Accessing an Interpreter

Using Any Phone

Useful Phonetically Spelled Greetings

Use this chart to phonetically say "One moment, please" when you need to place a Limited English Proficient call on hold to access an interpreter.

Arabic	you-shall in-pee-var
Cantonese	pang-da dahng
French	attond-hey, see-voo PLAY
German	bitt-uh ver-ten
Hebrew	na lei-amTEEN beva-KA-SHA
Italian	see pray-gah dee ah-ten-deh-ray
Korean	CHAHM-shee-mahhn, GHEE-dah-r'yuh-joo-seh-yo
Mandarin	cheem shaow ho
Polish	PROshea CHEkatch
Portuguese	Es-pear-ray PORE-fah-voar
Punjabi	ik min-it tur-E-eh
Romanian	vaROOGam saw ash-teh-top law telephone
Russian	Po-zha-loo-sta podo-zhdi-te
Spanish	Un mo-MEN-to PORE-fah-voar
Tagalog	Sahn-dah-lee Lahng Poh
Turkish	lute-fan beck-leen
Urdu	surf ik min-it
Vietnamese	sin doi yay lat

Submitting Feedback

Did you have a really good experience, a call that could have gone better or general feedback you would like to submit?

Submit feedback at:
https://support.cyracom.com/clientfeedback

Working Effectively with an Interpreter

• Allow the interpreter to greet you and the customer

• Write the interpreter ID number for documentation

• Provide the interpreter with a brief explanation of the call

• Speak in the first person

• Use short but complete phrases

• Avoid slang, jargon or metaphors

• Allow the interpreter to clarify linguistic and cultural issues