



you speak, he translates



JAMESlingo



**TRANSLATION SOFTWARE
FOR VISITOR MANAGEMENT**



JAMESLINGO – TRANSLATION MADE EASY

Visitor receptions in public authorities and companies as well as goods receipts (e.g. at logistics companies) are characterised by multilingualism and internationality. Every day, visitors and suppliers from different countries encounter problems and hurdles in communicating with the in-house staff or the employee at the gate / security reception. In order to reduce these hurdles and ensure smooth communication, we have expanded our visitor management system JAMES. JAMESlingo is the name of the latest module designed to eliminate the Babylonian confusion of languages.

Let's take a client of a foreigners authority as an example: The client speaks neither German nor English and communication with the reception staff is therefore very difficult. This is where JAMESlingo comes in. The staff only have to refer to the kiosk terminal at the reception or to the mobile unit, e.g. in the form of a tablet. Here the client simply selects his language and the communication can start. If the client now speaks into the integrated microphone or intercom system, the spoken text appears in real time in German on the monitor of the reception staff. Optionally, the text can also be played back in spoken form. Now the reception staff can react and reply in written or spoken form.

Multilingual communication can be that simple.

In this way, JAMESlingo makes a major contribution not only to communication between staff and visitors, but also to streamlining processes and procedures. In this way, safety-relevant processes such as instructions (e.g. for foreign suppliers) can also be handled more easily and effectively. The better the visitors are informed, the safer you can move around your site. With JAMESlingo you not only save time and resources, but also strengthen internal security.

On the following pages we have compiled everything about "JAMESlingo" for you. If you still have any questions or are looking for a special solution, please do not hesitate to contact us!



JAMESLINGO: THE MOST IMPORTANT FUNCTIONS AT A GLANCE



Translating conversations



Speech-to-Text and Text-to-Speech



Optimized for touch displays: Large buttons, simple communication



Welcome screens in national language



Currently about ten supported languages



Two-part interface for "chat function"



Software supports mobile devices



Software supports Self Check-in Kiosk Systems



Short response times

JAMESLINGO: THE MOST IMPORTANT ADVANTAGES AT A GLANCE



Relief of receipts and personnel



Safety instructions in the respective national language



Optimization and streamlining of processes



Greater safety as a result of better informed visitors



"feel-good factor" as an image gain



Saves time and resources



AGAINST THE BABYLONIAN CONFUSION OF LANGUAGES

In order to make communication as simple as possible, we have attached great importance to a clear and functional design at JAMESlingo. Large buttons, flexible font sizes and a clear interface promise easy handling. On the large touch display, which is standard on our terminals, you can enter texts via touch screen keyboard or spoken via integrated microphone. The translation takes only fractions of a second. With already 10 supported languages and a good word recognition in spoken sentences, nothing stands in the way of communication, e.g. between a foreign supplier and the dispatcher at the gate.

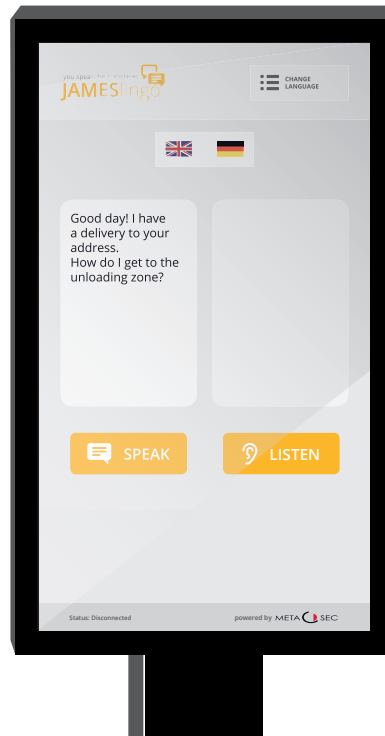
It is also possible to manage several terminals centrally at one gate. For this purpose, the doorman manages all terminals conveniently from his workstation and can switch back and forth between the individual calls with the help of a dropdown menu.

Also the use on tablets is possible by the responsive design of the software. The use of JAMESlingo on mobile devices is particularly suitable in situations where a permanently installed terminal is not available or simply too inflexible.





