

# Service Types in Interpreter Intelligence

## Face To Face

- In Person Interpreting

## Video (Scheduled)

- Scheduled Video Interpreting Services
- Jobs created in advance in system and completed by II video portal

## VRI (On Demand)

- Video Remote Interpreting
- On Demand Video interpreting service started from requestor portal and picked up by available interpreter agents OR routed to BPIN interpreters (if BPIN included in services)

## Phone (Scheduled)

- Scheduled Phone Interpreting Services
- Jobs created in advance in system and completed by II phone portal

## OPI (On Demand)

- Over Phone Interpreting
- On Demand Phone interpreting service started from requestor portal and picked up by available interpreter agents OR routed to BPIN Interpreters (if BPIN connector included in services)

## 3rd Party Video (Scheduled)

- Scheduled video service by third party video link (e.g. Zoom, Teams, Google Meet)
- Jobs created in advance in system and completed by 3rd party video connection.

## 3rd Party Phone (Scheduled)

- Scheduled phone service by third party phone methods
- Jobs created in advance in system and completed by 3rd party phone connection.