

Language Line FAQs

Version control:

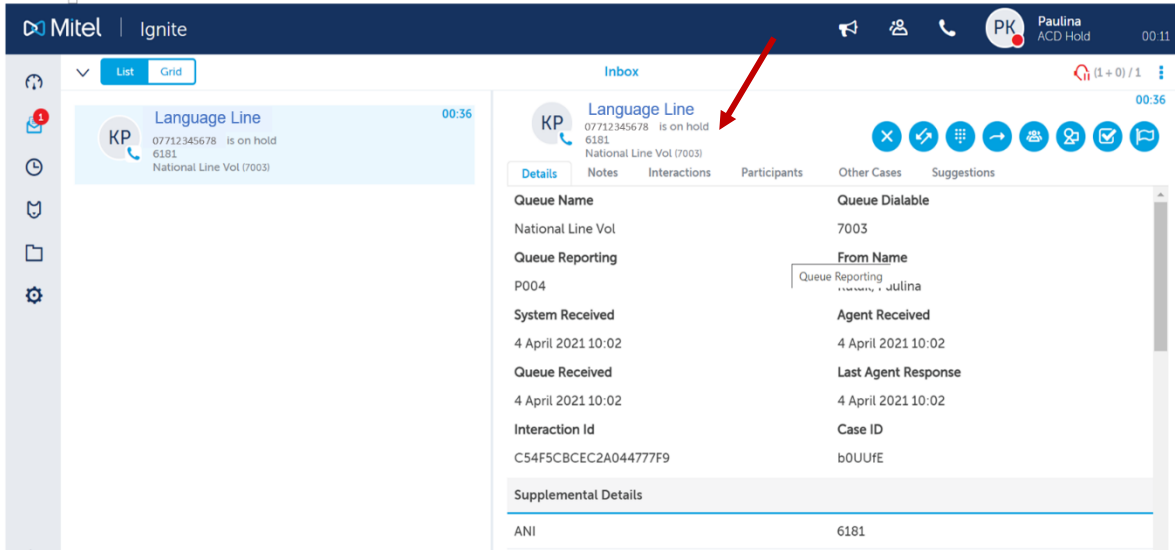
Version	Date	Change(s)	By
1	06/04/2021	Initial release	PK

Question 1

When using the Language Line, I put the caller on hold and connected to LL using the consultation transfer. While waiting to be connected to a translator, how can I check if the caller is still on the line?

Make sure that you have your Mitel Ignite page open. In your Inbox you will be able to see that after following the consultation call process and connecting with the Language Line, you're now having interaction with two numbers at the same time: the Language Line and the caller (on the picture it's 07712345678 number). We can also see that the caller is on hold

To be able to see if the caller is still on the line, you can see if their number is still displayed there. If they hang up, while you were connecting with an interpreter, this line will disappear.



The screenshot shows the Mitel Ignite interface. At the top, there's a header with 'Mitel Ignite' and user information 'Paulina ACD Hold'. Below the header, there's a navigation bar with 'List' and 'Grid' options. The main area is divided into two sections. On the left, there's a sidebar with various icons. The right section shows an 'Inbox' with a 'Language Line' entry. A red arrow points to the 'Language Line' entry, which displays the number '07712345678' and the status 'is on hold'. Below the entry, there are tabs for 'Details', 'Notes', 'Interactions', 'Participants', 'Other Cases', and 'Suggestions'. The 'Details' tab is active, showing fields like 'Queue Name', 'Queue Reporting', 'System Received', 'Queue Received', 'Interaction Id', and 'Supplemental Details'.

Question 2

When using the Language Line, I put the caller on hold and connected to LL using the consultation transfer. When trying to get back to connect the caller through the conference call, the conference button disappeared.

This might be caused by the caller hanging up. If there are only two contacts left on the line (you and a translator) the system will remove the conference call option, as there is no one

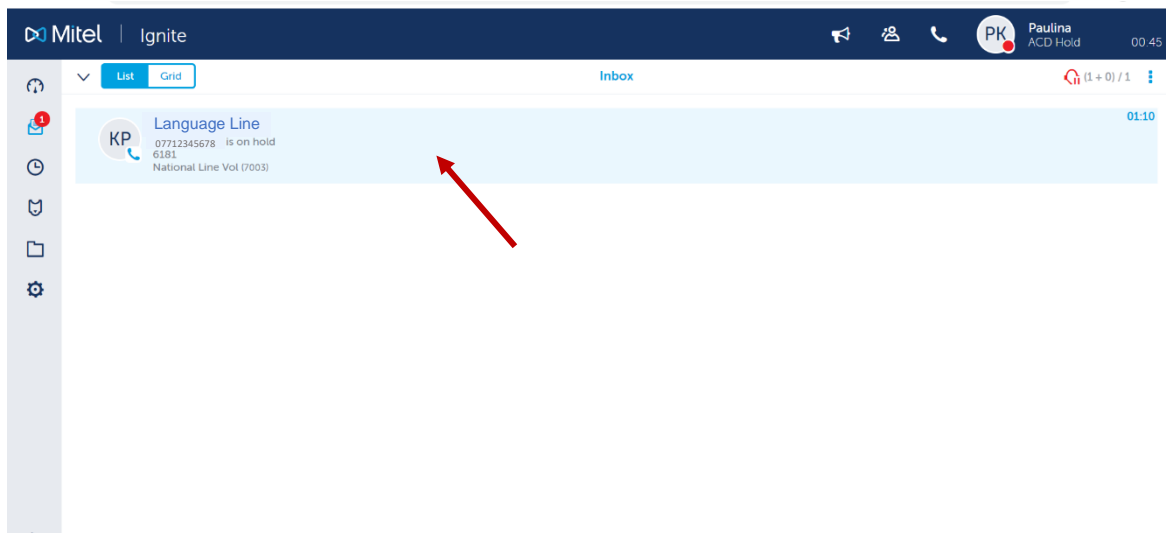
else to create a conference with. Refer to the previous question to be able to recognise if the caller is still on the line.

Question 3

I called the Language Line using the consultation call function, but now I can't see the conference button. How can I connect the Service User back to the call?

There might be a case that you are unable to see a menu with all the buttons, like the conference call (the view on the picture above).

If your view looks like this:



You can click on the blue strip and this will cause the menu to the right to appear back again (as on the picture for the previous question).

Alternatively, you can hover on top of your initials on the blue strip, and a menu with function buttons will appear, as on the picture below.

