

Live language services
delivered by real people
in real time – 24/7/365



cantalk
now you're talking



How do you do business with customers who want to speak their own language?

Talk loudly, while waving your hands and pointing?

Draw pictures?

Refuse the business?

With CanTalk – now you're talking to anyone, in almost any language, almost anywhere in the world.

You're the manager of a **large utility company**, whose deregulated market areas now cover growing, vibrant ethnic neighbourhoods. In the wake of increased competition, the way to increase market share is to have an impact of these neighbourhoods. You need to speak their languages. They need to understand you.

You're an **emergency room nurse** in a busy urban hospital. A man calls in, trying to describe the symptoms his mother is experiencing. He's speaking Armenian, and you can't understand what he is saying.

You head a **tourism company**, bringing eco-tourists from East Asia to North America. To ensure that your customers can make themselves understood when they arrive, you include language cards in their package deal, to ensure they fully enjoy their holiday.

You're a **financial investor** with a client interested in buying mutual funds. Your client has just emigrated from Peru. You don't speak Spanish, and can't understand which funds she's interested in.

Language is no longer a barrier

You're a **probation officer** with an ethnically diverse group of individuals reporting to you on a regular basis. To clearly understand these people as individuals, you must be able to speak to them in their native languages, and also hear their responses interpreted through a professional interpreter.

You're the **operations manager** of a large international airport. A Russian delegation is about to land, and you need an interpreter now, because their interpreter missed a connecting flight.

You're the manager of a **software company** offering 24 hour Tier 1 and Tier 2 technical support. Looking at global expansion, you need to have your marketing materials translated into Burmese, Chinese and Thai.

You're a **claims adjuster** for a busy insurance company, who needs to talk to your client about the details of an accident. Your client's brother, who had just arrived from Poland was also in the car at the time of the accident. You need to speak to him directly.

You're a **legal aid lawyer** in the downtown of a major urban centre, with an ethnically diverse group of clients. About 50% of your clients are new immigrants to the country, who do not speak or understand enough English to be fully aware of their legal responsibilities and rights.

With CanTalk – now you're talking about expanding your business base

Business stability and growth.

How do you achieve that in these economic times?

Looking at new markets is universally recognized as one good way to both – retain stability and grow the company.

"It's refreshing that in recent years, we have seen many companies awoken to the new realization that providing immediate language services positively impact profitability," says Maureen Mitchells, CanTalk's Founder, President and CEO.

"CanTalk's clients have seen their profits increase by as much as 25%, as their customer base grows by an equal representation."

Locally, that new market may well be the vibrant immigrant communities; tight knit ethnic neighbourhoods that work and thrive in their own languages. These ethnic neighbourhoods have the same needs as English-speaking communities. However, often, except for community leaders, the people in these communities often communicate best in their mother tongue, while having some or great difficulty communicating effectively in English.

Globally, the same rules of societal needs for goods and services apply in every nation around the world. Making information about the goods and services that your company is offering needs to be understood by the markets around the world. So give your customers the opportunity to make an informed decision, in the language that they easily understand. Give your customers the information about your goods and services in their own language.

CanTalk can open the door to markets in communities which you may not have considered or not be able to consider, by bridging language barriers

right here in North America, and in fact anywhere in the world – 24 hours a day, 7 days a week, 365 days a year with its team of professional general, specialized and certified interpreters. CanTalk provides you with access to 150 plus languages in an instant.

With CanTalk – now you're talking about your choice of languages

Founded in 1995, CanTalk began delivering immediate over-the-phone language services to companies throughout the continent of North America, and across the world.

CanTalk understands language, culture and countries. That's its business. With a service offering 150 languages plus, a team of skilled professional language specialists, as well as technology experts, CanTalk offers one of the most comprehensive value add service portfolios in the industry.

CanTalk's reach is global. In addition to being able to interpret from English into over 150 languages and back, the company is also able to interpret into many languages from French and Spanish, and back. Upon your advance notification, CanTalk also prides itself, as being able to ramp up for specialty or rare language provision.

With CanTalk, your callers receive assistance when they need it, all of the time – in whatever language they feel most comfortable.

The bottom line is, that with both CanTalk's extensive language experience and technical expertise, you can raise your customers' level of satisfaction, and maintain it at the highest level - at the lowest reasonable cost.

With CanTalk – now you're talking about customized language solutions

CanTalk has amassed a superior knowledge base of language service, proprietary technology and applications for both customer and commercial usage within national, international and telecommunication contexts. What is created is up to you, and your needs.

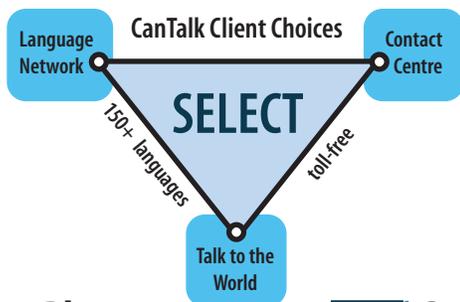
At your request, CanTalk's expert interpreters and agents can incorporate your branding and scripting, adjusting CanTalk's information systems to provide you with seamless customer service, as well as the individualized, immediate reports you require to better understand your customers' use of services, and to be on top of any emerging customer trends.

Further, in keeping with CanTalk's partnership philosophy, the company can create customized reports which provide detailed customer information relative to language usage, seasonality, time of day, day of the week, sub account usage and other nuances.



CanTalk:
live language
interpretation
24/7.

With CanTalk – you reach the community, the country, speak the language, and make it all possible.



Over-the-Phone Language Services

in the language of your callers' choice, including English.

CanTalk provides access to high quality, immediate language services (interpretation – verbal, and translation – written) such as onsite interpretation; in-language voice mail box; language testing; translation, as well as e-mail translation and transcription, and of course, over-the-phone interpretation.

Depending upon what you feel is important for your customers, your callers also have a live answer option; and in-language answer.

Services such as these are performed for a multitude of organizations such as government, government agencies, business, medical and legal professions, as well as public transportation, police service and 911 emergency.

Whether you work with local ethnically diverse communities and/or have global dealings – CanTalk's language service reach is local, global, immediate and easy to use.

Contact Center Services

general and industry-specific support in English and the languages most comfortable to your callers.

During the planning stages of a short, long, permanent or overflow campaign, while ramping up, and through challenges on the floor, CanTalk is there to help you – including: contact centre support; operator services; third party verification, catalogue, help desk and in-language services.

CanTalk has proven itself in a variety of large and small, seasonal and permanent, inbound and outbound programs with the support of an energetic management team. Additionally, CanTalk can attain international toll-free numbers, originating and terminating in as many as 90 countries.

CanTalk promises you exceptional service, supported by an intense quality assurance program, personal attention which tracks current needs, and is flexible, analytical and forward thinking – at appealing competitive pricing.

The CanTalk advantage is the wide range of services which are available under one roof 24/7, 365 days through two main service paths, segments of which you select to combine to suit your needs.

With CanTalk – now you're talking. Be part of the CanTalk community.

Just call us. To become part of the CanTalk community call **1-800-480-9686** or **1-204-975-0008**. Ask a CanTalk account manager for your **CanTalk – Now You're Talking** preferred community member discount, for first time CanTalk clients. We will sign you up, provide you with a toll free access number and a call flow chart detailing just how simple it is to use the service. Should you require it, CanTalk account managers will also give you live over-the-phone training and provide you with a PowerPoint presentation showing your staff how to use the service.

CanTalk WORLD
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Becoming a **CanTalk – Now You're Talking** community member is easy!
CanTalk will help you overcome virtually any communications barrier between your company and business success.
Helping out. That's what community is all about.

