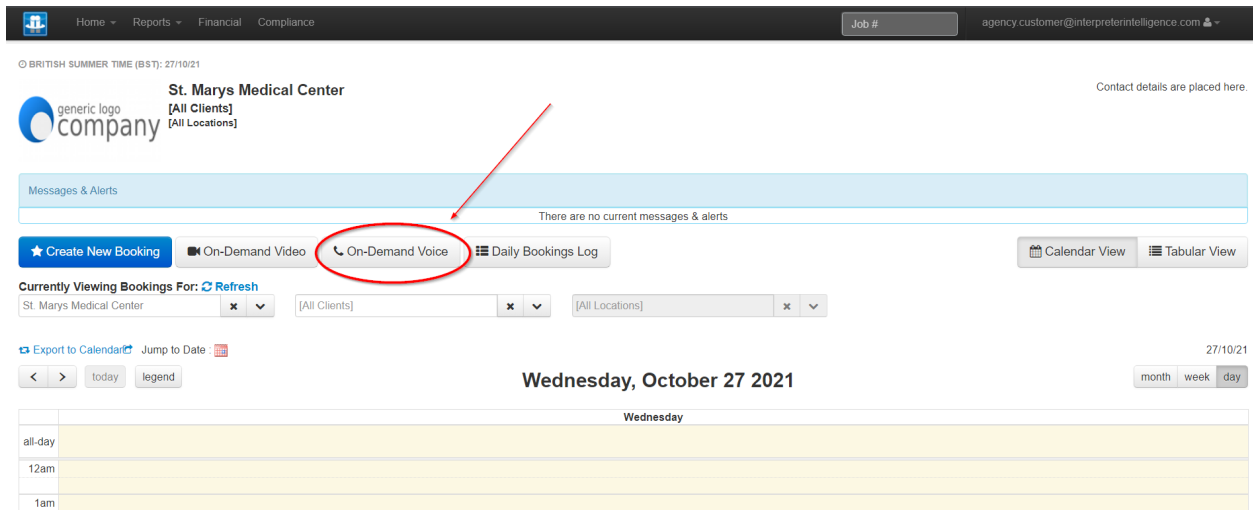


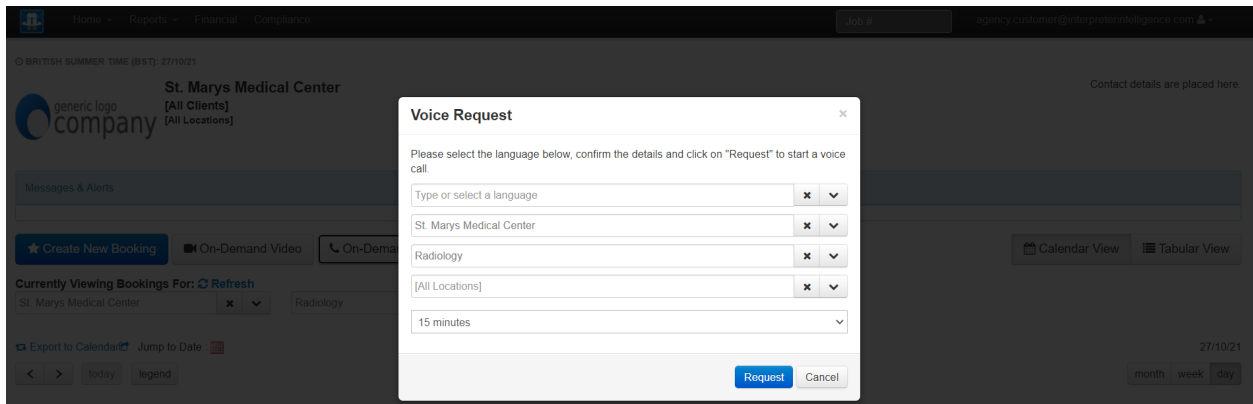
On Demand OPI (Requestor Portal)

1) Request Voice Call - Browser

Once the agency has enabled On-Demand OPI, you will see a new button on the homepage of your requestor portal called '**On-Demand Voice**'.

