



Interpreting and Translation Services Third Party Platform Service Update November 2020

We are excited to announce that scheduling Zoom, Google, Skype, etc. meetings through our Boostlingo platform has just become easier!

A new update to the system has added the option of "**Third Party Platform**" under the "Communication Type" bar. [See image below.]

A screenshot of a web-based scheduling form. The form includes several fields: 'Requestor' (Test Requestor Boost Support), 'Subject' (Third Party Platform Meeting), 'Description' (TEST REQUESTOR BOOST SUPPORT IS INVITING YOU TO A SCHEDULE ZOOM MEETING Join Meeting: https://zoom.us/j/5551112222), 'Language' (English - English and Spanish - español), 'Service Delivery' (Education), 'Service Classification' (Select an Option), 'Communication Type' (Onsite, Scheduled Telephonic, Scheduled Video Interpreting, and Third Party Platform), and 'Gender'. The 'Communication Type' dropdown menu is open, and 'Third Party Platform' is highlighted in green. A 'Consumer Information' section is visible at the bottom left.

Previously, when scheduling a Zoom or other video-streaming meetings, it was necessary to enter the appointment as "Scheduled Telephonic" or "Scheduled Video", and then provide Institute staff with the relevant meeting information to ensure the interpreter was able to join at the appointed time.

Now, requestors are able to schedule the appointment as "**Third Party Platform**." *This automatically tells the interpreter that the meeting is taking place outside of the Boostlingo platform. Any meetings that will take place over Zoom, Skype, or similar should now be entered in Boostlingo as Third Party Platform requests.* Requestors should then enter the meeting information in the description, as shown below:

Create Appointment

Please provide the following information

Save

Cancel

This Appointment is being automated!

Account *	Buffalo Test Customer	Invite New
Appointment Type *	New/Initial	
Requestor	Test Requestor Boost Support	
Subject	Third Party Platform Meeting	
Description	TEST REQUESTOR BOOST SUPPORT IS INVITING YOU TO A SCHEDULE ZOOM MEETING Join Meeting: https://zoom.us/j/5551112222	

It is *very important* to provide the link in the description so that the interpreter has the necessary information to access the meeting at the appointed time. If your platform is set up in such a way that you need to invite the interpreter to the meeting directly by email, ***please contact the International Institute Interpreting staff to communicate this to us.***

- PLEASE NOTE: Writing information in the description is ***not*** a reliable way of communicating with Institute staff. Due to the high volume of requests, we are unable to review every appointment and its details. To ensure we receive all necessary information, please ***always email*** as soon as possible with any details we may need to provide services.

Requestors should also enter the name of the **third party platform** in the location information, as seen below:

Communication Type *	Third Party Platform
Gender	No Preference
Consumer Information	
Consumer	Not Applicable
Location	ZOOM
	Suite/Room #

This will let the interpreter know which platform to log into prior to the meeting.

We are hopeful that this update will increase the ease with which requestors are able to create appointments that will take place over Zoom, etc. and should also decrease the errors caused by misunderstandings by interpreters or requestors about how to join the meetings and where the

meeting information can be obtained. For billing purposes, please do not forget to enter your department information in the “Department” line (see below):

Description

Consumer Information

Consumer *

DEPARTMENT *

Terms and rates for services are outlined in your customer agreement. If you are not sure which services are available through your contract with International Institute, please contact your account administrator or our staff.

As always, feel free to reach out to us with any questions or concerns. *Please note that we have been working remotely since March and our normal office phone is not currently in use. Unfortunately we are not able to check for faxes or regular postal mail either.*

For interpreting requests, please call **716-249-1234** or email us at interpretation@iibuff.org. For translation requests, please call **716-299-8664** or email translation@iibuff.org. We are happy to assist you with all your interpreting and translation needs.