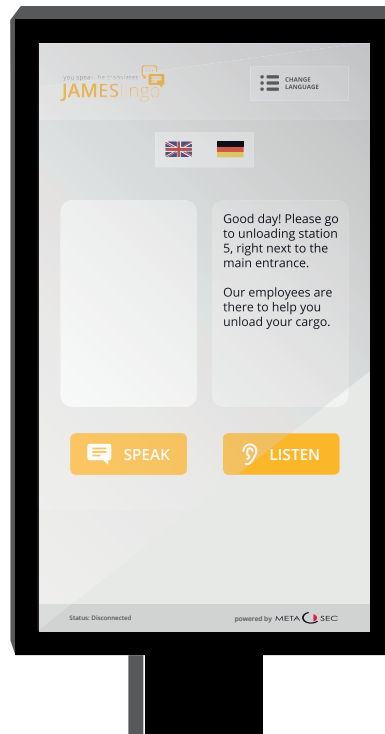
1 Visitor chooses national language



2 Visitors starts communication (spoken or via text input)



3 Doorman answers (spoken or via text input)

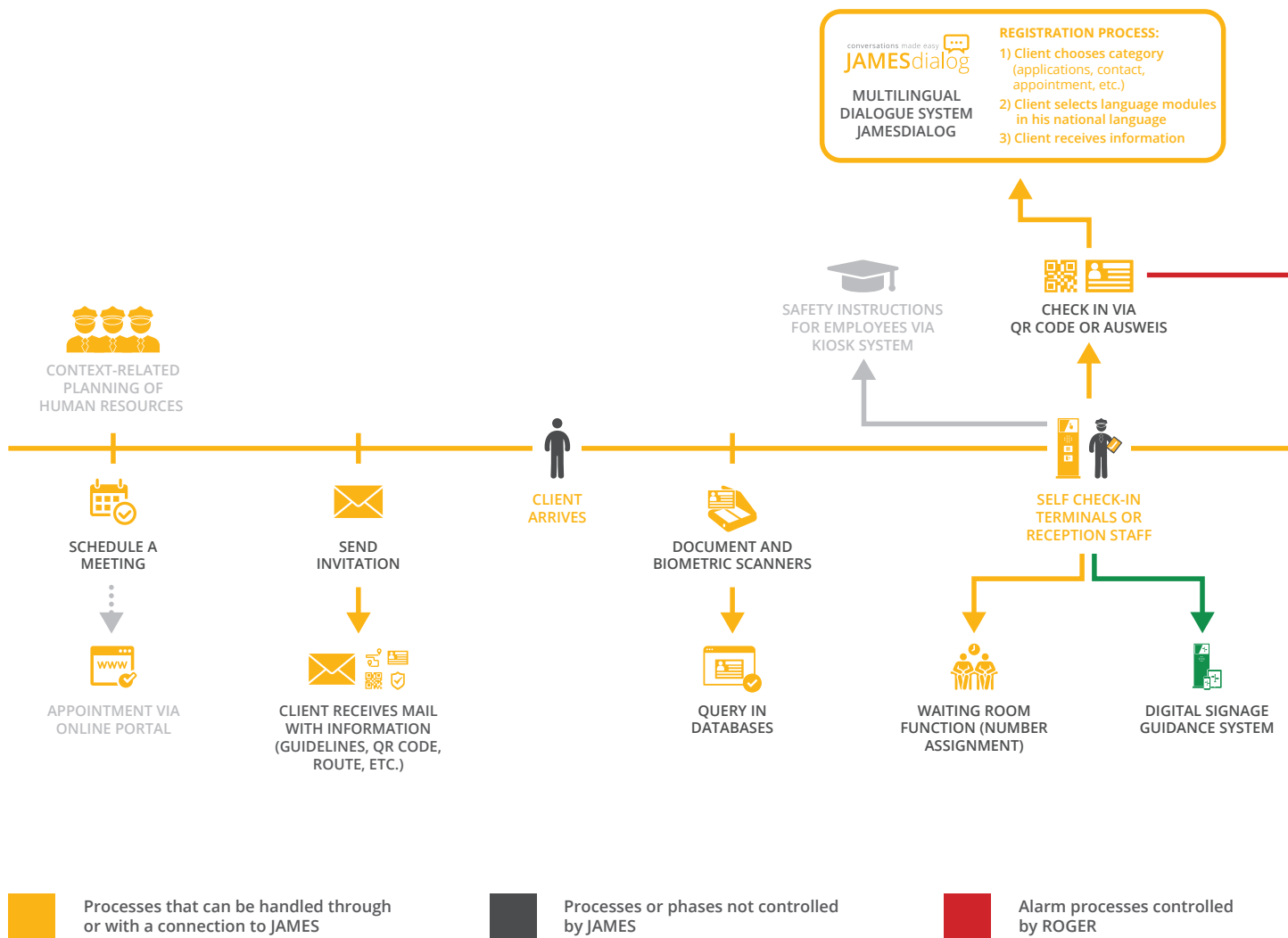


4 Visitor receives instructions (spoken or via text)

PROCESS EXAMPLE: AUTHORITY OR PUBLIC INSTITUTION WITH MULTILINGUAL AUDIENCE

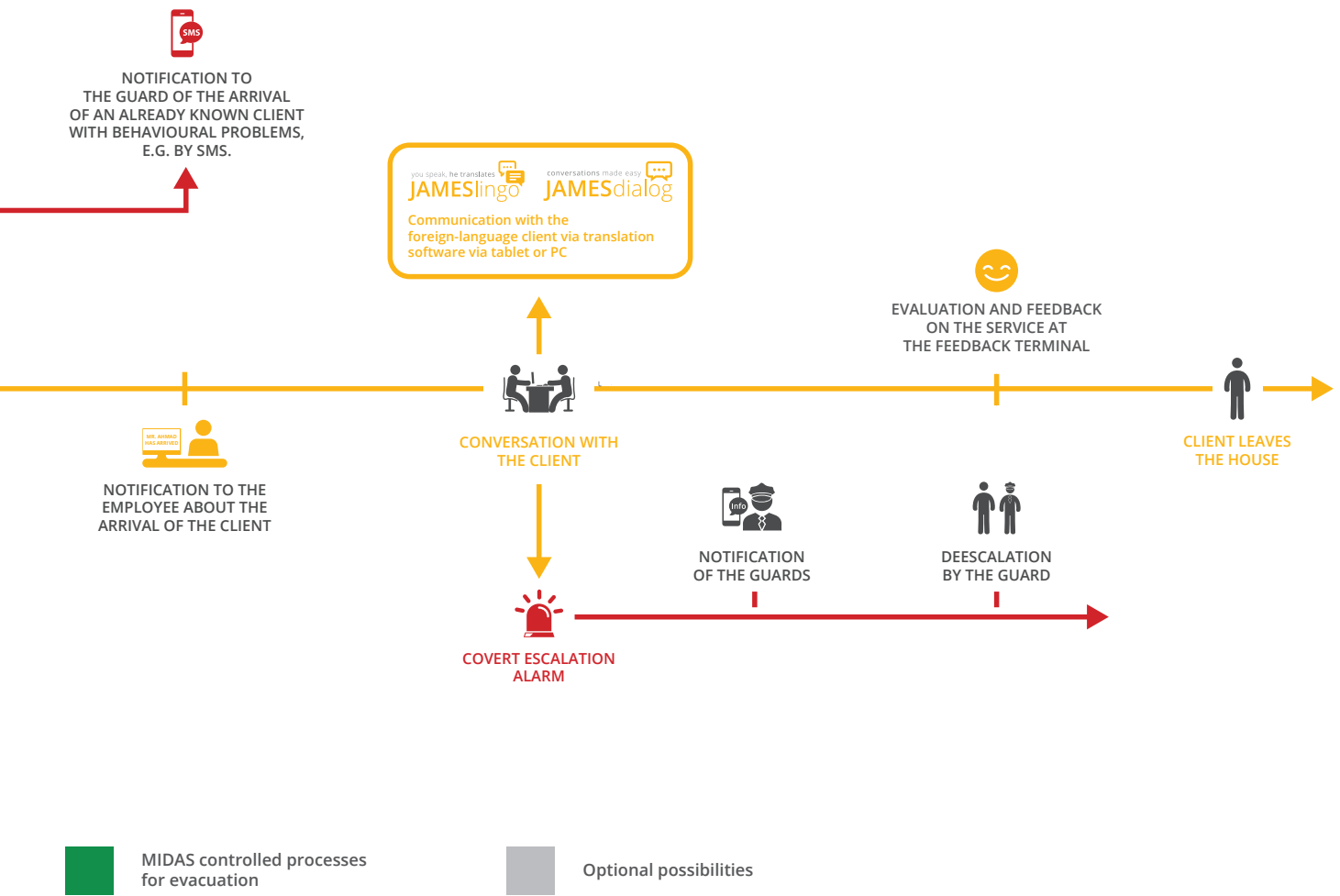
On this page you will find a timeline in which JAMESlingo can be seen as part of the overall visitor process. Since JAMESlingo was developed as a module for JAMES, it is important to us to show the original usage possibilities in the whole context.

The process as such, however, naturally results from the interaction between our visitor management software and the (security) employees on site. If further thought is given to this process, it can of course also be transferred to other authorities or public institutions with a high volume of foreign-language visitors.