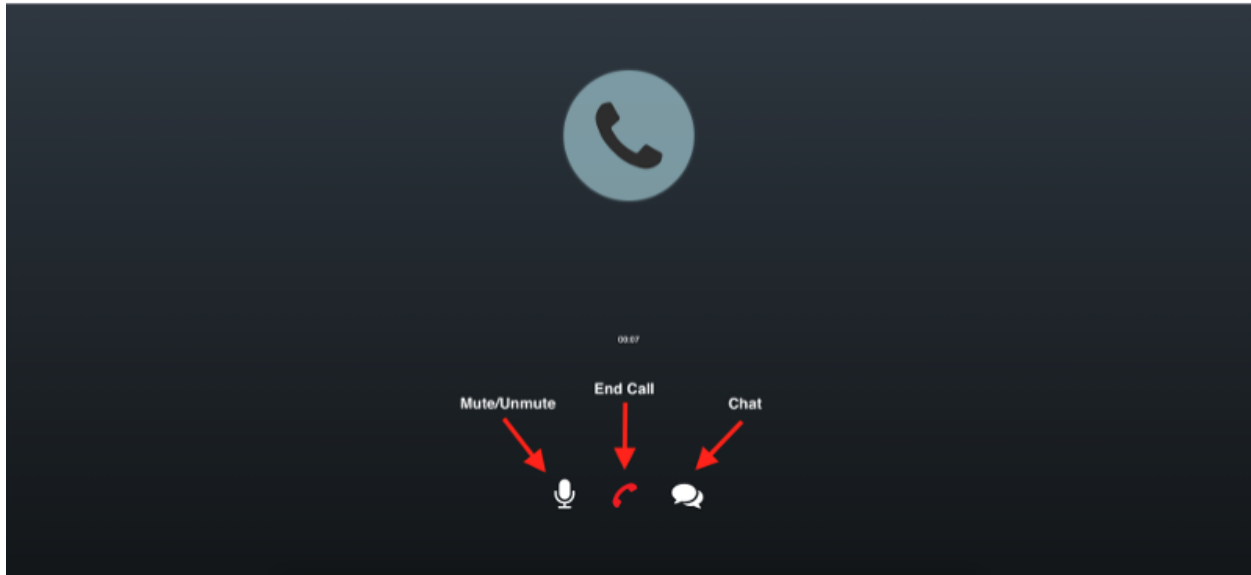


When you click this button, you can select what **Language** you need an interpreter for. The **Customer** and **Client** fields will be pre-populated if the **Customer** & **Client** fields/filters have been selected on the **Requestor's Dashboard**. Optionally, you may also select an Estimated Duration, this will default to 15 minutes.



1a) Start On Demand OPI

When you click '**Request**', the system will begin to call **Available Interpreters**.



