

Language Assistant™ (LA) | Border Control

Language Assistant™ (LA) | Multi-Language Border Control Management

Delivering front-line **Border Control** services becomes even more difficult, time-consuming and expensive when it involves foreign languages (especially with manual processes).

LA™ allows organisations to automate the multi-lingual delivery of many face-to-face public interactions – including **Border Control Management**. **LA™** is a *conversation-automation* technology solution that takes **your** processes/conversations and then automates their delivery - *in any language* (including English).



✚ The graphic shows **LA** configured for use in a **2-screen Border Control scenario**

✚ This shows top-level tasks within your **Border Control Management** process:

- Arrival, including:
 - Identification
 - Person's Details
- Managing whilst detained
 - Questions
 - Conversations
- Release

✚ The system can be used either simply to automate these processes with English speakers or to identify a person's language and then deliver processes *in that language*

✚ **LA™** does *not* prescribe the processes that it delivers – you are in complete control of every process and how it is delivered at every step

✚ **LA™** logs all conversations automatically, for future reference. Logs can include officer comments and any other useful information (e.g. names, reference numbers, crime numbers etc.).

Language Assistant's key benefits are:

- ✚ **Cost** | **LA™** reduces or removes the need for interpreters | "**Translate-once-use-repeatedly**" model - **don't** 'translate' (interpret) *every* time | Conversations consume less staff time - typically c.50%+ time-reduction
- ✚ **Efficiency** | **LA™** is always **immediately** available | No calling/waiting for interpreters | Staff see customers' responses immediately, in English | You control your processes and can modify them easily
- ✚ **Process** | Standardised | Captures best-practice | Personalised | Aligned to your requirements
- ✚ **Ease of Use** | **LA™** can be configured to prioritise key processes to make its use straightforward | This also minimises both deployment and ongoing front-line training needs | **LA™** runs on several technology platforms

For more information: please email info@com-sof.com or call +44 20 3287 5582.