

INTELLIGENT TECHNOLOGY

HOW IT CAN BENEFIT LANGUAGE SERVICE PROVIDERS FOR TELEPHONE INTERPRETING

**Contact us if you want to know how to get
started with a Telephone Interpreting
business, or improve your existing
Telephone Interpreting service**

MITON SYSTEMS

- We will be talking about a Telephone Interpreting Platform and how it relates to Intelligent Technology
- How Intelligent Technology can benefit a Language Service Provider (LSP)
 - To automate the processing of connecting a Client with a LSP's interpreter
 - Custom billing setup on a per Client basis.
 - The Option to have operator interaction with the Client during a call
 - Log all the transactions to enable the LSP to bill the Clients and pay their Interpreters
- Provide reports to enable analysis and problem solving
 - Detailed session reports showing call flow during session
 - Interpreter performance analysis
 - Language usage statistics
 - Historical performance dashboard

This is not a sales pitch; rather information about what you should be looking for in a system

CLEAR VOICE INTERPRETING SERVICES

- A Language Service Provider that use Miton technology for their telephone interpreting service and face-to-face booking
- The benefits of using the their iLClient and iLInterpreter Apps
- How to access the technology
 - White Labeling and other ways

Clear Voice can help you access this technology with minimum effort

Why we are qualified to talk about technology

- Miton Systems are a technology company that has over 20 years experience in the telephony market.
- We started building high integrity systems that conferenced telephone participants.
- We soon learned that failure of our equipment could have serious effects on the clients who were using them.
- We developed strategies to ensure reliable, secure systems for maximum availability.
- We don't know a lot about the markets our clients operate in, but we are great at listening to requirements and providing the features to win and maintain their business.
- Simple to the user, but very high tech behind the system

Great products come from great customers.

Telephone Interpreting market, not taking advantage of what intelligent technology can offer

- Seeing an increase in on-demand Telephone Interpreting
 - Tighter budget demands driving this increase
 - Especially in Public Sector and Health care
 - Increased telephone throughput can be difficult to manage with existing internal systems.
- Innovation in management of Interpreting slow to appear
- Low-tech, manual processes
- Providers specialising in Face to Face Interpreting have small Regional Footprint
- Existing systems have evolved
 - Resulting in un-connected, outdated manual solutions that LSP's are outgrowing

