



CONFURR

Working in partnership with



SignSolutions

Providers of



InterpretersLive!

Case Study



Scan for BSL

Enabling Communication
Between Deaf and Hearing
People.





CONFURR

Working in partnership



British Sign Language translation specialist, **Sign Solutions** providers of Interpreters Live!, part of the Valorem Group, has partnered with Sheffield-based software company **Confurr** to launch a cutting-edge video customer service platform. This collaboration aims to support access for the d/Deaf community who use British Sign Language (BSL), by leveraging video as the ideal medium for BSL users to interact seamlessly with customer service teams across both public and private sectors

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“Sign Solutions are always striving to improve our services in line with emerging technology available alongside ensuring our services are accessible and easy to use. We partnered with Confurr and consulted with other key stakeholders including service users and Interpreters, to ensure our InterpretersLive! platform met the needs of all types of platform users and we continue to evolve the platform every month.”



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Clare Vale, MD, Sign Solutions

Simplifying Communication with Confurr and Sign Solutions

Traditional video communication tools like MS Teams and Zoom, while powerful, often complicate the process of connecting with customers. The need to create meetings, share links, and navigate login and setup procedures can be cumbersome and frustrating, especially for quick, straightforward interactions.

Confurr, in partnership with Sign Solutions, revolutionises the video calling experience by streamlining the process and making video calls as simple as making a phone call. Customers who use British Sign Language (BSL) to communicate can use the **InterpretersLive!** platform via any device or browser or via the dedicated app and access a British Sign Language Interpreter on-demand to facilitate an interpreted conversation to phone number.

They simply connect and communicate.



Customers enter a virtual call queue and are promptly picked up by a qualified, NRCPS BSL interpreter, who then connects the call to the relevant customer service team, whether it's DWP, NHS, Local Government, utility companies, travel companies, helplines or others. This seamless integration ensures that BSL interactions are smooth and efficient, making it easier for d/Deaf individuals to access essential services. By partnering with Sign Solutions, Confurr has significantly reduced the complexity and frustration associated with video calls, enhancing customer satisfaction and creating parity within remote communication.

Why did Sign Solutions partner with Confurr?

Using Confurr for video customer service is straightforward and highly beneficial. The service user can remain anonymous and can join the video call with a single click, without needing to configure camera and audio settings, or deal with security issues.

Why a partnership between Sign Solutions and Confurr enables accessibility and simplifies communication through on-demand video:

Sign Solutions supports its customers in accessing customer services or contact centres using British Sign Language Interpreters via the Confurr platform, servicing over **650,000 minutes** in the last 12 months alone.

But why would video benefit a customer service interaction?

Simple – allowing Deaf customers to communicate in their first or preferred language of British Sign Language enables customers to experience equality, rather than being forced to use email/live chat or ask a family member to call on their behalf.

Our service empowers the d/Deaf community.





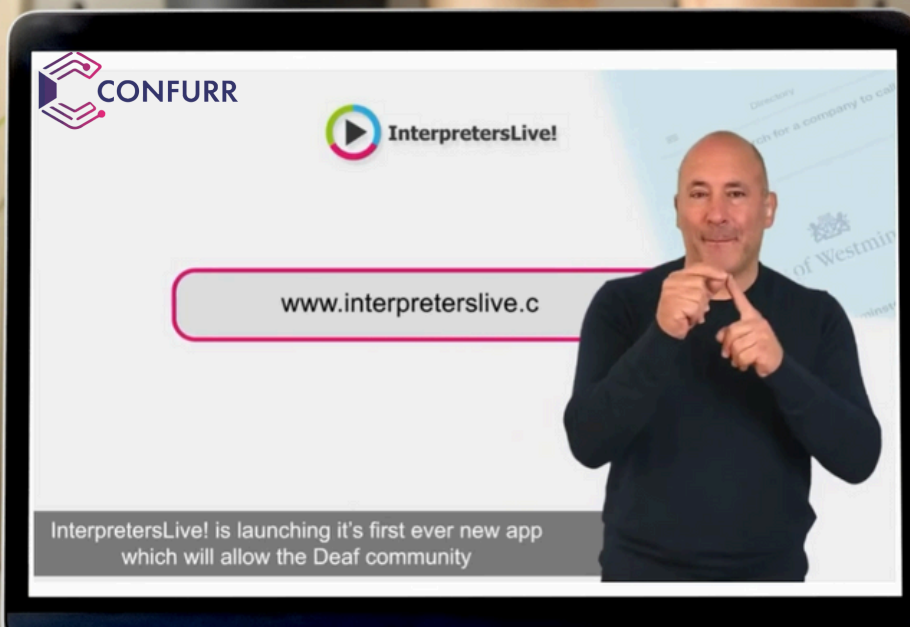
Benefits of InterpretersLive!

- **Communicate** with Deaf people who use BSL as their first or preferred language instantly, as and when required
- **Connect** to qualified, NRCDP registered interpreters on-demand to support in facilitating communication between Deaf and hearing people.
 - PCI, GDPR **Compliant** and Cyber Essentials accredited
 - **Accessible** via Windows, Apple and Android Devices
- **Pre-book** not only BSL, but other types of communication support used by hard of hearing people
- **Easy** communication! InterpretersLive! Can be used in various settings such as work, at home and on the move!

Benefits of the Confurr platform



- **Issue Reporting and Recording:** Where verbal or web forms are too slow and cumbersome.
- **Remote Support:** Seeing the issue firsthand can help resolve it without requiring an onsite service.
- **Sales Support:** Seeing the product or service helps reduce misrepresentation and improves the sales experience.



The partnership between Sign Solutions and Confurr significantly enhances accessibility and simplifies communication for the d/Deaf community, ensuring a seamless and efficient customer service experience. For more information, please feel free to get in touch.

www.signsolutions.uk.com

www.interpreterslive.co.uk

www.confurr.uk



CONFURR



SignSolutions



InterpretersLive!