**GENESYS – Conferencing In Language Line**

**Follow these steps to conference in a 3rd party without the customer on the line:**

1. You have a caller on the line and need to conference in a 3rd party (i.e., Language Line Solutions)
2. Click the CONSULT button



1. Enter the phone number for Language Line (See chart below county by county)
	1. Use the keypad on your phone versus in Genesys
	2. Do not add the 1 in the phone number



1. The original caller is now on hold.
2. Enter the client ID when prompted. (See chart below.)
3. (DANE IM ONLY) enter the personal code when prompted. (See chart below.)
4. Press 2 for Other Language (you will be prompted to say the name of the language you want an interpreter for).
5. Let the operator know you have the other party on the line already.
6. Once ready to loop the customer back in, click the INSTANT CONFERENCE button



1. Select the 3rd party’s phone number to add them to the call



1. When it is time to do the Automated Telephonic Signature, hit the instant conference button and select ATS Other for the language on the star (favorites) menu:



1. All 4 parties will now be on the line.
2. Note that unlike other ATS signatures that are recorded, there are no pre-recorded scripts for language options other than Hmong, Spanish and English. Read the text from the Generate Summary screen for all sections.

**NOTE:** If you do not need to speak privately to the 3rd party, you can simply click the INSTANT CONFERENCE button to loop in everyone immediately.

CHART FOR COUNTY NUMBERS/CODES FOR LANGUAGE LINE:

**DANE County**

Call for language interpreter by using Language Line: 1-877-261-6608. Once connected to the Language Line:

1. Enter 6 digit client ID: 531092
2. Press 2 for other language (you will be prompted to say the name of the language you need)
3. Let the operator know if you would like to connect to multiple parties
4. Dane ERS enter 27500 personal code (IM)
5. Follow the remaining steps above.

**Adam County**

Call for language interpreter by using Language Line: 1-866-874-3972. Once connected to the Language Line:

1. Enter your 6 digits client: \_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Press 2 for other language (you will be prompted to say the name of the language you need)
3. Let the operator know if you would like to connect to multiple parties
4. Follow the rest of the steps above.

**Columbia County**

Call for language interpreter by dialing: 1-800-225-5254 Once connected, tell them:

1. Your 9 digits client ID code: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. You are calling from Columbia County Health and Human Services
3. Tell the line what language that you need
4. Your name and Division
5. 5. Let the operator know if you would like to connect to multiple parties (call a patient/client at home for example)
6. Follow the rest of the steps above.

**Dodge County**

Call for language interpreter by using SWITS: 1-262-740-2590 SWITS (Southern WI Interpreting & Translation Services) at 262.740.2590

1. Let the operator know if you would like to connect to multiple parties
2. Follow the rest of the steps above.

**Juneau County**

Call for language interpreter by using Language Line at: 1-877-245-0386 Once connected to the Language Line:

1. Enter 6 digits client ID:\_\_\_\_\_\_\_\_\_\_\_
2. Press 1 for Spanish and 2 for other language (you will be prompted to say the name of the language you need)
3. Let the operator know if you would like to connect to multiple parties
4. Follow remaining steps above.

**Richland County**

Call for language interpreter by using Language Line at: 1-800-874-9426 Once connected to the Language Line:

1. Enter 6 digits client ID:\_\_\_\_\_\_\_\_\_\_\_
2. Press 1 for Spanish and 2 for other language (you will be prompted to say the name of the language you need)
3. At some point, you will have to enter a 3 digit Access Code:\_\_\_\_\_\_\_\_\_
4. Let the operator know if you would like to connect to multiple parties
5. Follow the remaining steps above.

**Sauk County**

Call for language interpreter by using Language Line at: 1-866-874-3972 Once connected to the Language Line:

1. Enter 6 digits client ID: \_\_\_\_\_\_\_\_\_\_\_\_
2. Press 1 for Spanish and 2 for other language (you will be prompted to say the name of the language you need)
3. Brief the interpreter (Let them know you have the client on the phone, or if you need the interpreter to call them)
4. Follow remaining steps above.

**Sheboygan County**

Call for language interpreter by using Language Line at: 1-866-874-3972 Once connected to the Language Line:

1. Enter 6 digits client ID: \_\_\_\_\_\_\_\_\_\_
2. Press 1 for Spanish and 2 for other language (you will be prompted to say the name of the language you need)
3. Let the operator know if you would like to connect to multiple parties
4. Follow remaining steps above.