Labour Intensive Operation

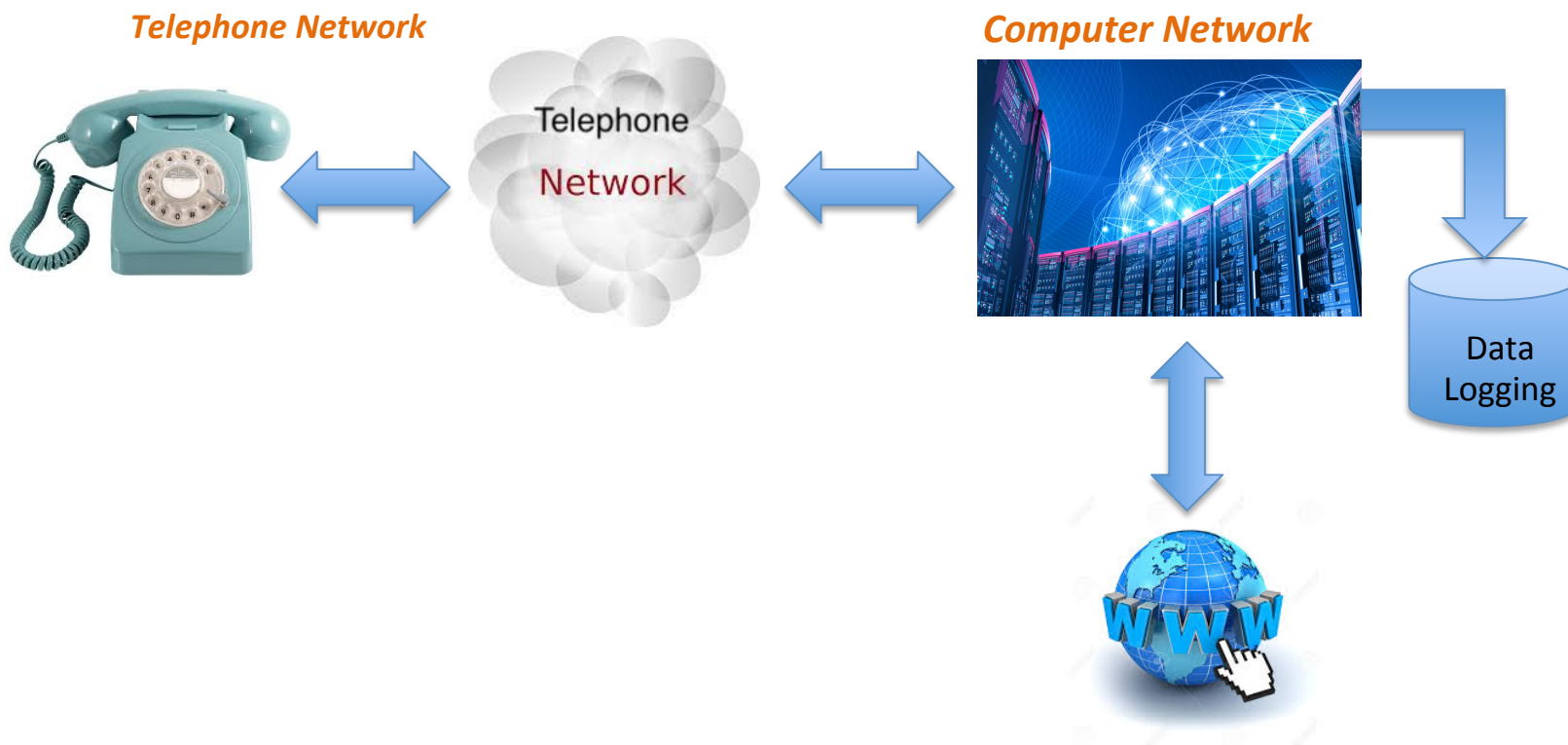
- How Manual Companies Operations Are
 - Spreadsheet based systems
 - Manually scheduling Interpreters availability
 - Labour Intensive client to interpreter connections
 - Inaccurate manual processes for billing
 - Few statistics or useful monitoring
- Mixture of Solutions
 - Multiple Spreadsheets
 - Use of some PBX Functionality
 - Off the shelf products
 - Manual Billing
- LSPs want to get into telephone interpreting, but think the set-up and management is too hard.

What is Intelligent Technology?

- Replacing human intervention with technological systems, making information more manageable and useful.
- Enables personnel resources to be allocated more efficiently.
- Of course, the ultimate goal is to achieve a better user experience and improved security and profitability.

Connecting Telephones to Computers

Connecting Telephone Networks and PC Networks together



*Seamless, Bi-Directional Exchange of Data
Between Telephony and Computer Networks*

- Closely Coupled Relationship between telephone, highly intelligent computer and data processing system
- Access to high-tech, secure, online platforms
- Ideally no in-house technical resources needed
- LSP screens need to be easy to use, whilst taking advantage of underlying hidden high technology
- Internet browser based, which means all the screens/interfaces that enable monitoring and control by the LSP are where ever there is Internet connectivity.
- LSP should not need any specialist equipment or technological knowhow

Ideal System Components

Objective: A Client calls the system, interacts with the voice prompts and the system finds a suitable Interpreter and connects the two parties. A third party can be added as required.

Components:

- Web browser based interfaces
- Client Database and Billing Set Up
- Interpreter Database and Skills Set up
- Billing
- Operator Screen
- Interpreter availability and performance analysis
- Reports and Statistics
- Smartphone Apps

Interpreter Line

"Secure, Reservation-less, Instant Access"

Demonstration Site

INTERPRETERS SET AVAILABILITY HERE

Interpreters Go Here: lang2.miton.co.uk/login.php

ADMINISTRATORS LOG IN HERE

(CaSe sEnSiTiVe)

☒ Remember Me

i Administrator Lost your password?

i login problems?