More examples in the form of further timelines can be found in our brochure "Establishing processes easily". On twenty-seven pages, we present further process examples for various application areas - from logistics to hot desking.

To obtain this brochure, simply contact us or scan the QR code on this page and receive the brochure as a PDF download.



Scan the QR code and download our brochure "*Establishing processes easily*".



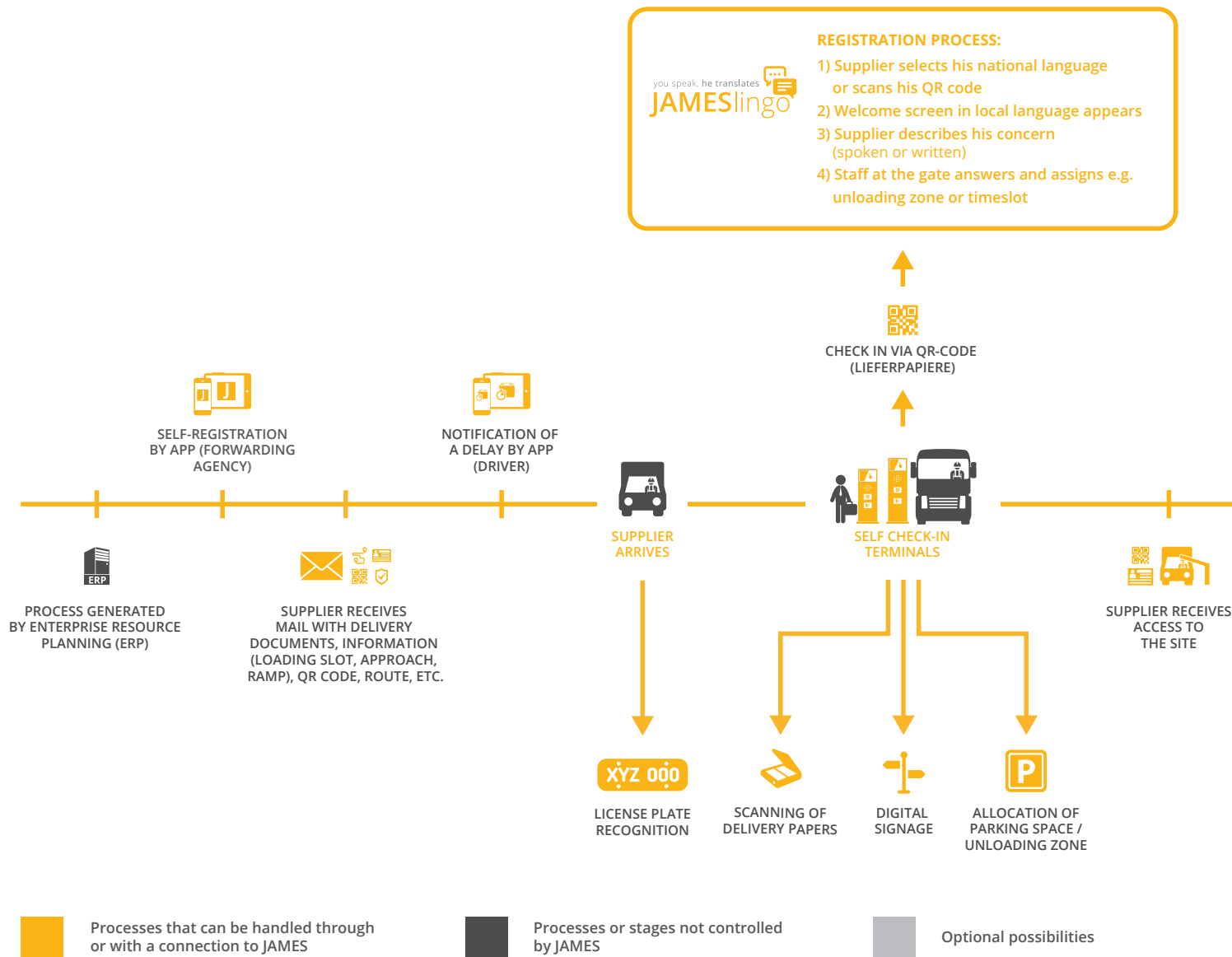
PROCESS EXAMPLE: THE INTERLOCKED LOGISTICS PROCESS WITH FOREIGN-LANGUAGE SUPPLIERS

On this page you will find a timeline in which JAMESlingo is seen as part of the logistics process. The process as such, however, naturally results from the interaction between our visitor management software, the dispatcher and the employee on site.

