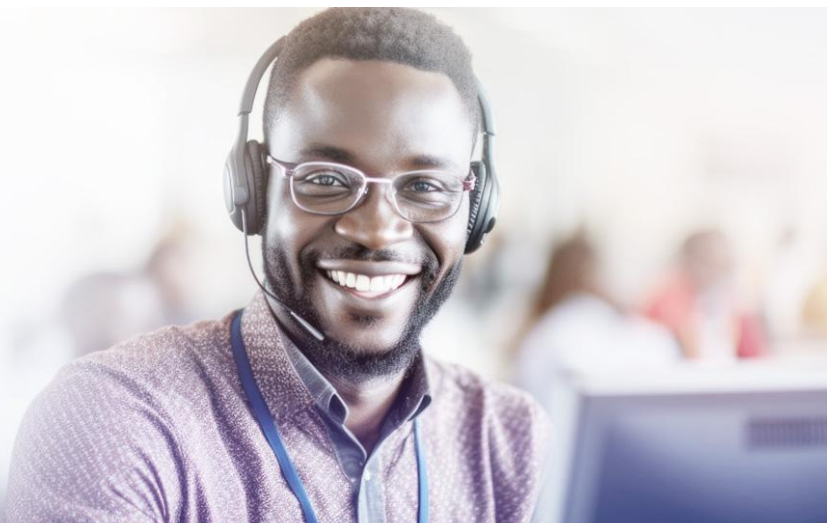


CUSTOMIZABLE OVER-THE-PHONE INTERPRETATION CALL FLOWS

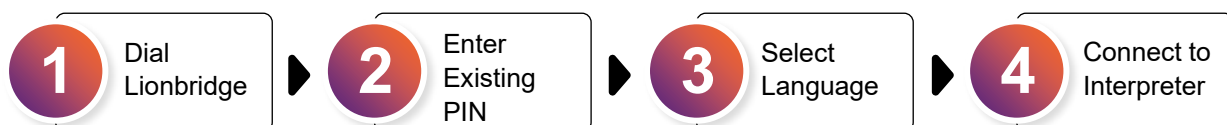


Lionbridge's cutting-edge telephony platform and technology stack supports agencies with the ability to customize how they access over-the-phone interpretation, from beginning to end, at no additional cost.



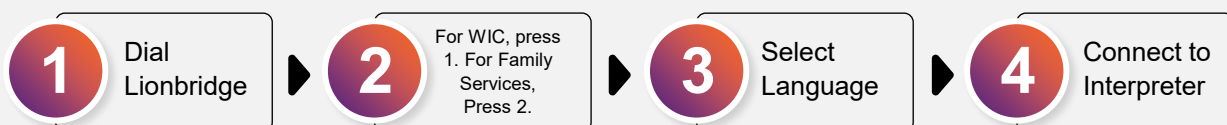
Continue Utilizing Existing PINs *Seamless Vendor Transition*

With Lionbridge, agencies can keep their existing PINs or access codes used with their current vendors to help keep the transition for employees and end users as seamless as possible.



Availability for Customizable Prompts *Enhance Data Reporting*

Lionbridge offers the option to activate custom-worded prompts to collect data from end users that offer insight into utilization, assist with invoice reconciliation, and enhance the quality of reporting provided.



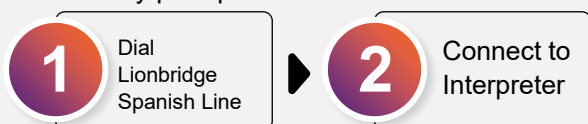
PIN-Less Phone Numbers *Reducing Steps and Simplifying Call Flow*

Lionbridge's team can assign agencies with dedicated phone numbers that don't require a PIN and support employees with a streamlined and seamless to connect with interpreters as quickly as possible.



Direct to Interpreter Phone Numbers *Reducing Connection Times*

To reduce connection times and connect employees with interpreters as quickly as possible, Lionbridge can assign dedicated phone numbers for each language group to connect callers directly with interpreters without any prompts.



Integrations with Virtual Meeting Platforms *Interpretation in any Environment*

Lionbridge's proprietary MS Teams integration and dedicated phone numbers for other virtual platforms make it easy for end users to access a spoken language interpreter in any meeting environment.