Local Time - Mon 17 Sep 2018 5:31:06 pm

Brief Overview PDF

System Overview PDF

Operator Screen PDF

Visual Tutorials

PID:1 | hostname: miton4 | host: lang2.miton.co.uk

DEMO SITE



Secure Telephone Interpretation Platform

Log Out

DEMONSTRATION SITE - TELEPHONE INTERPRETATION SYSTEM

TELEPHONE NUMBERS

Client Service : 0845 591 7371 ⓘ ⓘ

Interpreter Logon : 0845 591 7280 ⓘ ⓘ

Silent Listen: XXXX XXX XXXX ⓘ [Level 3]

Show/Hide All Non-Hidden Telephone Access Numbers [Click]

MAIN MENU - [359]Mike Quelch [Admin Level 3]

GENERAL USER LEVEL ACCESS [Level 1]

- Clients ⓘ New features (12/10/17)
- Interpreters ⓘ New Features(11/11/17)
- Interpreter Response Times ⓘ New (06/12/16)
- Dashboard ⓘ
- Dashboard 2 ⓘ
- Face-to-Face Bookings Management System ⓘ New (12/12/16)

OPERATOR SCREEN & REPORTS [Level 2]

- Operator Screen ⓘ ⓘ
- Operator List & Priority Settings [Level 3]
- Reports ⓘ

PROVIDER ADMIN LEVEL ACCESS [Level 3]

- Demonstration Site Setup ⓘ
- Environment Configuration ⓘ



Docs

- Brief Overview ⓘ Revised (20/06/18)
- System Overview ⓘ Revised (22/02/18)
- Operator Screen ⓘ
- Client Billing and Out of Hours ⓘ New Features(07/03/17)
- Video Tutorials ⓘ
- FAQs ⓘ New Features(16/08/17)
- New Features ⓘ New Features(06/09/18)

DEMO SITE

Clients Management Screen

SEARCH

Set Type: contains

CLIENTS

Expand for Sites	Edit	Type	Client Name	Rate Period	Charges for Rate Period		Charges for Initial Segment			Duration Minimum hh:mm:ss	Rounding Period hh:mm:ss	Language Overrides	Notes	Sites	
					Default	Agency	Duration hh:mm:ss	Default	Agency						
		Cust.	Test Client	1 min.	£0.60 (60 p/min)	£0.60 (60 p/min)	0:05:00	£0.80 (80.00 p/min)	£0.90 (90.00 p/min)	0:00:00	0:00:01	1		5	

SITES/DEPARTMENTS FOR TEST CLIENT

New (20/06/17)

Edit	Status	PIN	Site/Department Name	Pre-selected Language	Access Number	Main Telephone	Notes	Contacts	
<input checked="" type="checkbox"/>	Live	17886	 Test Site 1	[1975] Romanian			<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Live	33411	Test Site 2				<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Live	982578	Test site 3				<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Live	473834	Test Site 4				<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Live	999583	Test Site 5				<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>

New features (01/03/17)

Return

Secure Telephone Interpretation Platform

Update Client **Test Client**

Update

ID: C190PID: 1

Client Name: Test Client

Client Type: Customer

Account Status: Active

Accounts Ref:

Face-To-Face Interpretation Enabled: ☒ New (02/08/16)

Address 1:

Address 2:

UK County:

Post Code:

Country:

Main Telephone:

Sector: Sub Sector: None

Sales Manager: Account Manager:

Client Interpreter Telephone Type Preferences: No Preference New (07/08/18)

CONTACTS FOR TEST CLIENT [CAN HAVE LOGIN CAPABILITY]
 ADD CONTACT [Level 3]

Edit	Status	Name	Login Email	Login Pswd	Notes	Tel	Mobile	Email	Date Added
	Live	Dr Test Client	testclient@it-advantage-ltd.co.uk	mikeq					30 Oct 2017

CLIENT CHARGING PARAMETERS

Important Note: Call charges are calculated immediately at the end of the call, using the values of these settings that are current at the time. Any changes made to these settings will only apply to calls that finish after the changes are made. The system does not go back and recalculate charges for past calls.

