

Language Assistant (LA) | Border Control

Language Assistant (LA) | Multi-Lingual 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).

UK **Border Control** and **Police** forces are now able to automate the multi-lingual delivery of many face-to-face public interactions - including **Border Control Management** - using **Language Assistant** - a technology solution that takes **your** processes 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.).

Developed in collaboration with UK Police Forces, **Language Assistant's** key benefits are:

- ✚ **Cost** | 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 | Runs on standard PC platforms

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