



Capita LiveLINK

Your remote interpreting service



 Speed	 Support	 Scalability	 Quality	 Flexibility	 Ease of use	 Security
<p>15 second connection time</p>	<p>Operator on hand 24/7</p>	<p>Extensive interpreter community</p>	<p>In-depth screening & performance monitoring</p>	<p>3 ways to connect (app, phone, web)</p>	<p>One-time login and stored usage data</p>	<p>Encrypted communications within an ISO 27001 platform</p>



Why should you use Capita LiveLINK?

Speed of connection

With access via the web or via our mobile app, we have removed the need for a call operator to ask for your PIN, language and any other additional information. As soon as you place your request, our system starts its search for your interpreter. The result? A new and improved connection speed meaning you can be linked with an interpreter in as little as 15 seconds.



Customer support

Although unnecessary to connect to an operator every time you use the app, round-the-clock support is on hand whenever and wherever you need it. What's more, our team can manually assign your requests and provide additional service if required.



Scalability

By continuously monitoring language demand across the LiveLINK system, we can effectively scale-up our linguist deployment if there's an increased demand for a particular language. Moreover, our ability to manage 3 back-up pools of interpreters means that our depth of supply is unrivalled. Reinforcing this existing supply chain, we can build and create linguist panels for our customers based on demand. This flexibility means that we are able to react extremely quickly to the ever-changing requirement for language support.



Performance monitoring

The feedback we collect via the system allows us to constantly monitor the performance of our interpreters, meaning that any dip in quality can be acted upon instantaneously. As a result, we ensure continuous improvement in the level of service our customers and their end-users receive. Indeed, this is made doubly sure at the end of every call through our interpreter star rating system whereby the customer can score the quality of the service they received.



Flexibility

The LiveLINK platform is unparalleled in terms of its flexibility. By providing your secure login details, you can connect to the system via Android, iPhone, the web or even by going back to basics and using a standard telephone line.



What's more, LiveLINK gives you the option to specify the gender of your interpreter, easily set up a third-party conference call with the non-English speaker, or re-connect with your interpreter within a minute of completing the call; ideal if something slips your mind during your initial conversation.

Ease of use

With the app, you only need to log in once, meaning you don't have to provide a PIN number every time you wish to reach an interpreter. On top of this, the app also remembers your usage information, so it will automatically revert back to the previous language you requested next time you come to use its services.



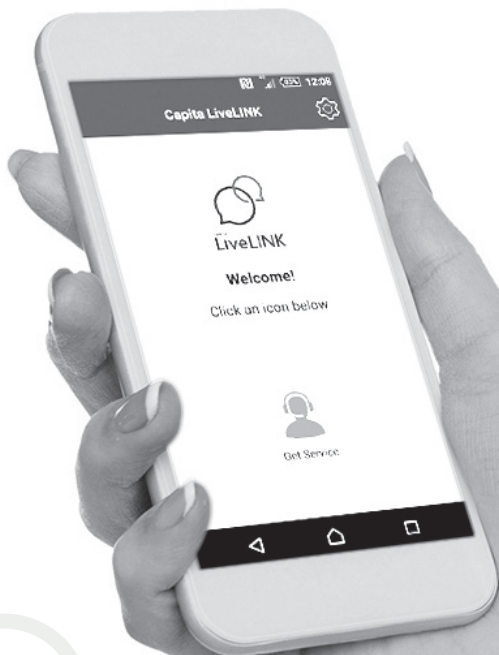
Security

The LiveLINK platform has most certainly been built with security in mind. All communications are encrypted and secured when using the platform ensuring safe, private, and secure real-time communications. Our innovative technologies protect against eavesdropping and information-tampering, and, as part of our ISO 27001 accreditation, all Capita staff and interpreters undergo a series of criminal background checks and a vetting process, including training on a host of security topics. As always at Capita TI, the security of every communication remains a top priority.



Capita LiveLINK provides the ideal platform to allow us to lead the way in being able to offer our customers exciting and innovative new services, not just now, but also in the future, as it provides us with the flexibility and control that are essential in delivering the best possible service.





We care what
people say...



If you require any further information regarding LiveLINK, our services or how to access them, please contact us at:

marketing@capita-ti.com

<https://capitatranslationinterpreting.com>