▶ Examples for Combination of Charging Parameters. [Click to View]

Charge for all calls from start of call, whether an interpreter was found or not: ☐

Only charge for calls that found an interpreter, but charge from start of call: ☒

Only charge for calls that found an interpreter from time the interpreter was connected: ☐

NORMAL RATES

Rate Period: 1 min - per minute (Default) ⓘ

Default Charge For **Rate Period** (Using Interpreter): 60 (pence) (pence/min=60.00) ⓘ

Default Charge For **Rate Period** (Using Backup Agency): (pence) (Charge for Rate Period will be used. pence/min=60.00) ⓘ

INITIAL CALL SEGMENT CHARGE MODIFIERS

Initial Segment Charge for **Rate Period**: (Using Interpreter) 80 (pence) (pence/min=80.00) ⓘ

Initial Segment Charge for **Rate Period** (Using Backup Agency): 90 (pence) (pence/min=90.00) ⓘ

Duration of Initial Segment (If any): 5 mins ⓘ

OTHER SETTINGS

Minimum Chargeable Duration: 00 ⓘ

Call Charge Rounding Up Period: 1 sec - per second (Default) ⓘ

PER LANGUAGE CHARGES OVERRIDE

➤ ADD OVERRIDE ⓘ

Edit	Language	Rate Period	Charges for Rate Period		Charges for Duration of Initial Segment			Rounding Up Period hh:mm:ss	Minimum Chargeable Duration hh:mm:ss	
			Default	Agency	Duration hh:mm:ss	Default	Agency			
✗	Albanian	1 mins.	£0.90 (90 p/min)	£0.90 (90 p/min)	0:00:00	£0.00 (0.00 p/min)	£0.00 (0 p/min)	0:00:01	0:04:00	✗

Update Site/Department

Client [ID] Name

Test Client

Site/Department ID Name:

Test Site 1

Status:

Enabled

Main Site/Department:

☒ M

Site/Department Name:

Test Site 1

Address 1:

Address 2:

UK County:

POST CODE:

Country:

Main Contact Name:

Main Contact Email:

Main Telephone:

Change Site Access PIN Code:

☐ Site Access PIN Code = 17886

Dedicated Site Telephone Access Number:

Not Set New (20/6/18)

Pre-Selected Language:

Romanian [Code 029] [Num Ints. 0] New (20/4/17)

CONTACTS FOR TEST CLIENT [CAN HAVE LOGIN CAPABILITY]

ADD CONTACT [LEVEL 3]

Edit	Status	Name	Login Email	Login Pswd	Notes	Tel	Mobile	Email	Date Added
	Live	Tester Forsite	site_354@it-advantage-ltd.co.uk	mikeq					30 Oct 2017

Site Notes:

New (25/1/17)

REGISTER AUTO-ACCESS TELEPHONE NUMBERS FOR SITE

INSERT NUMBER

Edit	Telephone Number	CID Name	Lang.	Updated	Added
No Numbers Registered - Sites that dial in will not be automatically recognised and will need to enter Code This site cannot use the language specific telephone access numbers which require a caller ID.					

[Main Index](#) [Add New Interpreter \[Level 3\]](#)

Interpreter Management Screen (Will refresh every 180 seconds) (Sys Admin View ⓘ)

Hide Push Message Area

SEARCH CRITERIA:

SORT BY

☐ ID ☐ Firstname ☒ Lastname ☐ Tel. Number Count ☐ Lang Count ☐ Active ☐ Logged IN ☐ Updated ☐ Failed call count ☐ County

ORDER

☒ Ascending ☐ Descending

Search

Clear

FILTERS:

Language skill: ([n] after language Code indicates Number of Telephone Interpreters.) **ALL** Code Contains: New (22/05/17)

First Name Like: Surname Like:

GENDER

☒ Both ☐ Male ☐ Female

Interpreter ID Contains: County:

☐ Show Registered Numbers ☐ Show Languages ☐ Show Having Graded Language Skill New (12/11/17) ☐ Display Awaiting References Checks ☐ DBS Certified New (08/03/19) ☐ APP Users New (08/03/19)

CALL STATUS:

☒ All ☐ Unavailable ☐ Available ☐ On-Call

STATUS:

☐ All ☐ Deleted ☒ Authorised ☐ Awaiting authorisation ☐ De-authorised

INTERPRETER SERVICES ⓘ New (02/05/18)

☐ All ☒ Telephone ☐ Face2Face ☐ Translation

PUSH MESSAGING:

SEND PUSH MESSAGE TO INTERPRETERS WITH APP [MAX CHARACTERS = 235]

Header:

Body:

Footer:

PUSH MESSAGE

From: Demo. Service Provider
Interpreter Line Admin

Push Message

Character count = 54

0 Interpreters with Apps

Failed Calls: Important Note:

