

TRANSLATION SERVICES

Tipsters can now communicate in their language of choice!



Alternative Answers subscribes to a simultaneous translation service which enables them to communicate in over 170 languages.

When receiving a call, the call taker quickly determines if it is in a language Alternative Answers can handle internally. If not, the call taker immediately calls the translation service, enters a passcode and is connected instantaneously to a translator.

The call is now a three-party conference between the call taker, tipster and translator. With the translator's assistance, the call taker can respond to the tipster's needs in their preferred language.

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**Northern
Communications**