

Question, concern, compliment, or comment

WE WANT TO HEAR FROM YOU!

That's why we created our Voice of the Customer (VOC) process. The VOC process makes it easy for you to provide us with helpful information, questions, or comments.

WHY SUBMIT A VOC?

Whether you wish to report a technical issue, comment on an interpreter, or pass along a commendation for someone who did an outstanding job serving you, the VOC process is the most efficient way to have your comment heard. Our VOC program:

- Provides you and your staff with a speedy, efficient way to tell us how we are doing
- Allows us to track and respond to your issues and concerns quickly
- Allows us to identify trends, suggestions and requests that result in service improvements

HOW DO I SUBMIT A VOC?

You may submit a VOC by contacting our Customer Service Team, your account executive, or most efficiently, online. Simply go to www.LanguageLine.com/voc and complete the online VOC form. You can reach out to us, 24 hours a day, 365 days a year, at your convenience.

WHAT HAPPENS AFTER I SUBMIT A VOC?

When you complete the form at www.LanguageLine.com/voc

- You receive an immediate message assigning a unique case number, for tracking purposes
- Save the number in case you need to refer to it later
- If you request a call back from us, we will contact you within three business days and follow up with you

Our VOC Team reviews your response and assigns it for follow-up to the appropriate department. The issue is investigated to understand what occurred, and to take corrective action if necessary.

By recording and tracking VOC incidents, we can identify trends and issues and promote ongoing service improvement. Our Executive Management Team meets to discuss all VOC's. We carefully monitor the process so that all issues and concerns, good or bad, are seen by senior decision makers who can act upon them.

The calls we field are as important to us as they are to you, and we treat them accordingly. LanguageLine Solutions is recognized as a trusted partner to thousands of clients throughout the United States, Canada, and the United Kingdom. The VOC program is just one more way we demonstrate our commitment to total and complete client satisfaction.

NEED MORE HELP?

For more about the Voice of the Customer process, please contact our Customer Care Team at 1-800-752-6096 or CustomerCare@LanguageLine.com