



WEBINTERPRET

The world speaks your language



Towards multilingual answering to emergency calls in the EU

Sofia, the 6 March 2009

About WebInterpret

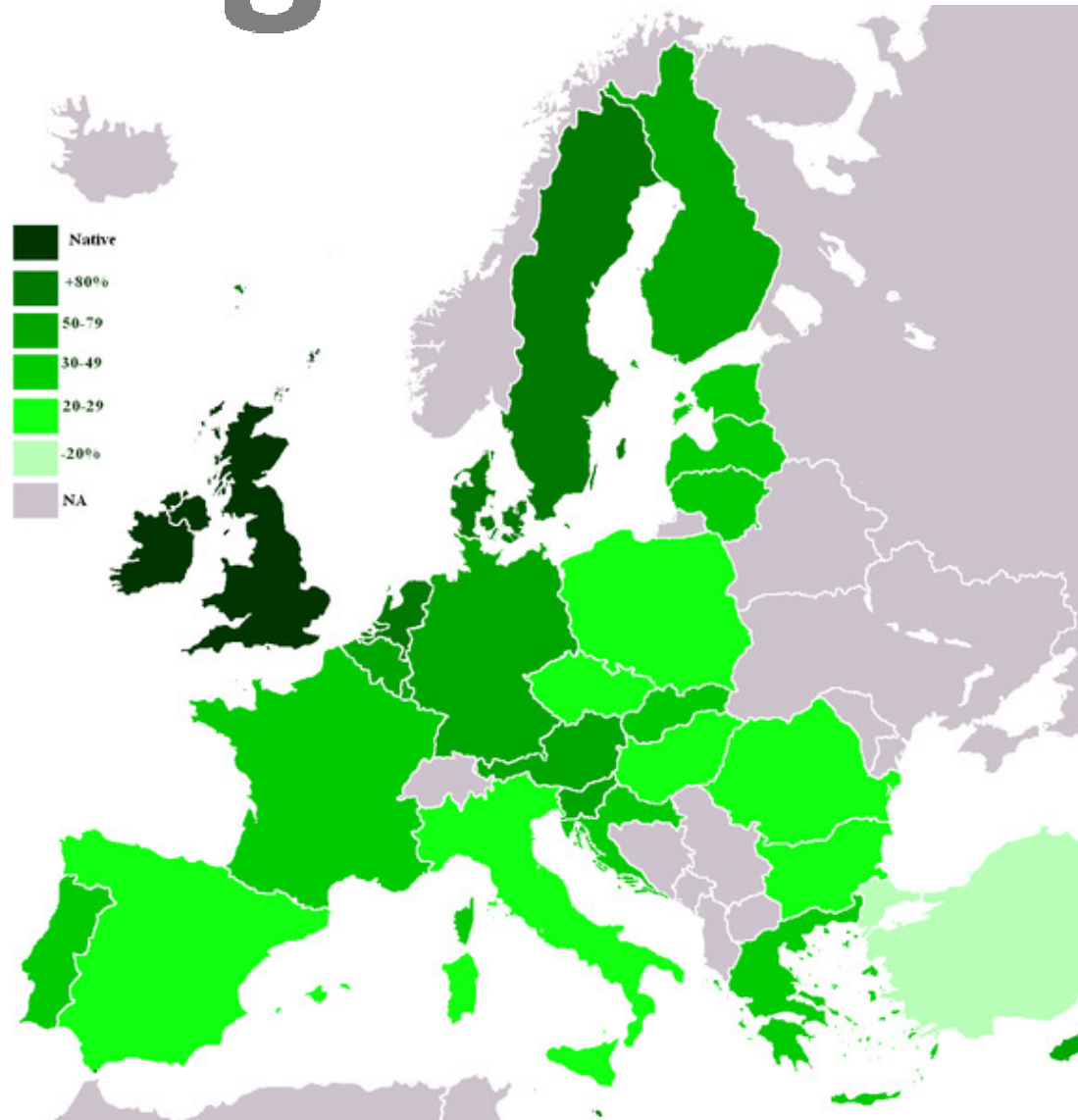
- Over the phone interpretation specialist
- Provide:
 - Interpreter management tools for emergency centers
 - Dedicated interpreters team
 - Consultancy on best practice for multilingual support



Facts

- About 150 million people travelling in the EU each year
- 28% of callers have language problems when they call 112 while abroad
- 23 official languages in Union
- Emergency calls in London, more than 90 languages used

