

# Fluency

*Make it Go Fluently!*



## Internet Interpreter Scheduling System (I2S2)

Since 2005, Fluency has provided a reliable, full-featured electronic office for interpreting agencies, non-profits and hospitals across the United States.

Developed from the ground up exclusively for interpreting service providers, Fluency's Internet Interpreter Scheduling System (I2S2) 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.

Interpreting service providers can rely on the I2S2 to effortlessly capture all data and workflows necessary to manage a high volume interpreting services operation. Accessible via the convenience of the Internet, every member of your community can become empowered to perform their respective tasks anytime from anywhere with an Internet connection. Requesters can book appointments online, and interpreters can confirm coverage via a secure log in. Schedulers can manage all traffic, document service, and send everything to accounting for rapid export to billing.

## Field Interpreter Technology—A Tablet PC Interface

Using a standard Wi-Fi connection, your tablet-carrying interpreters can obtain MapQuest driving instructions and appointment details on demand. They can receive signature verification of appointment completion in real time by having providers sign their touch screen tablet 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's I2S2 is the ideal solution for language managers seeking efficiency and leading edge service to both customers and workforce alike!

# The Manager's Menu - I2S2

Sample Interpreter Agency  
Welcome, Administrative User



## Intake

- Appointment Intake – Enter the appointment request details
- Telephone Intake – Enter the telephonic appointment request details
- Interpreter Evaluation Form – Evaluate the interpreter's performance
- Review/Edit Interpreter Evaluation Form – Manage interpreter evaluations

## Action

- Schedule – Review, manage, and assign appointments
- Today's Schedule – Quick view of today's appointments
- Tomorrow's Schedule – Quick view of tomorrow's appointments
- Today's Uncovered Appointments – Today's appointments pending assignment
- Tomorrow's Uncovered Appointments – Tomorrow's appointments pending assignment
- Today's Cancelled Appointments – Quick view of today's appointments that were cancelled
- Tomorrow's Cancelled Appointments – Quick view of tomorrow's appointments that were cancelled
- Time Finish – Enter time of completion for each appointment
- Edit Appointment – Edit appointment details
- Show Previous Search Results – Return to the list of appointments generated by your previous search

## Listings

- Agency Pay/Bill Rates – Standard billing/paying rates for customers/interpreters without special rates
- Customers – Customer's profiles containing contact info and preferences
- Departments – List of departments per customer (helpful for large customers with multiple cost centers)
- Requesters/Providers – Complete list of your clients' employees who request interpreting services
- Interpreters – List of interpreter profiles containing contact info, preferences, and availability information
- Users – List of authorized users of your I2S2
- Groups – I2S2 access privileges assigned to each type of user

## Reports

- Appointment/Mileage Consolidation – Operation that will reduce the cost of overlapping interpreter mileage and travel time
- Pre-process Time-sheet – Process staff interpreters' time prior to invoicing
- Process Interpreter Invoices – Enter dates and interpreters to be processed for payment
- View/Print Interpreter Invoices – View payment and appointment details for interpreters being paid
- Process Customer Invoices – Enter dates and customers to be processed for payment
- View/Print Customer Invoices – View billing and appointment details per customer
- Customer Activity Summary Report – List of appointments per customer
- Billing Report – Invoice history per customer
- View Interpreter Payment Report – Contains payments and details per interpreter

## Interpreter Reports

- Interpreter Report – Contains roster of interpreters per language
- Interpreter Checklist Report – Lists interpreters and checklist requirement status

## Customer Reports

- Customer Report – Contains roster of customers by type such as medical, legal, corporate, etc.

## Appointment Reports

- Appointment Pay/Bill Reports – List of appointments and profit status per appointment and language
- Interpreter Activity Summary Report – Generates appointments per interpreter
- Appointment Cancellation Report – List of cancellations per date, reason, customer, and language
- Appointment Report – List of appointments by date, customer and language
- Interpreter Timesheet Report – List of interpreting hours per staff interpreter
- Independent Contractor Appointment Report – List of appointments completed by independent contractors
- Appointment Fill Rate by Language Reports – Lists appointments requested and completed per date range
- Appointment Fill Rate by Customer Reports – Percentage of total requests, requests filled and not filled
- Appointment Demand Report by Hour – Hourly breakdown of appointments requested during date range
- Emergency Appointment Fill Rate By Language Report – Percentage of emergency requests filled
- Non Emergency Appointment Fill Rate By Language Report – Requests filled by date and language
- After Hour Appointment Request Report – List of after hour appointments requested by date and customer