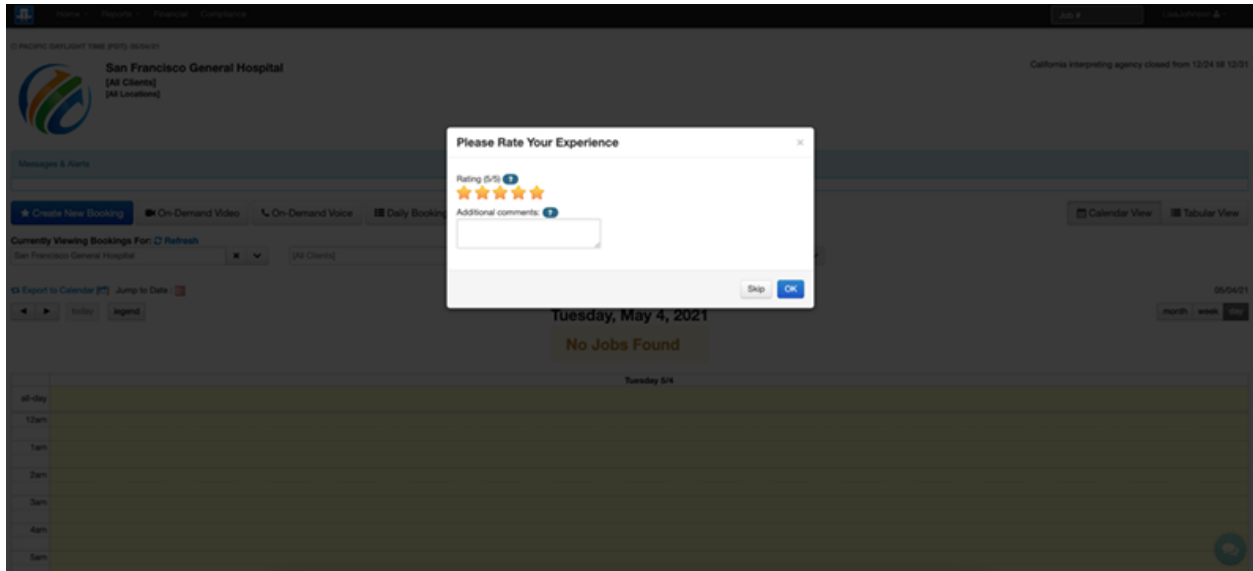
By default, the system will pair you with the first available **Interpreter** that accepts the call. Once connected, the Interpreter has the ability to conference a 3rd party if required; they can direct dial a 3rd party in which case you, as the **Requestor**, must stay on the call, or they can interactively dial a 3rd party in which case the **Interpreter** and the 3rd party can be on a private call and you can then hang-up.

During the call you will also have the option to mute your Microphone or use the Chat function with the **Interpreter** - this will be particularly useful if there are any sound issues on the call.

1b) Ending the Session

Once the Interpreting session has completed, if either you, as the **Requestor**, or the **Interpreter** presses the red telephone icon, the call will be ended.

You will also be prompted to rate the call and will be able to add any additional comments if necessary.



The corresponding **Job** will be **Closed** in the II system.

Home - Reports - Financial Job # TestRequestor:John

© PACIFIC DAYLIGHT TIME (PDT): 04/10/20 11:38 AM

Test Customer John
Test Client John

Toll Free: 1 (877) 123-1234
Fax: 1 (888) 123-1234
Email: sales@demoagency.com

Messages & Alerts
There are no current messages & alerts

Create New Booking Request Video Remote Request Voice Call Daily Bookings Log Calendar View Tabular View

Currently Viewing Bookings For Refresh
Test Customer John Test Client John [All Locations]

ID	Date	Time	Location	Lng	Language	Stat	Interpreter	Team Size	Reference	Requirement	Created On	Type
2573001	04/10/20	3:19 PM		fra	French	CAN		1		-	04/10/20	
2573000	04/10/20	11:57 AM		fra	French	CLS	Test Interpreter John (69217)	1		-	04/10/20	
2572999	04/10/20	11:55 AM		fra	French	CAN		1		-	04/10/20	
2572997	04/10/20	10:11 AM		fra	French	CLS	Test Interpreter John (69217)	1		-	04/10/20	
2572995	04/10/20	10:00 AM		fra	French	CLS	Test Interpreter John (69217)	1		-	04/10/20	
2572994	04/10/20	9:59 AM		fra	French	CLS	Test Interpreter John (69217)	1		-	04/10/20	
2572990	04/09/20	4:01 PM		fra	French	CAN		1		-	04/09/20	

Page 1 of 1 (7 Total Records)

If there are no **Interpreters** available, the session will time out after a predefined number of minutes (as configured by your Agency). You can then retry or hang up the call. Alternatively, your Agency may automatically route your call to an Operator to try to find you an **Interpreter**.

Request Error - Retry or Cancel



There was an error processing the request: Timeout waiting for resource.

Please click on "Retry" to try again immediately or "Cancel" to close the conference and try again later.

Retry

Cancel

When the timeout message is received and you Cancel the call (either on the first or subsequent attempts), the corresponding Job in II will be set to **Unfulfilled**. If you Cancel the call (red telephone icon) at any time prior to receiving the timeout message, the corresponding Job in II will be set to **Cancelled**.

