HIPPA Compliant**



**Scalable 24/7 On-  
Demand Service**

## BENEFITS



**1**

### Enhanced Customer Satisfaction

Real-time interpreting reduces frustration, increases customer loyalty, and boosts satisfaction through clear, accurate communication.

**2**

### Improved Operational Efficiency

Shorter call durations, reduced repeat interactions, and streamlined multilingual support lower costs and increase productivity.

**3**

### Reduced Compliance and Legal Risks

Accurate, professional interpreting ensures compliance with multilingual communication regulations, reducing legal exposure and potential penalties.



LANGUAGE  
SCIENTIFIC®



[www.languagescientific.com](http://www.languagescientific.com)



[info@languagescientific.com](mailto:info@languagescientific.com)



[www.linkedin.com/company  
/language-scientific/](https://www.linkedin.com/company/language-scientific/)