

GUIDE - ASSIGNING LEGAL INTERPRETING ORDERS

1. Go to Order Control Center

Once an assignment is broadcasted, move on to the Control Center of the order.

The screenshot displays the software's main interface. At the top, there's a navigation bar with tabs: Today, Schedule interpreter, Find assignment, Journal report, ISO report, siConnector schedule, Glance, Time off, and Find vendor. Below this is a 'Scheduling tools' section with a calendar for September 2022, showing the 27th as the selected date. To the right of the calendar, there are status counts: 1 TOTAL, 1 OPEN, 0 READY TO ASSIGN, 0 NO INTERPRETER, 0 REQUIRES APPROVAL, and 0 CANCELLED. A 'Table view' button is also present. The main area shows a list of assignments. A pop-up window is open for an assignment with ID 100181, titled 'ARMENIAN', scheduled for 6:15 am / 3:00. The pop-up contains details: 'AAA / Metro Litigation Los Angeles :: AAA / Metro Litigation Los Angeles Northern CA', 'Rates', and the address '11400 West Olympic Boulevard, 2nd Floor Los Angeles, CA 90064'. Below the pop-up, a toolbar contains various icons. The 'Control center' button, which is a blue square with a white icon, is highlighted with an orange rectangle.

Tip: Another way to get to the Control Center is to click Assign Interpreter:

SCHEDULE ACCOUNTING TOOLS AND SETTINGS a LOG OUT

Today Schedule interpreter Find assignment Journal report ISO report siConnector schedule Glance Time off Find vendor

Scheduling tools

< September 2022 > 27 SEP 2022 1 TOTAL 1 OPEN 0 READY TO ASSIGN 0 NO INTERPRETER 0 REQUIRES APPROVAL 0 CANCELLED Table view Filters are OFF

Su Mo Tu We Th Fr Sa

1 2 3

4 5 6 7 8 9 10

11 12 13 14 15 16 17

18 19 20 21 22 23 24

25 26 27 28 29 30

Total assignments: 9

October 2022

Su Mo Tu We Th Fr Sa

1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30 31

Total assignments: 0

Open: 1

No broadcast: 1

Month Year

January

SHOW CALENDAR

6:00 am

7:00 am

8:00 am

9:00 am

10:00 am

11:00 am

12:00 pm

1:00 pm

100181 ARMENIAN 6:15 am / 3:00

AAA / Metro Litigation Los Angeles :: AAA / Metro Litigation Los Angeles Northern CA Rates

11400 West Olympic Boulevard, 2nd Floor Los Angeles, CA 90064

NOT ASSIGNED

Request details Edit Reschedule Clone request Cancel Journal Assign interpreter No Vendor Additional documents Compliance report Appointment report ISO Reporting Control center

- DETAILS

- You will be the details tab open up. Review it before moving on to the next step.

← CONTROL CENTER :: ASSIGNMENT #100181

DETAILS ASSIGN INTERPRETER RESCHEDULE BROADCAST

MODALITY OSI

SERVICE Afrikaans

DATE AND TIME September 27, 2022 at 6:15 AM (Pacific Time Zone) Estimated end time 9:15 AM (3:00)

CUSTOMER AAA / Metro Litigation Los Angeles :: AAA / Metro Litigation Los Angeles Northern CA Rates

LOCATION 11400 West Olympic Boulevard, 2nd Floor, Los Angeles, CA 90064

DESCRIPTION Test

REQUESTER James Haderlein

SCHEDULED September 27, 2022 at 12:08 PM by Gabriela Garcia (Ms.)
800.201.7121 GabrielaG@cis-inc.com

VENDOR GENDER Neutral

ACCOUNT NOTES

SERVICE ACCOUNT NOTES

BILL TO ACCOUNT NOTES

Q-TAGS ADMINISTRATIVE CERTIFIED

CANCEL ASSIGNMENT JOURNAL RESET COORDINATES

2. Choose an Interpreter from the Available tab.

Click the Available tab.

- **AVAILABLE**

- This shows you the interpreters that are available, meet the criteria, and who responded to the broadcast that went out notifying them of the available assignment.

* Important * Be sure to check the profit margins to choose the best interpreter option. Profit margins should be above 40% and typically, the higher the better, while not compromising quality. In essence, it is better to choose someone who can provide a quality service (and has a good internal rating) than someone with a low rating even if the profit margin may be higher.

CA	Avetisyan, Magdalina	\$166.67	46%
CA	Basmdjian, Vartouni	\$125.00	60%
CA	Boshyan, Liliya	\$166.67	46%
CA	Darakjian, Maral	\$116.67	62%
CA	Derpetrossian, Alen	\$108.34	65%
CA	Galindo, Test Lourdes	\$150.00	52%
CA	Kassabian, Arpi	\$0.00	100%
CA	Khadjadorian, Marla	\$85.00	72%
CA	Markosian, Tamar	\$183.34	41%
CA	Meekay, Mary	\$150.00	52%

* Before you Assign, confirm that: *

- 1) the interpreter rate is showing correctly in Control Center before assigning
- 2) that the Service Account Requester is populating in the Order Intake form
- 3) Location is correct; If Virtual, Virtual line must be selected.

3. Assign Interpreter.

Click "ASSIGN" to confirm your interpreter selection.

- STATUS OF VENDOR

- Once you assign the interpreter, their name will be grey and there will be a red line on the left.

See the example:

Basmadjian, Vartouhi	\$125.00	60%
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* Once assigned, the interpreter will receive an assignment confirmation email *

🔄Revision #9

★Created Wed, Jul 13, 2022 7:47 PM by Gabriela Garcia

✎Updated Tue, Aug 1, 2023 3:14 PM by Gabriela Garcia