



IN-PERSON



PRE-BOOKED VIDEO



ON-DEMAND VIDEO

WHICH TYPE OF INTERPRETING DO YOU NEED?

With your Sorenson account, you can get a BSL interpreter in person, through pre-booked or on-demand video interpreting. Our service is unlimited, so you can use all three for different situations.

If you are not sure which you need, use this comparison chart to find the best fit:

In-person interpreting for face-to-face interactions is especially helpful in conveying nuance or building trust.

For example:

- Mental health settings
- Legal or law enforcement situations
- Events where connection is paramount

Pre-booked video is appropriate in some situations – whether co-located or virtual – including:

- Recurring or frequent conversations, like regular staff meetings
- Planned one-off interactions, like interviews or all participants are remote
- Short duration meetings where other participants are together in person

On-demand video is ideal for impromptu conversations, including:

- Unpredictable/routine customer support
- Unplanned and last-minute calls

SESSION

One-hour duration minimum, with options for half-day, all-day or multi-day sessions

Flexible durations; can schedule for multi-day events

For interactions up to 30 minutes unless in a contact centre scenario

INTERACTION

Highest level of interaction between participants and interpreters with full visibility of body language

Deaf and hearing users interact with interpreters over video, with your input on interpreter selection and advance interpreter preparation to enhance communication

Deaf and hearing users interact with interpreters through video

AVAILABILITY

In-person services may require interpreter travel. Availability is subject to demand for that time, location, and – if applicable – specialist service need

Scheduling video interpreting allows us to assign an interpreter who meets your needs from resources around the country, expanding availability by background regardless of location

Deaf customers can call during your business hours and access a dedicated interpreter force on demand as needs arise

ADVANCED SCHEDULING

Advance request is essential to determine interpreter availability

We may be able to accommodate same-day scheduling, but recommend advance request to guarantee availability

No need to schedule service

SPECIALIST SERVICE AVAILABLE

Yes

Yes

No

COST

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