



Dialog One Language  
Services | E-Brochure



**Dialog One**<sup>™</sup>  
Where everyone is heard

TOLL FREE: 877.300.5326  
[www.dialog-one.com](http://www.dialog-one.com)



# Dialog One Language Services

## Who We Are...

Dialog One, LLC is a translation company that exists to serve Corporate and Government accounts to communicate globally with their limited English Speaking customers. Our mission is to have everyone in these conversations be heard and empowered through effective and cultural and linguistic mediation.

## Program Specification:

- 150+ Languages

## Quality Control

- Criminal background checks and random drug assessment tests of interpreters
- Language Proficiency Assessments
- HIPAA Compliance Officer
- Code of Conduct & Ethical Responsibilities

## Operations

- 24 hours a day, 7 days a week
- Access to services with ease
- Creative support and distribution of resources
- Interactive Web-Based Centralized
- Resource Management System
- Live customer services support

## Associations and Enrollment

- Active member of NAHI
- Member of the American Translation Association



### On Demand Phone Interpreter

Over the phone interpretation in 150 languages is available 24 hours a day, 7 days a week. This service is provided in real-time and on demand. Just a conference call away, a cultural mediator is ready to serve you and your client. This service is also handy when your client is with you in the office, either use the speaker phone or pass the handset. Our over the phone cultural mediators have experience in a variety of industries and are awaiting your call.



### Document Translation

Document Translation allows for written documents to be rewritten in another language. Dialog One is equipped to translate and format documents in over 150 languages. Our team of professionals translate meaning for meaning, not word for word, to provide the most accurate translation possible. We work with translators with varied backgrounds and are knowledgeable of industry specific terminology.



### Remote Video Interpreter

Dialog One Video Interpreter - DOVI - combines the experience of an over-the-phone conference with an on-site interpreter. The DOVI solution improves communication by allowing the individuals to experience the added visual context in conversations. DOVI is designed for customers who both want a more personal experience than just a simple over-the-phone interpretation service. DOVI creates significant cost saving opportunities by eliminating interpreter travel time and the 1 to 2 hour minimums of on-site services.



### On-Site Interpreter

On-site face to face service allows for a bilingual professional to physically be with you and your client for communication purposes. Dialog One's cultural mediators are trained in communication, beyond language. This service is available 24/7 including for emergency or immediate situations. Use on-site cultural mediators for regular appointments, home visits, intake interviews, meeting, assessments, presentations, trainings, and many more.



### Multilingual Call Center Support

Dialog One supports every business and public service organizations to be "heard" while in the process of providing/receiving services from and to their limited language speaking consumers. Our call center solution helps our customers provide culturally appropriate services for equal access and to prevent generational misunderstandings that are sometimes serious challenges in our community today.



### Two-Way Message Translation

Two way Message Translator (TMT) allows people to communicate with others who speak a language different than English either via voicemail or short text translation. You and your clients can effortlessly engage in multilingual voice or text messaging. Messages are delivered within minutes in the selected language. TMT service is the perfect product to use for setting, confirming & canceling appointments, notifications, fulfilling eligibility requirements, or communicating any message quickly.

Translators + Interpreters + Cultural Mediators + More



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