Client	CIN	Answer	Location	Schedule - Onsite	Schedule - All	On Call	ICBC No Wait	Language Queues	OWGS	CLI	All Interpreters	Background Check	Nat 3rd Party (91)	Int 3rd Party (9011)	Notes
Absolute															ONLY SUPERVISORS
Accenture		CanTalk			1	3		2			4		x		
Alberta Public Centre					1	3		2			4		x		
Archway CanTalk		Company Name			1	3		2			4		x		
Assistek															ONLY SUPERVISORS
Asurion (Mobility)	N/A	CanTalk	USA (1) | CA (2)	1	3	4		2			5		x		*Confirm Agent
Asurion (Retail)	12*	CanTalk	CA (1) | USA (2)	1	3	4		2			5		x		
BC Hydro		CanTalk	CA		1	2		n/a			3		x		
CanTalk Support Line		CanTalk			1	3		2			4		x		
CIBC		CanTalk	CA		1	2		n/a			3	x	x		> if no interpreter available with BGC, not proceed and offer prebook or call back later > if the caller refuse to provide information, proceed with the call, however inform to Maria C. and 3_core
CIN 7000 - Province BC	**7000	CanTalk		1	3	4		2			5		x		* No required, just enter the CIN 7000
Consulate Affairs		Company Name			1	3		2			4		x	x	
Excel Interpreting		Company Name			1	3		2			4		x		
GAF Materials															ONLY SUPERVISORS
ICBC		Company Name	CA | *USA		1	2		n/a			3		x		*You can connect an interpreter base in USA, but you have to let the client know and ask for permission > CATI Calls >> Cantonese: Ching dang yaht dang >> Mandarin: Ching SA OO don >> Punjabi: KIRpa inteZAR kaRO > RATI Calls >> Initiate a third-party conference by dialing the number you see in red >> Gather the agent's employee number and client ID
ITC Global Transaction		Company Name			1	3		2			4		x		
Journey Management		Company Name			1	3		2			4		x	x	
Language Market Place		Company Name			1	3		2			4		x		> No Pre-Book for CIN 5188
Latitude Aero Medical Works	7015	Company Name			1	3		2			4		x	x	
Mail Line					1	3		2			4				
MCIS		Company Name		1	3	4		2			5		x	x	> If agents call without knowing the CIN, redirect them to call "1-888-236-8311". Leave proper notes
MCIS 911		Company Name		1	3	4		2			5		x	x	> If agents call without knowing the CIN, redirect them to call "1-888-236-8311". Leave proper notes
MCIS LAO		Company Name	CA	1	3	2		n/a			4		x	x	> If agents call without knowing the CIN, redirect them to call "1-888-236-8311". Leave proper notes
Meridian Market Place		Company Name			1	3		2			4		x		
SaskPower	7134	CanTalk	CA | USA | OS		1	3		2			4				
Service Canada English		CanTalk	CA		1	2		n/a			3		x		> Do not provide the service to the CIN#s: 0010, 0020, 0030, 0040
Service Canada French		CanTalk	CA		1	2		n/a			3		x		> Do not provide the service to the CIN#s: 0010, 0020, 0030, 0040
Spectrum		Company Name	CA | USA | OS		1	2		3			4				
SRS CIN 1808	*1808	CanTalk			1	3		2			4				* No required, just enter the CIN 1808
TPS (Toronto Police Service)		CanTalk							1	2			x		* Emergency you can connect any interpreter
Transperfect - Other Languages		CanTalk	CA | USA | OS		1	3		4	*2	**5			x		* OWGS, PIN 9898, Language 3 digits **CLI, CIN 999 > For Spanish Calls Attempt first our Spanish Language Queue
Transperfect - Spanish		CanTalk	USA		1	3		n/a	*2				x		*OWGS, PIN 1166, SPANISH 772
YRP (York Region Police)		CanTalk			1				*2	**3			x		* Just for Emergency - OWGS, PIN 9898, Language 3 digits ** Just for Emergency - CLI, CIN 999
Others		CanTalk			1	3		2			4		x		

> Potential Client Email
To: mcerdas@cantalk.com
CC: acuestas@cantalk.com; 3_coresupervisors@cantalk.com; agonzalez@cantalk.com
- Company Name:
- Customer Name:
- Phone:
- Email:
- Service inquiries notes:

> ICBC CLAIM Number:
- Interpreter Name:
- PIN (4 digits):
- Language:
- Hour Call:
- Call Duration:
- Claim Number:

> Pre-Book
- If an interpreter was booked
To: 3_coresupervisors@cantalk.com
CC: lsd-team@cantalk.com
- If an interpreter wan't booked
To: lsd-team@cantalk.com
CC: 3_coresupervisors@cantalk.com
- file path -> supervisors/staffing/LSPforms/PreBooksLogs
- File Name Format -> Pre-Book_Language1-Language2_CIN#_yyyy_mm_dd_@hhmm.pdf
- Pre-Book for Common Languages in 3 hours, otherwise 1-2 days.
- Just 4 digits interpreters must be pre-booked
- **Inform the guest, they must call back for the pre-book**

Form:

cantalk
PRE-BOOKED INTERPRETATION FORM

Core Agent Initials*: _____   Call ID (17 digits) *: _____

Date & Time Call was received *: _____

Client Information

CIN # (4 digits) & Full Client Name *: _____

Contact Name*: _____

Phone Number & Ext*: _____

Third Party Call Number (if applicable): _____

Client Time Zone*: _____ (CST/PST/EST/MST/AST/NST/UTC)

Nature of the Call (Optional): _____

Call Information

Language*: _____

Date of Call*: _____   Time of Call * : _____ (CST)

Interpreter Information

Interpreter Name & PIN (4 digits)*: _____

Interpreter Phone*: _____

Interpreter Time Zone*: _____ (CST/PST/EST/MST/AST/NST/UTC)

Comments: _____
_____
_____

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