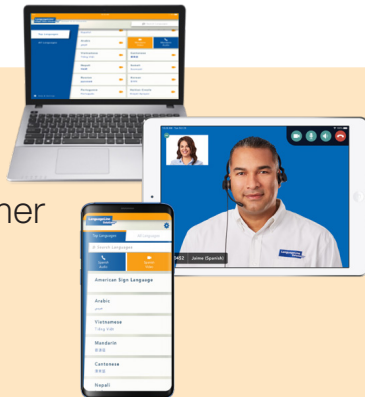


Join us for a complimentary webinar

## How Business Leaders are Using App-Based Mobile Interpreting to Improve Customer Experience and Boost Their Bottom Lines

Wednesday, March 25, 10AM PT/1PM ET



Aware that society is becoming more diverse by the day, forward-looking businesses are implementing on-demand interpreting for their customer-facing teams. This allows them to use mobile devices to access live interpreters to provide clear communication, regardless of language.

This webinar will feature three market leaders that have made the shift to on-demand, mobile interpreting. They will also discuss the impact of language barriers on business and the benefits of giving staff the right tools to communicate with their increasingly diverse customers anytime, anywhere. They will describe how this move has improved customer experience, reduced costs, and increased revenues.

### **SPEAKERS:**

- **Lisa Flynn** Manager, Process Improvement  
Pacific Gas & Electric Company
- **Douglas Osborne** CFE, CIFI, FCLS AVP, Special Investigation Unit  
Kemper Services Group
- **Joe Bosi** Director,  
Advisor Mobility & Channel Integration  
Royal Bank of Canada

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