Notes on how Interpreter is called (Click to view) New (30/11/16)

Edit	Code 🔍	Holiday	Web Req	App User	Name 🔍 <small>New (02/08/16)</small> (Hover for status notes if any)	Graded Language Skill (Grade)	Registered Numbers (Failures)	Language Skills	Status	Telephone Num. & Failed Calls 🔍 Make Unavailable 🔍 Make Available	Last call history 🔍		On call	County	Updated			
											Accepted	Tried						
	942 93949				Mr Tony Mountfield	M TI	Yes (1)	View 1	View 1	Authorised	Unavailable	01962865714	14:51 on 25 Apr 2013	14:50 on 25 Apr 2013	No	Hampshire	15 Aug 17	
	932 91362				Mr Mike Quelch	M TI	Yes (2)	View 2	View 2	Authorised	Unavailable	01923286501	15:49 on 13 Oct 2014	15:48 on 13 Oct 2014	No	Borders	10 Aug 17	

Records 1 to 2 of 2

COMPANY
Logo

[Main Index](#)

 **Update Interpreter** [932] **Mike Quelch (Sys Admin View ⓘ)** Not APP User

 **LIVE TELEPHONE NUMBERS**  INSERT NUMBER

Edit	Live	Number	Mobile	Failures	Last Failure	Updated	Added	
 781	No	01923286501	No	0		26 Sep 2017	26 Apr 2013	
 724	No	01923321321	No	0	2013-01-10 10:07:27	11 Jul 2016	19 Dec 2012	

 **LANGUAGE SKILLS**  ADD LANGUAGE

Edit	[Code] Language	Rate ⓘ	Native Speaker	Grade ⓘ	Added	
 1199	[065]Albanian	30	Yes	2	19 Jan 2018	
 1579	[122]Japanese	30	No	2	19 Jan 2018	

 **QUALIFICATIONS**  ADD QUALIFICATION

Edit	Description	Added	
 112	BA in interpreting	2017-06-06	
 114	Community Level-3	2017-06-06	

 **HOLIDAY SETTINGS: NOT AVAILABLE INCLUSIVE DATES ⓘ** New (01/08/17)

Start of Holiday: 

End of Holiday: 

Clear Holiday Dates: ☐

ACCOUNT REFERENCE

ID:	932	
Authorisation (Active or Not):	<div>Authorised</div>	
Suspended:	<input type="checkbox"/>	
Deleted:	<input type="checkbox"/>	
References Checked OK:	<input checked="" type="checkbox"/> New (02/08/16)	
DBS Certified:	<div></div> New (02/08/16)	
Accounts Ref:	ABC	
On Payroll:	<input type="checkbox"/>	
Change PIN CODE:	<input type="checkbox"/> Interpreter Code = 91362	
Default Telephone Interpreting Rate:	<div>30</div> (Default Pence Per Min) New (16/01/18);	
Default Face2Face Rate:	<div>15.00</div>	

SERVICE SKILL PROVISION
New (02/08/16)

Telephone Interpretation Skill:	<input checked="" type="checkbox"/> New (02/08/16)
Face-to-face Interpretation Skill:	<input type="checkbox"/> New (02/08/16)
Translation Services Skill:	<input type="checkbox"/> New (02/08/16)

PERSONAL DATA

Gender:	Male
Title (Mr,Mrs etc):	Mr
First Name :	Mike
Last Name :	Quelch
Telephone:	01923 286501
Mobile Phone :	
Email:	mikeq@miton.co.uk <small>New (02/08/16)</small>
Speciality:	Health Care
Nationality:	British

ADDRESS

Address:	123
Address:	fasdf
County:	Borders
Postcode:	abc 123 <small>New (22/11/18)</small>
Country:	United Kingdom
Latitude/Longitude: /	<small>New (22/11/18)</small> latitude or Longitude blank - Check Postcode
UK Based?:	<input type="checkbox"/>

Status Notes:

General Notes:

