VOIANCE®
a CyraCom International company

Accessing a Voiance Interpreter

Using Any Phone

Working Effectively with an Interpreter

- Allow the interpreter to greet you and the customer
- Write the interpreter ID number for documentation
- Provide the interpreter with a brief explanation of the call
- Speak in the first person
- Use short but complete phrases
- Avoid slang, jargon or metaphors
- Allow the interpreter to clarify linguistic and cultural issues

Submitting Feedback to Voiance

- Did you have a really good experience, a call that could have gone better or general feedback you would like to submit to Voiance?
- Submit feedback online today at:
  http://www3.voiance.com/Client-Feedback-Form

Interpretation Services Available

This chart is designed to help you identify the languages commonly spoken in your community.

English	Do you speak [language]?
Arabic	هل تتكلم اللغة العربية ؟
Cantonese	您講廣東話嗎？
French	Parlez-vous français?
German	Sprechen Sie Deutsch?
Hindi	क्या आप हिन्दी बोलते हैं ?
Italian	Parlate italiano?
Korean	한국어 통역이 필요하십니까?
Mandarin	您讲普通话吗？
Polish	Czy mówi Pan/Pani po polsku?
Portuguese	Você fala português?
Russian	Вы говорите по-русски?
Somali	Af Soomaaliga ma ku hadashaa?
Spanish	¿Habla español?
Turkish	Türkçe biliyormusunuz?
Vietnamese	Ông/bà nói tiếng Việt phải không?

Voiance Quick Access Instructions v3

ISO 9001:2008 Certified Quality