



WHICH TYPE OF INTERPRETING DO YOU NEED?

With your Sorenson account, you can get ASL interpreting support on-site, through scheduled video remote interpreting (VRI), and on-demand with Sorenson Express VRI for in-person communication or through Zoom and Teams. You may use all of them for different situations. For education or training, conferences and events, you may also benefit from our captioning solutions.

If you're not sure which you need, use the comparison chart below to find the best fit:



ON-SITE

On-site interpreting for face-to-face interactions is especially helpful in conveying nuance or building trust.

For example:

- Medical or mental health settings
- Legal or law enforcement situations
- Events where connection is paramount



SCHEDULED VRI

Scheduled VRI is appropriate for most uses—in person or remote—including:

- Recurring or frequent conversations, like regular staff meetings
- Short, one-off interactions, like interviews



SORENSON EXPRESS VRI

Sorenson Express is your best bet for:

- Unpredictable/occasional on site customer support needs
- Unplanned and last-minute in-person meetings
- Face-to-face conversations when you couldn't schedule an interpreter



SORENSON EXPRESS FOR ZOOM & TEAMS

Sorenson Express for Zoom and Teams is the perfect solution for:

- Unplanned/last-minute virtual meetings
- Urgent remote meeting needs when you forgot to or couldn't schedule an interpreter

SESSION LENGTH

Two-hour minimum, with option for all-day or multi-day sessions

Flexible, from a few minutes to several hours; can schedule for multi-day events

Available for quick interactions, ideally < 30 minutes

Ideal for impromptu virtual meetings from a few minutes up to an hour

COST

Hourly rate, plus any applicable interpreter travel/accommodation costs

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Per-minute rate

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Subscription service

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Subscription service

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INTERACTION

Highest level of interaction between participants and interpreters with full visibility of body language as well as specialized services if needed

Participants and interpreters interact through video, but interpreter selection and advance preparation can enhance exchanges

Participants and interpreters in the same location interact through video on a tablet or mobile device

Participants and interpreters interact through video within your virtual meeting in Zoom or Teams

AVAILABILITY

On-site services may require interpreter travel, and availability is subject to demand for that time, location, and—if applicable—specialized service need

Video Remote Interpreting allows us to assign an interpreter who meets your needs from resources around the country, expanding availability by background regardless of location

On-demand video remote interpreting allows us to assign an interpreter when you need one from resources around the country

On-demand video remote interpreting allows us to assign an interpreter when you need one from resources around the country

ADVANCED SCHEDULING

Advance request is essential to determine interpreter availability

We may be able to accommodate same-day scheduling, but recommend advance request to guarantee availability

No need to schedule service

No need to schedule service

SPECIALIZED SERVICES AVAILABLE

Yes

Yes

No

No