



Thank you for choosing Universal Language Service for your Over-the-Phone Interpretation (OPI) needs. Your account is now live and ready for immediate use, 24/7/365. Please keep this information on hand, near all phones and workstations and forward to staff members who are authorized to use phone interpretation as needed. For detailed instructions on how to use the service, please download our [OPI User Guide](#).

## GETTING STARTED

When you are ready for the interpretation to begin, **dial the OPI phone number** listed below and enter your **Access Code** when prompted. Then, select the language needed by entering the **Language Code** or pressing "0" to be connected to an OPI Agent for assistance.

**Customer Name:** WorkSource of Seattle/King County  
**Telephonic Interpretation Phone number:** 1-855-857-6745  
**Access Codes:** **Assigned upon request**

### When to speak to an OPI Agent:

- If you need us to connect you to the Limited English Proficiency (LEP) client, please press "0", inform the agent and provide the client's phone number.
- You do not have the [Language Code](#)

**Pre-recorded webinars are available** to watch at your convenience. These webinars are geared towards those who are new to using Universal Language's OPI and are a great way for new Requesters to learn everything they need to know about OPI quickly. To watch, click on the links below.

- [Getting Started with OPI](#)
- [Pre-Scheduled OPI](#)

## SUPPORT MATERIALS

We offer a variety of complimentary support materials to provide you with helpful information about OPI and would be happy to mail you copies of any of the items needed so they can be distributed to staff members using the service. To order, click on the links below.

- [Language Code List](#)
- [Language List](#)
- [Quick Reference Cards, Labels, Tags and Calendars](#)
- ["Point to Your Language" Posters and Table Tents](#)

## OPI EQUIPMENT

If your client will be on-site with you, it may be difficult to hear properly if the phone you are using is not ideal for OPI. We have several options for customers looking to purchase or rent phone equipment including dual handset phones, cordless phones and extra receivers. Please contact Customer Accounts Support for options and pricing.

## FREQUENTLY ASKED QUESTIONS

**Q: When will I need Agent assistance instead of entering a Language Code?**

**A:** When connection to the LEP Client is needed or your organization requires data collection for billing purposes (e.g. caller name, client name, client ID number, etc.).

**Q: Do I need to schedule phone interpretation in advance?**

**A:** No, you can call at the time you need interpretation to start; interpreters are standing by waiting for your call. Situations that call for pre-scheduling phone interpretation include times you need a specific interpreter, a specific certification (e.g. DSHS Medical, NBCMI, CCHI) or the language needed is very rare.

**Q: Can I request a specific interpreter?**

**A:** Yes, however, that call must be pre-scheduled so the requested interpreter may reserve their time.

**Q: Can I call my LEP client if they reside outside the continental United States?**

**A:** Calls outside the continental United States are permitted. There is an additional charge for this type of call. Please review your Agreement with Universal Language for details or contact Customer Accounts Support.

**Thank you for choosing Universal Language Service! If you have any questions, please feel free to contact Customer Accounts Support at [accounts@ulsonline.net](mailto:accounts@ulsonline.net) or (425) 450-7020 and we will be happy to assist you.**



Albanian	47	Hakha-Chin	95	Persian	33
Amharic	39	Hakka	87	Polish	42
Arabic	23	Hebrew	90	Portuguese	35
Armenian	59	Hindi	43	Punjabi	49
Bengali	48	Hmong	44	Quiche	19
Bosnian	37	Ibo / Igbo	65	Rohingya	16
Bulgarian	67	Indonesian	70	Romanian	52
Burmese	21	Italian	56	Russian	5
Cambodian	51	Japanese	63	Samoan	79
Canadian French	55	Karen	34	Serbian	37
Cantonese	2	Karenni	60	Somali	29
Castellano	13	Kinyarwanda	94	Spanish	1
Chin	32	Kirundi	53	Swahili	38
Chuukese	18	Kiswahili	38	Tagalog	46
Croatian	37	Korean	30	Tamil	85
Czech	91	Kurdish	76	Tedim	15
Dari	80	Lao	50	Thai	57
Dutch	84	Lithuanian	69	Tibetan	83
Farsi	33	Macedonian	93	Tigrinya	45
Filipino	46	Maay Maay / Mai Mai	78	Tongan	97
French	26	Malayalam	75	Turkish	54
Fulani	36	Mandarin	3	Twi	66
Fuzhounese	20	Mandingo / Mandinka	89	Ukrainian	71
Georgian	82	Marshallese	81	Urdu	41
German	61	Mongolian	72	Vietnamese	4
Greek	68	Nepali	25	Yoruba	88
Gujarati	40	Oromo	96	Zo / Zomi	15
Haitian Creole	28	Pashto	77	All Others	0

**Notes: We support 200+ languages. For languages that do not appear above simply dial your toll free number and select zero for a waiting Call Center Agent to assist.**

# How to Use Phone Interpretation

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On demand phone interpretation – 200+ languages supported, 24/7/365 availability, fast connect times, easy to access and use services

**All Languages: 1-800-111-1234, enter your dedicated account code, select language**



Dial at meeting start time



Connect to requested Interpreter

# Supporting an Inbound call



## Inbound Call From a Non-English Speaker (LEP – Limited English Proficient)

1. Place the LEP on hold using the conference button
2. Dial your toll free service number.
3. Follow the IVR prompts, enter account code, request needed language.
4. An interpreter will quickly be connected to the call.
5. If needed, brief the interpreter. Summarize what you wish to accomplish and give any special instructions.
6. Add the LEP caller on the line.
7. Say “end of call” to the interpreter to complete the call.

# Access Interpreter for Face to Face Meeting



When you are Face to Face with the LEP

You may pass the phone handset back and forth or use a speakerphone.

1. Dial your dedicated toll free, follow the prompts, enter account code, select language.
2. Brief the interpreter. Summarize what you wish to accomplish and give any special instructions.
3. Say "end of call" to the interpreter to complete the call.

# Access an Interpreter with a Third Party Dial



Placing an outbound call to an LEP with an interpreter on the line.

Dial the toll free service number as usual -

1. Follow the prompts, enter account code, request language or provide the information to the call center agent.
2. Brief the interpreter if needed. Summarize what you wish to accomplish, give an special instructions.
3. Ask the interpreter to dial the number required to reach the LEP and ask for them in-language, by name. Begin healthcare exam, etc.
4. Say end of call to the interpreter to complete the call.

# Agent Assistance



## Press “0” to be connected to Agent if:

- You do not know the language code
- There is no language code for the language needed
- Connection to the non-English speaking Client is needed
- Audio or Video integration into Zoom, Teams and other web apps meetings – prescheduling is required.

**»» Available 24/7/365**



# Call Flow to Expect

## 1. Interpreter Introduction

- Interpreter provides name/ID
- Indicates you can begin whenever you are ready

## 2. Phone Interpretation Begins

- Everything said will be interpreted
- All information will be kept confidential

## 3. Disconnect the Call

- Indicate you are ready to end the call
- Hang up to disconnect all parties