

# How to Schedule Calls for Planned Appointments or Languages of Limited Diffusion



www.certifiedlanguages.com



**CALLER**

**CLI**



1. Dial in or email Certified Languages International ([orders@clilang.com](mailto:orders@clilang.com)). Let the CLI agent know you would like to book a scheduled call, and provide the **date, time, time zone, duration, and language** needed for the appointment, and a **contact name** and **phone number**.



If requesting via email, provide all required billing info.

2. Caller is given a reference number for the appointment. Please inform CLI's agent if you would like confirmation when the appointment has been filled.



Reference number will be **required** at time of appointment.

3. Call CLI on the scheduled day and time, and provide the reference number. You will then be connected to the scheduled interpreter.

CLI's agent will take the appointment info and provide caller with a reference number.



CLI agents begin to search for an interpreter to fill the appointment, and will continue to search up until 24 hours before the appointment.



If CLI is unable to fill the appointment, the caller will be notified with 24 hours' notice and asked if another date/time is available.

## TIPS

- All languages are available for pre-scheduled appointments, including Spanish.
- We prefer as much advance notice as possible for pre-scheduled calls.
- The interpreter will remain on standby for up to 30 minutes after the scheduled time.
- If requested, the CLI agent will notify the caller when an interpreter has been scheduled.
- The reference number is different from your customer code. The reference number is unique to a single scheduled call, while the customer code applies to your company's ongoing account.
- The reference number is an alphanumeric code with 13-14 digits.
- There is a 30-minute cancellation fee if the appointment is not cancelled with at least 24 hours' notice.
- All scheduled calls are billed at a 30-minute minimum.