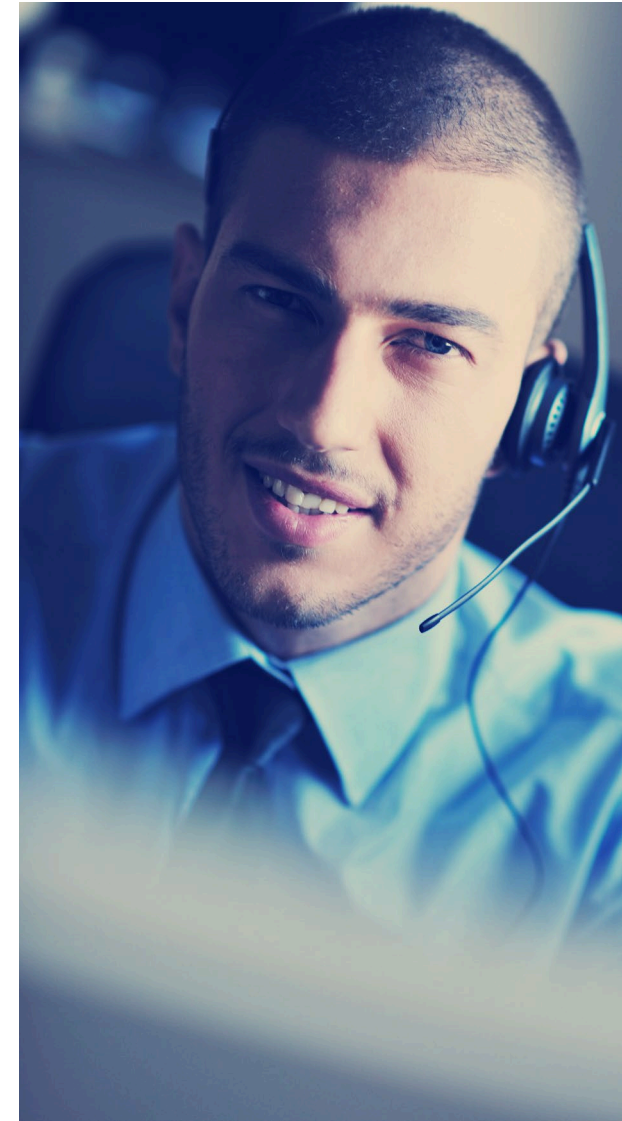


ConnectNow™

On Demand Remote Interpreting Platform

Strengthen Client Relationships and Build Mutual Understanding by Bridging Language Gaps



Introduction

What is ConnectNow™?

ConnectNow™ is SpokenHere's 24/7/365 on demand remote interpreting platform that gives you instant access to professional, HIPAA certified interpreters in more than 200 languages.

Features & Benefits

- Audio interpreter support on demand 24/7/365
- Video interpreter support 8 AM – 8 PM EST M-F
- Connect via phone, browser, tablet, or mobile app
- Fast connect times
- HIPAA compliance & full confidentiality
- 200+ languages, including American Sign Language (ASL)
- Real time call logs and custom reports
- Free setup and training
- Dedicated Account Manager and outstanding support

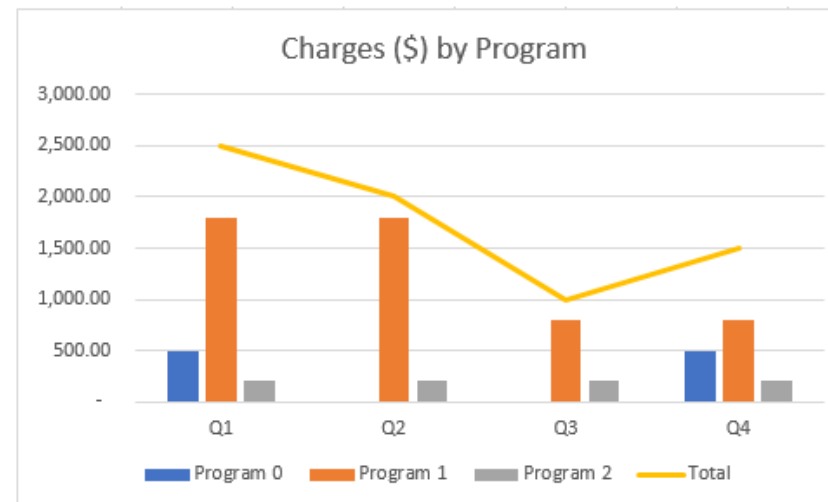
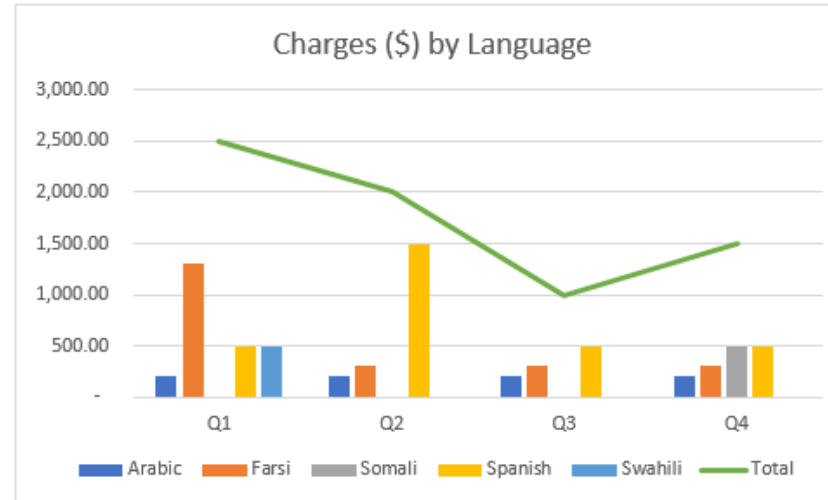
Custom Solution

We realize that each of our clients is unique and while they have similar needs in one area, they may have very different needs elsewhere.