2) Request Voice Call - Over the Phone/IVR

In addition to Requesting On Demand calls via a browser, there is also a Phone/IVR option that you can use. To do this your agency will supply you with a phone number, an **Access Code** and a list of **Language** codes.

2a) Start On Demand OPI

When you dial the OPI phone number you will be prompted to enter your **Access Code** and the relevant **Language** code.

As per above, the system will begin to call **Available Interpreters** and connect you to the first **Interpreter** that accepts the call.

2b) Ending the Session

You can end the call at any time by pressing the hang-up button on your telephone.



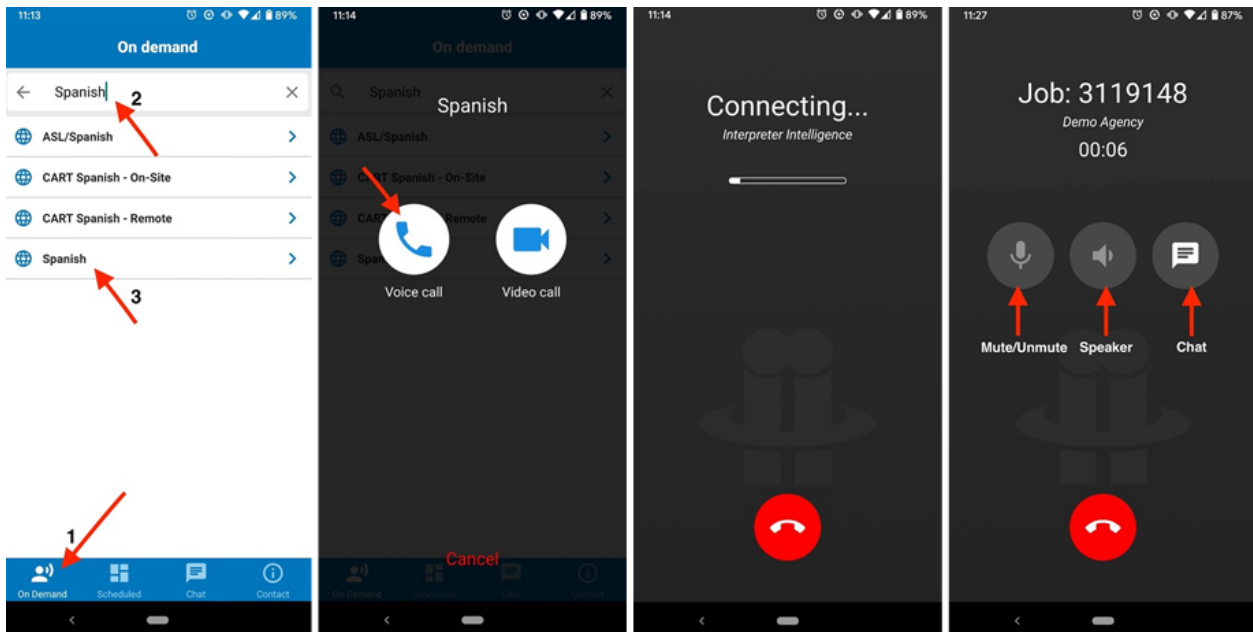
3) Request Voice Call - Mobile App

You can also initiate a voice call from our mobile app, available via the App Store (Apple) or Play Store (Android). You can then login with your username and password as normal. You will also need to enter the token for your agency. This is your agency's identifier and can typically be found in your URL. E.g. if your URL is 'agency.interpreterintelligence.com', then the token is 'agency'.



3a) Start On Demand OPI

Once logged into the app, you can go to the 'On Demand' section, search for the necessary language, and consequently tap 'Voice call' to initiate the session.



You will see the buttons to mute/unmute, to enable/disable the speaker, to go to the in-session chat, and to end the session.

3b) Ending the Session

You can end the call at any time by pressing the red telephone icon on the screen. When concluding the call, you will also be prompted to rate the call and will be able to add any additional comments if necessary.

That covers requesting and joining an On Demand OPI call. Please contact your interpretation agency if you have any further questions.