



## An Interpreter Scheduling System Designed Exclusively for the Industry

Since 2005, Fluency has provided a reliable, full-featured electronic office for interpreter service providers nationwide, which includes interpreting agencies, school systems, hospitals and government organizations.

Developed from the ground up exclusively for interpreting service providers, Fluency's Internet Interpreter Scheduling System is ideally suited for interpreter service managers, schedulers and financial staff who need a high performance, comprehensive, secure, HIPAA-compliant and highly scalable electronic solution to schedule, invoice, audit, quality assure, and report on all interpreter activity, at every point of the interpreting appointment lifecycle.

**Requesters** can securely book appointments online

**Interpreters** can confirm coverage and update their profile information remotely with our easy to use interface.

**Administrators** are empowered with the scheduling tools to maximize interpreter assignment efficiency, e.g. by mileage proximity, real time availability, etc. They can also generate prepackaged appointment, financial, demand, fulfillment, and cancellation reports, or create their own; exportable to PDF, Excel or Quickbooks

Using a standard Wi-Fi connection, interpreters can obtain MapQuest driving directions and appointment details on demand using a tablet or a smartphone. They can receive signature verification of appointment completion in real time by having providers sign their mobile device with a stylus (just like UPS and Fed Ex!). Upon receipt of a confirmation signature the appointment is now ready for review and invoicing or preparation for direct export to QuickBooks.

Efficient, nothing to load, secure and affordable, Fluency is the ideal solution for language managers seeking efficiency and leading edge service to both customers and workforce alike!



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