

LiveLINK Simultaneous Interpreting Via Collaboration Tools



Our client works with individuals and groups in over 120 countries around the world to help them move towards building inclusive and vibrant democracies. For their philanthropic work to succeed, communication, information sharing and education across territories is fundamental.

When the requirement to host a panel discussion relating to COVID-19 arose, which involved over 70 attendees from different locations across the globe, they approached Capita TI for assistance.

The challenge

To host a learning exchange involving high profile panellists from remote access areas across Africa as well as Europe, North America and the United Kingdom.

- The discussion was hosted in English, however, there were attendees whose language of preference was French or could only speak French
- Conferences require simultaneous interpreting and therefore we needed to find a solution where the linguist could listen to the English whilst interpreting French

Tailoring a fit for purpose solution

Working with our client, we were able to understand the specific requirements of the project and assist by incorporating a multi-channel approach including both video and audio via BlueJeans (The client's preferred conferencing platform). The interpreter dialled into two channels so that he could listen to the English and directly relay the information to the French speaking audience. A chat functionality was also required for Q&A in which the linguist was requested to follow the same verbal process to respond.



The solution provided included:

- Linguist brief and education
- Instructions for attendees and speakers
- Functional testing
- Interpreting
- On hand technical assistance for the duration of the call
- De-brief
- Recording of the session to pass on to non-English speaking colleagues

What the customer said:

"Our team's experience working with Capita was stellar. We were so pleased with the timeliness and professionalism with which our simultaneous English-French interpretation request was managed and delivered. Our virtual global learning exchange was greatly enhanced by the inclusion of our French-speaking colleagues and partners".