

Over-the-Phone Interpreting

Eriksen Translations provides over-the-phone interpreting services 24 hours a day, 7 days a week, utilizing qualified U.S.-based linguists who are experts in the subject-matter for which they interpret. Their precise use of language helps facilitate smooth, efficient communication and minimize call times. Rapid speed of answer and quick connection times result in efficient, reliable service.

Professional Interpreters

- You will have access to an extensive network of over 2,700 U.S.-based interpreters, proficient in over 200 languages, including many languages of limited diffusion.
- An extensive credentialing process ensures you will be connected to proficient interpreters with an excellent command of industry-specific vocabulary.
- At any time, 25% more interpreters than needed are on call to handle spikes in volume.

Technology Infrastructure

- The only equipment needed to access OPI services is a touch-tone telephone.
- Call centers' proprietary telephony systems integrate ACD and multichannel queuing, voicemail, unified messaging, agent screen capture, and call recording.
- Call centers utilize a customized interface that blends phone and order entry applications to seamlessly gather a client's information and immediately connect an interpreter in the correct language – resulting in lower connection times and increased efficiencies.

Quality Assurance

- Call centers are closely monitored on a daily basis to assess connection speed, call quality, and interpreter performance.
- A report of connect times is reviewed daily, and continual efforts are made to reduce times.
- Each interpreter is subjected to four blind performance reviews per year, and targeted feedback and guidance is provided based on the results of these reviews.

Privacy and Security

- Call centers maintain robust encrypted networks, hold current certification for PCI DSS compliance, and adhere to the most stringent of security standards.
- Call centers are Safe Harbor certified through the U.S. Department of Commerce and fully compliant with HIPAA, Gramm-Leach-Bliley, the Health Information Technology for Economic and Clinical Health (HITECH) Act, and Joint Commission Standards.
- All interpreters are bound by strict confidentiality and non-disclosure agreements, and an enforced Code of Ethics.



Languages – Over-the-Phone Interpreting

Acehnese	Chin (Lai)	Hindi	Macedonian	Sicilian
Acholi	Chin (Mizo)	Hmong	Malay	Sinhalese
Afghani	Chin (Tedim)	Hokkien	Malayalam	Siyin
Afrikaans	Chin (Zo, Zomi)	Hungarian	Mam	Slovak
Akan	Chin (Zophei)	Icelandic	Mandinka	Slovene
Akateco	Chinese Cantonese	Igbo	Mara	Somali
Albanian	Chinese Mandarin	Ilocano	Marathi	Somali Bantu
Amharic	Choujo	Ilonggo	Marshallese	Soninke
Anuak	Chuukese	Indonesian	Matu	Soninke (Sarahuli)
Arabic (Algerian)	Cotocoli (Tem)	Italian	Mbay	Soninke (Sarakhole)
Arabic (Egyptian)	Croatian	Japanese	Mende	Soranî (Kurdish)
Arabic (Gulf)	Czech	Jarai	Mien	Sousou
Arabic (Iraqi)	Danish	K'iche'	Mina	Spanish
Arabic (Jordanian)	Dari	Kannada	Mixteco (Alto)	Swahili
Arabic (Juba)	Dinka	Karen	Mixteco (Bajo)	Swedish
Arabic (Modern Standard)	Dioula	Karen (Pwo)	Moldovan	Sylheti
Arabic (Moroccan)	Dutch	Karenni (Kayah)	Mongolian	Tagalog (Filipino)
Arabic (Sudanese)	Edo	Kazakh	Norwegian	Taiwanese
Arabic (Yemeni)	Estonian	Khmer	Nuer	Tajik
Armenian	Ewe	Kikongo	Oromifa	Tamil
Ashanti	Farsi	Kikuyu	Pashto	Telugu
Assyrian	Finnish	Kinyamulenge	Pennsylvania Dutch	Temne
Azeri	Flemish	Kinyarwanda	(Pennsylvania German)	Teochew
Bahasa (Malaysian)	Foochow (Fuzhou)	Kirundi	Pidgin (Cameroonian)	Thai
Bambara	French	Kissi	Pidgin (Nigerian)	Tibetan
Bashkir	French Canadian	Kizigua (Kizigula)	Polish	Tigrinya
Basque	French Creole	Korean	Ponapean/Pohnpeian	Toisanese
Bassa	Fukienese	Kosraean	Portuguese (Brazilian)	Tongan
Belarusian	Fulani	Krahn	Portuguese (European)	Tosk
Bengali	Fulde	Krio	Portuguese Creole	Trukese/Chuukese
Bosnian	Fuzhou	Kunama	Pulaar	Turkish
Bulgarian	Ga	Kurdish	Punjabi	Twi
Burmese	Garre	Kurdish (Bahdini)	Q'eqchi'	Ukrainian
Cambodian	Georgian	Kurdish (Kurmanji)	Q'anjob'al	Urdu
Cape Verde Creole	German	Kurdish (Sorani)	Quechua	Uzbek
Carolinian	Greek	Kyrgyz	Rohingya	Vietnamese
Catalan	Guarani	Lao	Romanian	Visayan
Cebuano	Gujarati	Latvian	Russian	Wolof
Chaldean	Hainanese	Lautu	Samoan	Xhosa
Chamorro	Haitian Creole	Lingala	Sango	Yapese
Chao-Chow	Hakka (Chinese)	Lithuanian	Senthang	Yiddish
Cherokee	Harar	Lorma	Serbian	Yoruba
Chin	Hassaniya	Luganda	Shanghainese	Yup'ik
Chin (Falam)	Hausa	Luo	Shona	Zapotec
Chin (Hakha)	Hebrew	Maay-Maay	Sichuan	Zulu

