

Client	CIN	Answer	Location	Schedule - Onsite	Schedule - Alt	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					* 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 wasn'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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