The focus here is on the most efficient possible execution of all processes. Saving time here means cash and therefore processes such as security briefings, communication at the gate and loading and unloading

must be handled as quickly as possible. JAMES can make a big contribution to this.

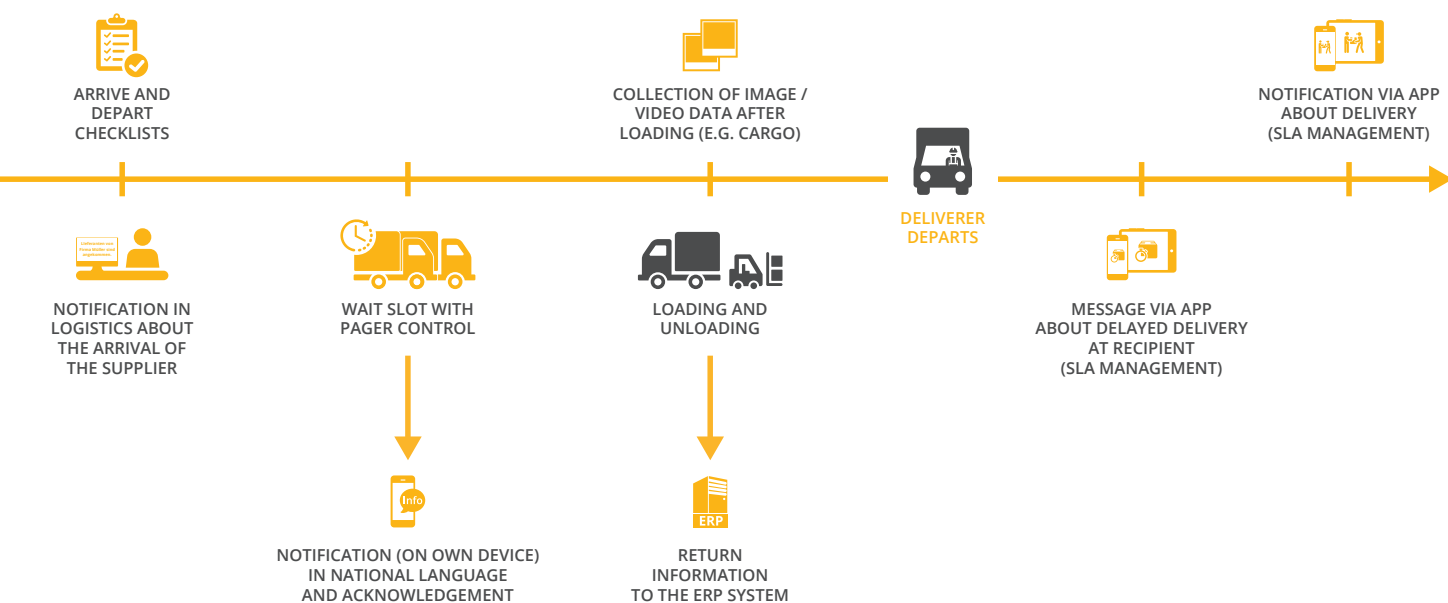
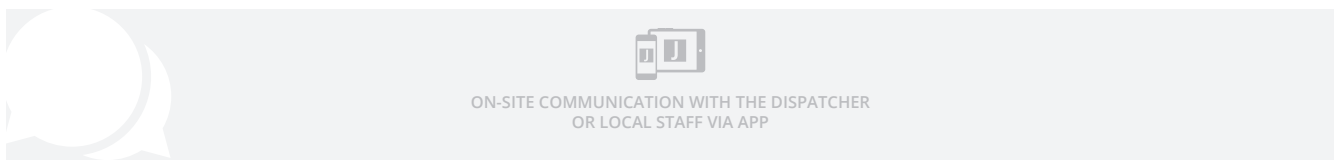
With the communication modules JAMESlingo or JAMESdialog, for example, all processes at the gate can be streamlined and optimized. Be it through multilingual self check-in terminals, driver notifications in the respective national language and much more. Misunderstandings or communication problems that often cost time and nerves are thus reduced.




The management of warehouses, ramps, access roads and car parks within JAMES ensures efficient management of logistics processes.


For more information on other JAMES processes, scan the QR code below and download our "process brochure" in PDF format.

Another highlight: "The self-registration app". This enables freight forwarders not only to register independently in advance, but also to give notice of delays. Geofencing and the automatic calculation of the arrival time also ensure a well-coordinated delivery process.



Scan the QR code and download our brochure "*Establishing processes easily*".





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JAMESlingo

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