



pacificinterpreters™

We understand.

Pacific Interpreters DATA™: Data Anywhere. Tracking Anytime.

Pacific Interpreters DATA™ is a convenient, intuitive, self-service reporting tool that enables customers to access their recent and historic over-the-phone interpreting data. It is available anytime via Pacific Interpreters' secure customer web portal.

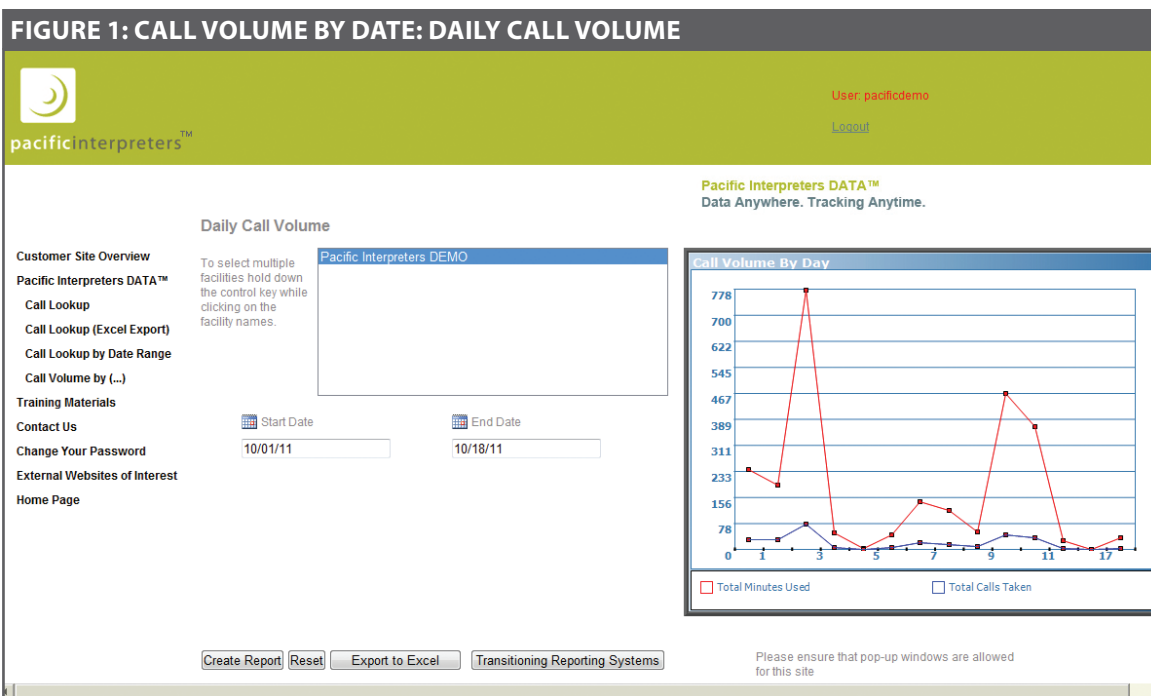
DATA pulls raw information from our call center and is updated real-time.* DATA can be used to:

- **Access** call data 24/7/365
- **Track** data by account, access code, language, or specific time period
- **Comply** with regulations such as Title VI or the Sarbanes-Oxley Act

The following reports are provided via DATA and are available for Microsoft® Excel® download.

CALL VOLUME BY DATE RANGE REPORTS

The Call Volume by Date Range reports provide aggregate call data broken down by day, week, or month, based on a date range and facilities. Each of these reports depicts the total number of calls taken and the total number of minutes used, representing the data in numeric and graphical formats.



*Note that this data is raw and unedited, which may include canceled calls, hang-ups, etc. This raw data is for reference only; it may or may not match official monthly usage reports or your invoice.



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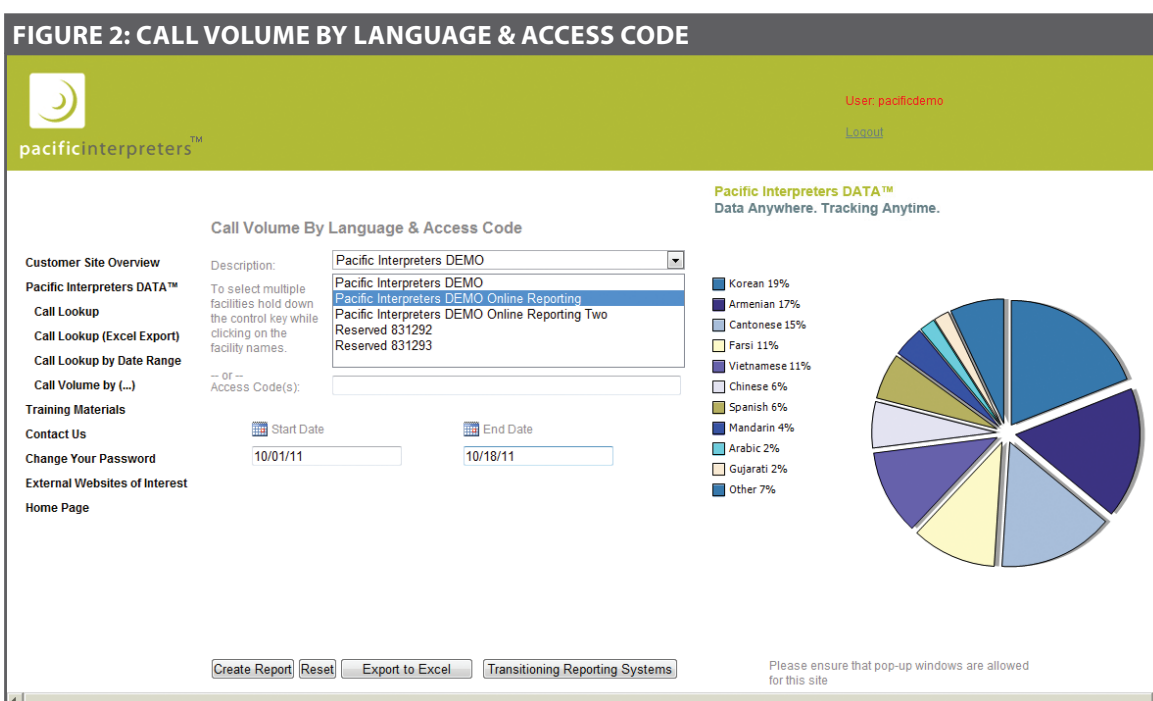
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CALL VOLUME REPORTS BY ACCESS CODE, LANGUAGE, AND LANGUAGE/ACCESS CODE

In addition to representing call volumes by date ranges and facilities, these reports further classify the data by access code, language, or both.

For example, the Call Volume By Language & Access Code report enables you to further delineate call volume by access codes and languages, including a graphical representation.



CALL LOOKUP REPORTS

The Call Lookup reports provide call detail information for individual calls based on the following search criteria: facility, date, access code, interpreter, and language. These reports are available for export to PDF, CSV, Rich Text and TIFF formats. The Call Lookup reports are limited to the last two months of call information because they can be rather large depending on customers' call volumes.

- **Call Lookup report:** The Call Lookup report is conveniently formatted for screen display and printing via PDF export.
- **Call Lookup (Excel Export):** In the Call Lookup (Excel Export) report, the formatting is removed so users can export it to Excel and further manipulate the data.

For more information on how you can use DATA to boost efficiency and enhance the quality of your service, contact Pacific Interpreters for a demonstration today.