Modified : 10 Aug 2017
 Added : 19 Dec 2012

Update

Reports

ANALYSIS

- Real-Time In-Progress Sessions Report
- Sessions Report (+Recordings)
- Interpreter With Activity In Period (Level 3)
- Interpreter With No Activity In Period (Level 3) New (17/04/18)
- Interpreter Audit Report (Level 3)
- Backup Number Activity Report (Level 3)
- Backup Number Analysis Report (Level 3) New (10/12/18)
- Client - Spend by Client (Level 3)
- Client - Spend by Site (Level 3) New Feature (11/01/19)
- Client - Interpreter Requests (Level 3)
- Call Failure Causes (Level 3)
- Usage Minutes by Year and Month (Level 3)
- Logins Report (Level 3) New (09/05/17)
- Interpreter Numbers Analysis (Level 3) New (09/08/18)
- Interpreter Availability Report (Level 3) New (09/05/17)
- Interpreter Holidays Report (Level 3) New (02/08/17)
- Usage Graph (Level 3) New (02/10/17)
- Language Analysis By Site (Level 3) New Feature (26/07/18)
- Language Analysis By Client (Level 3) New Feature (18/12/18)
- Language Analysis By Week (Level 3) New Feature (12/01/19)
- Backup Calls Analysis (Level 3) New Feature (16/08/18)
- Transactions Analysis Report (Level 3) New Feature (22/01/19)
- Transactions Outcomes Report (Level 3) New Feature (04/02/19)
- Call Outcomes Report (Level 3) New Feature (20/03/19)
- Call Detail Report (Level 3) New Feature (30/05/19)
- Session Statistics Report (Level 3) New Feature (3/06/19)
- Call Rating Statistics Report (Level 3) New Feature (25/06/19)

INVOICE & PAYMENT - DATE RANGE (LEVEL 3)

- Clients Call Records
- Clients Call Records (using backup number)
- Interpreter Payment Report
- Generate Excel Billing Files

MAIL LISTS (LEVEL 3)

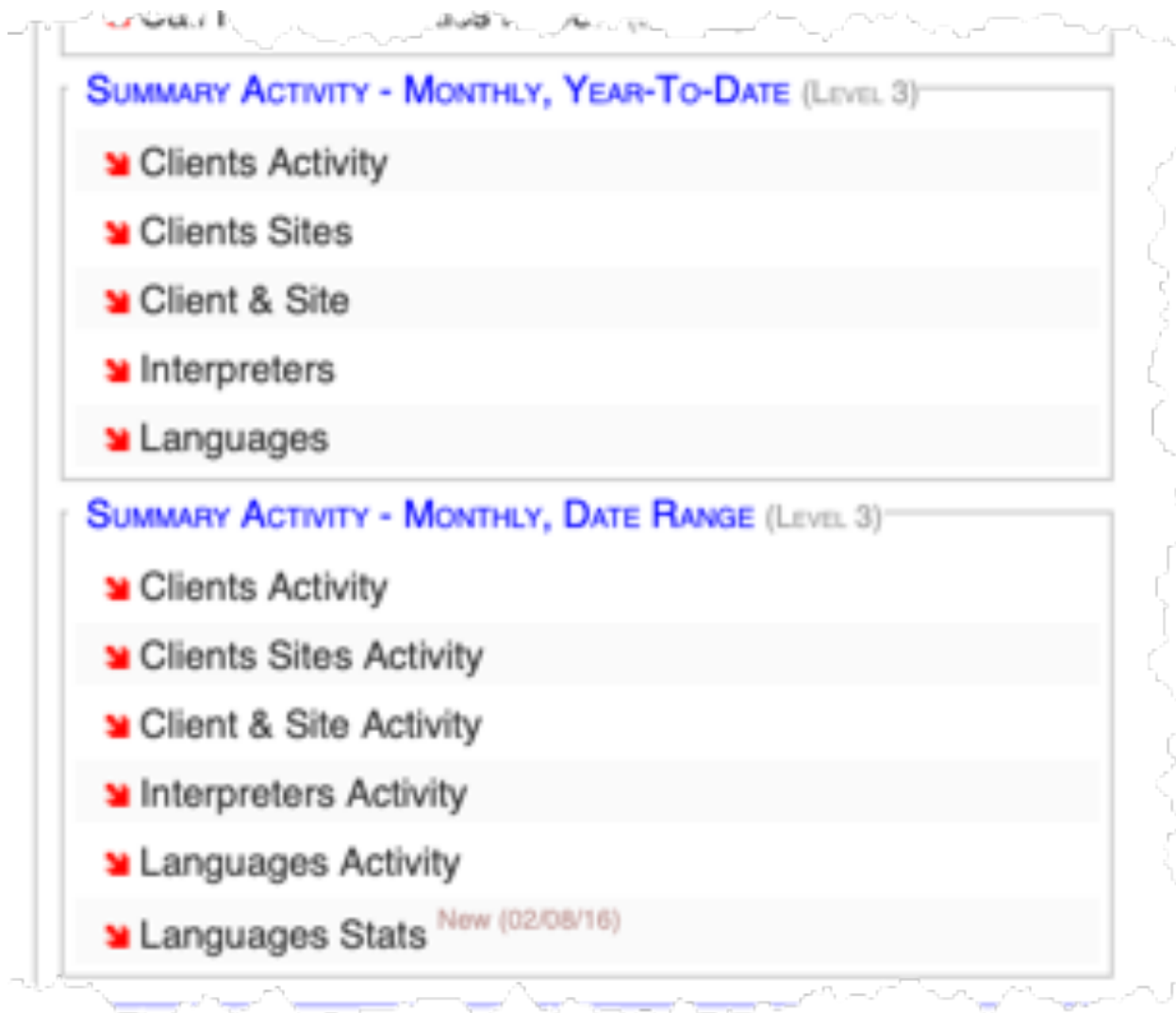
- Interpreters Report New (14/12/17)
- Client Contacts Updated (14/12/17)
- Site Contacts Updated (14/12/17)