By discussing your needs up front, we can help you determine the best setup based on:

- How you want to control access
- How you pay your invoices
- How you would like to obtain data to show actual usage, trends, & make projections to plan for budgeting purposes

Custom Reports



Real Time Data Collection

Standard Call Data

- Call ID
- Requestor
- Date/Time
- Service
- Type
- Duration
- Requestor Rating
- Requestor Call
- Quality Rating
- Account Charge
- Queue Time(s)
- Gender Requested
- Client Device Type
- From Number
- Third Party
- Call Status

Custom Call Data

The data collected can be customized too.

For example, callers may want to record an employee ID number, etc.

Languages Supported

Aderi*	Danish*	Jarai**	Mixteco Bajo**	Swedish*
African Creole / Krahn**	Dari	Kachin**	Mizo (Chinn)*	Sylheti*
Afrikaans*	Dinka*	Kanjoval (Myan)*	Moldovan*	Tagalog
Akan	Dutch*	Kannada**	Mon**	Taiwanese
Albanian	Dyula**	Kaqchikel**	Mongolian*	Tamil
Amharic	Estonian	Karen	Navajo**	Tatar**
Arabic	Ewe	Karenni	Ndebele**	Telugu
Arabic Juba*	Falam (Chinn)*	Kaya	Nepali	Thai
Armenian	Fanti*	Kazakh**	Norwegian*	Tibetan*
Ashanti*	Farsi	Khmer	Nuer*	Tigre*
Assyrian	Finnish**	Kikuyu*	Oromo	Tigrinya
Azerbaijani*	Flemish*	Kinyarwanda	Palau*	Toisanese
Badini	French	Kirundi	Pampango**	Tongan
Bajuni**	French Creole	Korean	Pangasina*	Tshiluba**
Balochi**	Fukienese (Chinese)	Kurdish	Pashto	Turkish
Bambara*	Fulani	Lao	Pokomchi**	Turkmen*
Basque**	Fuqing*	Latvian*	Polish	Twi
Bengali / Bangla	Ga	Lingala	Portuguese	Ukrainian
Bosnian	Georgian*	Lithuanian*	Pulaar*	Urdu
Brazilian Portuguese	German	Macedonian*	Punjabi	Uzbek*
Bulgarian	Grebo**	Malay	Quiche**	Vietnamese
Burmese	Greek	Malayalam*	Rohingya*	Visayan*
Buryat**	Gujarati	Malinke**	Romanian	Welsh*
Cambodian	Haitian Creole	Maltese**	Russian	Wolof
Cape Verdean	Hakka (Chinese)*	Mam (Myan)	Samoan*	Yiddish
Carolinean**	Hakka (Chinn)	Mandingo*	Serbian	Yoruba
Cebuano*	Hausa**	Marathi*	Shanghaiese	Zomi (Chinn)
Chaldean	Hebrew	Marshallese*	Shona**	Zulu*
Chamorro**	Hindi	Masalit**	Sichuanese	
Chinese (Cantonese)	Hmong	May May	Singhalese	
Chinese (Mandarin)	Hungarian	Mende**	Slovak*	
Chinn*	Ibo*	Micronesia Kosrae**	Slovenian**	
Chui-Chow	Icelandic**	Micronesia Pingelapese**	Somali	
Chuukese*	Ilocano (Filipino)	Micronesia Pomphei**	Soninke**	
Cree**	Indonesian	Mien*	Sorani	
Croatian	Italian	Mina (Togolese)*	Spanish	
Czech*	Japanese	Mixteco Alto**	Swahili	

* Hold and connect times may vary

** Pre-scheduling required by sending an email to scheduling@spoken-here.com

Client Love

“Very grateful for their services as a physical therapist having to work via telehealth during quarantine. Easy to set up appointments for video and audio calls!”
Results Physiotherapy

“When providing care to ill or injured employees, it is vital that we 'get it right'! SpokenHere is a vital component of being able to effectively communicate. They are very professional, accurate, and responsive to our needs!”
Axiom Medical

“I have never had a bad experience with SpokenHere. It is a very smooth process and you have a wonderful team!”
Perdue Farms



About Us



Our Vision

We envision a world where differences in language do not stand in the way of people building deep and meaningful relationships with one another.



Our Mission

We apply our expertise in foreign languages to help your business build better relationships with the people it values most.



Our Core Values

People Relationships enrich our lives. They make what we do worthwhile. If we do the right things to grow and nurture relationships with our clients, our contractors and our team, business will take care of itself.

Authenticity Being genuine in today's digital world is more valued than ever before. Down-to-earth, real people are who we want to build relationships with, because that is who we are.

Excellence We work to deliver a WOW experience to our clients, our vendors and each other by striving for excellence in communication, execution and ongoing support.

Integrity Openness and honesty form the foundation for everything we do. By being truthful about our pricing, capabilities and commitments, we treat others the way we want to be treated.

Growth & Learning Always being open to listening and learning offers us the opportunity to grow as individuals and as a team, which allows us to strengthen our skills and relationships.

Contact Us

Dedicated Account Team

Kim Beck | 281.607.2504 | kbeck@spoken-here.com

Jon Kuykendall-Barrett | 281.607.2489 | jbarrett@spoken-here.com

Connect With Us

- Visit spoken-here.com
- Connect <https://www.linkedin.com/company/SpokenHere>
- Friend <https://www.facebook.com/SpokenHere>
- Follow <https://twitter.com/SpokenHere>