



Tips and Scheduling Calls

Your Role

1. Give the interpreter an opportunity to introduce themselves and confirm the correct language has been requested.
2. Introduce yourself to the Limited English Proficient (LEP) client and explain the reason for calling.
3. After speaking a few sentences, pause to give the interpreter time to provide renditions in the target language.
4. Always speak in first person, just as you would in normal conversation. For example, say, "Do you have a fever?" rather than "Ask her if she has a fever."
5. Please note that poor audio connections can be caused by any party on the line. If the interference makes it difficult to communicate, have the single participant call back in or have all parties hang up and re-initiate the call.
6. Remember to officially end the call with the interpreter. Interpreters may not clearly receive non-verbal cues that you have finished your session.

Your Interpreter's Role

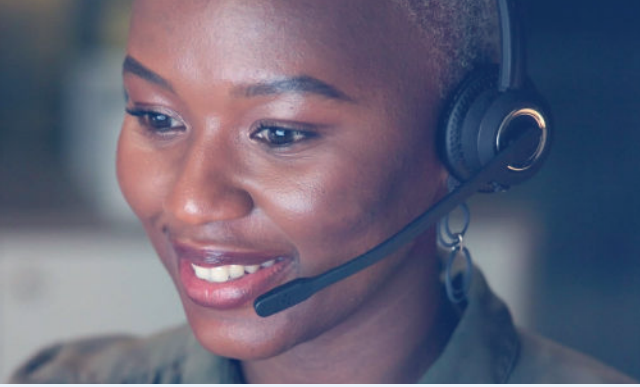
1. The Limited English Proficient (LEP) client is required to verbally state the content of written documents or explanations before the interpreter is allowed to provide interpreting services.
2. The interpreter should not have a side conversation with client end-user or Limited English Proficient (LEP) client. They must relay all statements back to you or your client.
3. Interpreters may report feedback to Propio client support on your behalf. However, you are encouraged to report feedback to our Client Success Team.



Know Your Languages

Many cultures have multiple dialects that are often similar, yet not considered the same language. Please make sure that you are requesting the specific dialect.

**Call or email our Client Success Team with questions at
(913) 381-3143 or ClientServices@propio.com**



Scheduling Agent (Phone)

Scheduling Agent currently allows scheduling for all languages. There are no restrictions based on “common” or “rare” languages.

Propio ONE Web Scheduling

Appointments: All languages can be scheduled.

Scheduling Time Requirements

Appointments must be scheduled at least 24 hours in advance.

Accessing Prescheduled Calls

FOR REMOTE APPOINTMENTS

The client receives an email from Propio Workforce OS™ with:

- An 800 dial-in number
- A specific Propio launch code (unique to that scheduled appointment)

Alternately, the client can:

- Call the provided 800 number
- OR
- The client can click the provided Propio Launch Link to join the scheduled video call

The call is then initiated and the interpreter joins automatically.

How to Pre-Schedule An Interpreter

Option 1: Scheduling Agent (Phone)

- Call the assigned number
- Press assigned number (customized per client)
- Speak with the AI Agent
- Schedule the appointment

Option 2: Propio One (Web Form)

- Log in to Propio One
- Click the Scheduling page
- Fill out the form

Information collected during scheduling

- Appointment type (Remote or On-site) --> if remote -->
- Call type (OPI / VRI)
- Language
- Client first name
- Client last name
- Client phone number
- Email
- Appointment date
- Appointment time
- Time zone
- Duration
- LEP information: First name , Last name, email
- Interpreter gender preference

Confirmation Emails

After scheduling:

- You will receive a confirmation email that the appointment was successfully scheduled.
- Later, you will receive call access details (dial-in number or VRI link).

Cancellation and Modification

Cancellation and modification are partially manual. You can:

- Press your customized number to speak to the Scheduling Agent.
- Say “cancel” or “modify.”

The AI Agent then transfers them to the scheduling team.

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