SYSTEM INFORMATION (LEVEL 3)


- Client Default Rates Report New (05/2/18)
- Client Site Caller IDs Report
- Sites PIN Code list
- Interpreter skills list New (05/12/16)
- Users with logins New (12/10/17)


CLIENT APP REPORTS (LEVEL 3) USAGE TIPS:

- Users
- Sessions
- Requests
- Transactions
- App Store Links





Secure Telephone Interpretation Platform

 [Reports Index](#)


 [Generate Excel Billing Files](#)

DATE RANGE

Start Date



End Date




Generate Clients Excel File:

[Clients](#)

Generate Interpreters Excel File:

[Interpreters](#)

Select Month



Generate Hosting Excel File:

[Hosting](#)

- per second automation of calls and billing
- operate from anywhere there is internet capability – not office bound
- can operate 24 x 7 – calls can be operator attended or unattended
- Increased efficiencies without a big investment in new technology
- rapid connectivity of clients to interpreters and/or third parties
- lower administration costs
- differentiation in the marketplace by providing detailed accurate reporting and billing
- better control over your telephone interpreters using call statistic analysis reports including answer time and availability
- your own technical resources are not needed
- no additional telephone lines or telephony infrastructure required
- highly resilient and secure online platform
- minimal internal administration but with full control over the service you provide
- Try before you commit

Client & Interpreter Apps

- Client App to simplify the process of connecting to an Interpreter
- Interpreter App to make it easy for Interpreters to set their availability and receive push messages

Clear Voice will talk about their Apps.

CLEAR VOICE INTERPRETING SERVICES

- A Language Service Provider that use Miton technology for their telephone interpreting service and face-to-face booking
- The benefits of using the iLClient and iLInterpreter Apps
- How to access the technology
 - White Labeling and other ways

Clear Voice can help you access this technology with minimum effort

#TwoTapsToTalk

- Able to be used when people are mobile and out of the office
- Faster (by about 20 seconds)
- Select your favourite languages
- Technology offer which is important when winning contracts or new clients
- Easy to use
- Able to track calls by phone number
- New market for overseas and business travelers

Clear Voice Client App



White labeling

- No outlay in system investment and staff training
- Seamless service for clients
- Access to a bank of interpreters
- Switch to on demand instantly
- Cost effective
- Back up staff

Other ways

- Switch to offering service in-house
- Continue with pre-booking by using system for per second charges and automated billing
- Only use the app
- Use a back up service during set up

Questions?

Contact us if you want to know how to get started with a Telephone Interpreting business, or improve your existing Telephone Interpreting service

#TwoTapsToTalk

**Contact Miton Systems
Limited:**

www.miton.co.uk

info@miton.co.uk

01923 386401

@miton_systems

**Contact Clear Voice
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