English knowledge



About only 1/3 of Europeans know English

Special Eurobarometer 243



WEBINTERPRET

Solutions for 112

1. Forward the calls to other emergency services
2. Interpreters on site
3. Have external solutions



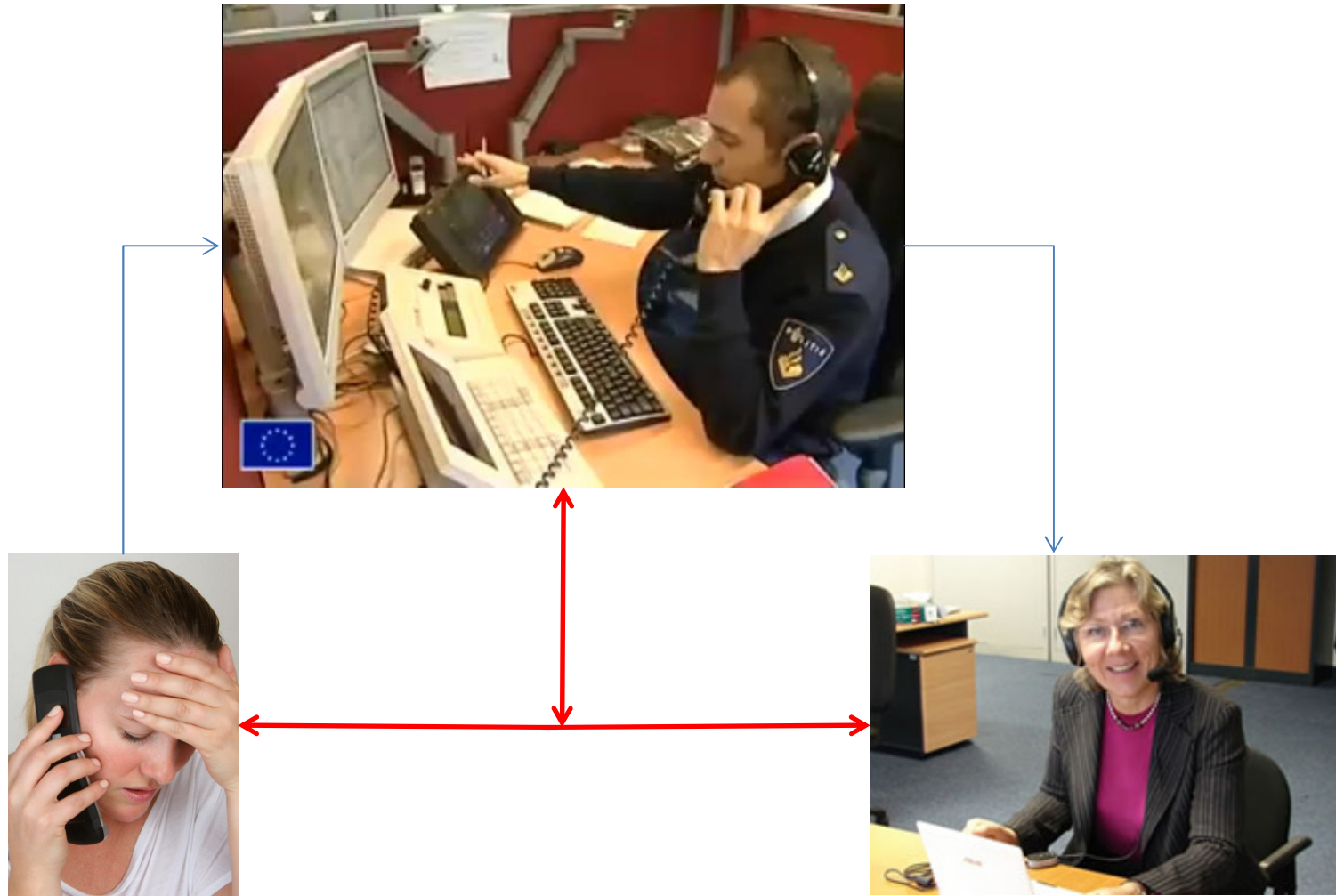
Forward to foreign emergency service

- 1) **112 Agent** receives a call from a **Limited language speaker**
- 2) Agent forward the call to foreign emergency service
- 3) Agent of foreign emergency service manage the call
- 4) Agent of foreign emergency service transferts the information to the original center

Interpreters on or off site

- 1) **112 Agent** receives a call from a **Limited language speaker**
- 2) Agent place Conference on hold
- 3) Agent dials **Live interpretation toll-free** number or onsite interpreter number
- 4) **Interpreted conference starts** between the speaker and the agent

How it works



Issues

- Speed (in case of emergency, every second is critical)
- Scalability (during events, holidays)
- Number of languages (can change very fast)
- Forecasting language needs (monitoring)
- Efficiency (ex: ability for local agent to understand)
- Cost

Benchmark

	External live interpreting	Other emergency center	Interpreters on site
Speed	++	+	++
Scalability	+	++	--
Number of languages	++	++	--
Forecasting	++	-	+
Efficiency	+	--	++

Samples



Renaud Ludet | [Other conferences](#)

Admin created.. 00:15

Bulgarian +



outgoing
[disconnect](#)

connected

to Bulgarian
press space or click here to change direction

English +

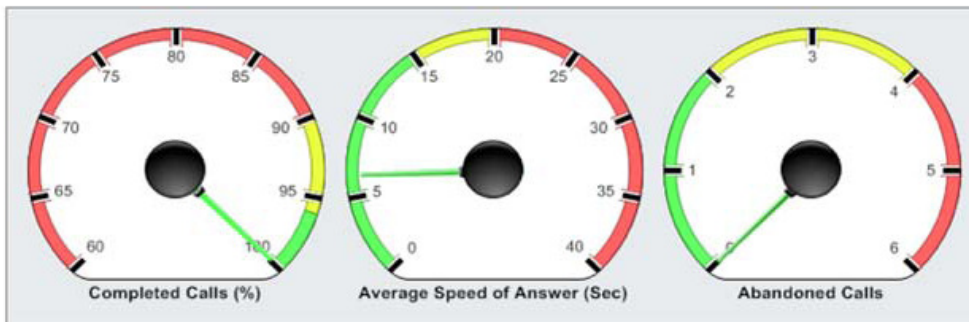


outgoing
[disconnect](#)

connected



Performance Statistics



Sample Dashboard for Interpretation Business Management Software



Contact

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