

NiCE Scheduling

To help prevent scheduling and login issues, all requests must start and end on a 15-minute interval:

:00 | :15 | :30 | :45

This applies to time off, additional hours, and shift trades. Always double-check your times before submitting!

Use the right place for future UTO

Current/next posted week → Schedule Change Request. A future week that isn't visible yet → Time Off Manager.

Run the LLS speed test when troubleshooting

Minimum requirements are 5 Mbps download / 3 Mbps upload, ping ≤ 300 ms, jitter ≤ 30 ms.

<http://speedtest.llsapi.com/>

Check Your UTO Balance!

Don't wait until you need time off to find out you've run out of UTO! Check your available balance regularly in NiCE.

How: Go to Time Off Manager → My Balances to view your remaining UTO balance.

Plan ahead and keep track of your available time before submitting requests.

Picked up extra hours? They are now your responsibility.

Additional hours from the Time Board cannot be covered with UTO or traded away.



Wells Fargo Call Monitoring & Recording Disclosures

Recording Disclosures: Exact Wording Matters

When interpreting a Wells Fargo monitoring/recording disclosure, listen to the full statement and use the approved Spanish wording for that specific variation.

MOST IMPORTANT

“Service providers” = “proveedores de servicios”

Wells Fargo specifically requires “proveedores de servicios.”
Any other interpretation will be considered a FAIL.



Wells Fargo – Call Monitoring & Recording Disclosures

USE THE EXACT SPANISH WORDING FOR THE SPECIFIC VARIATION.



LISTEN
IDENTIFY
INTERPRET
ACCURATELY

English (What you will hear)		Approved Spanish (What you must say)
1	This call may be monitored or recorded.	Esta llamada puede ser monitoreada o grabada.
2	Calling on a recorded or monitored line.	Está llamando a una línea grabada o monitoreada.
3	This call may be monitored, recorded, or analyzed by Wells Fargo and its service providers.	Esta llamada puede ser monitoreada, grabada o analizada por Wells Fargo y sus proveedores de servicios.
4	This call may be monitored, recorded, or analyzed by the Company and its service providers.	Esta llamada puede ser monitoreada, grabada o analizada por la compañía y sus proveedores de servicios.
5	Wells Fargo may use multiple service providers to assist with training, quality assurance, or security purposes.	Wells Fargo puede utilizar múltiples proveedores de servicios para ayudar con entrenamiento, para asegurar la calidad o con propósitos de seguridad.
6	The Company may use multiple service providers to assist with training, quality assurance, or security purposes.	La Compañía puede utilizar múltiples proveedores de servicios para ayudar con fines de capacitación, para asegurar la calidad o con propósitos de seguridad.



Remember:

The disclosure wording may vary. Listen carefully and interpret the exact statement provided.



“Service providers” = **proveedores de servicios**

Wells Fargo specifically requires this wording.
Any other interpretation will be considered a fail.



Need the full list?

You can find all approved scripts in the Scripts tab within the Wells Fargo accounts.

Did You Know Interpreting Is a Scientific Superpower?

Functional brain imaging shows that interpreting is one of the most cognitively demanding activities a human can perform.

While normal bilinguals simply switch back and forth between two languages, an interpreter's brain runs comprehension, translation, and speech production in parallel at the exact same second.

What Happens Under Your Headset:

- Dual-Stream Air Traffic Control: Your brain's project manager (the Caudate & Prefrontal Cortex) lets you actively listen to English while simultaneously speaking Spanish, without the two audio streams crashing into each other.
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- The Décalage Balancing Act: Your working memory holds incoming thoughts, grabs the cultural meaning (never just word-for-word), and dumps expired phrases in milliseconds to make room for the next sentence.
- Brain Sculpting in Real Time: Every shift triggers neuroplasticity. Brain scans show professional interpreters develop denser, faster neural networks than almost any other group of bilinguals.

Next time you take a breather between calls, remember: what you do every day it's high level mental acrobatics. Be proud of that big brain!

Check out the rest of our newsletter!

Thank you to all those who participated in the past two week's newsletter challenges.



THIS WEEK'S



CHALLENGE: TINY ME!



Let's see your childhood photos!

Dig through those old photos and send us your cutest, funniest, or most adorably awkward childhood picture! 😊

Baby pictures, school photos, questionable haircuts, and peak childhood fashion are **ALL** welcome.



PARTICIPATION PERK

Everyone who participates will receive a scheduled

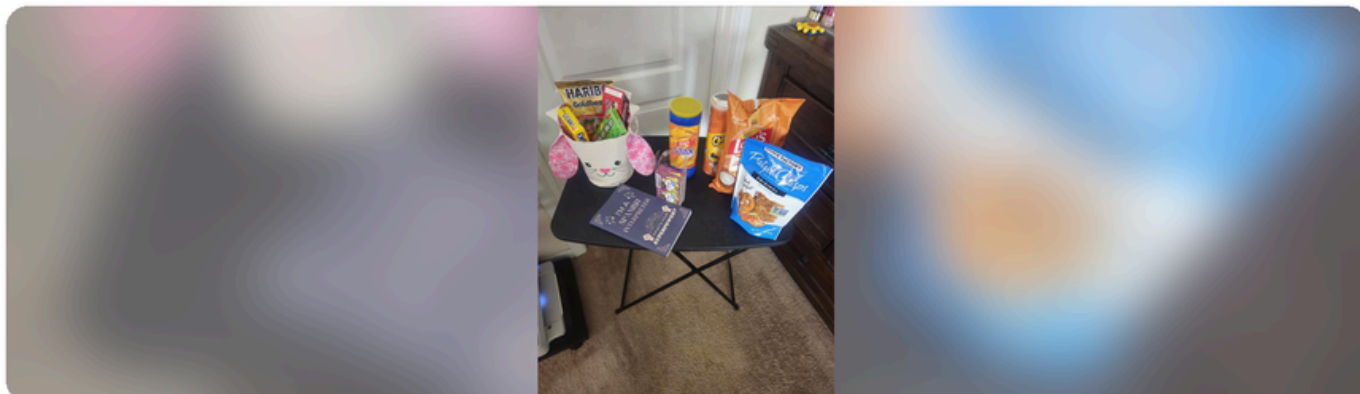
15-minute paid break!



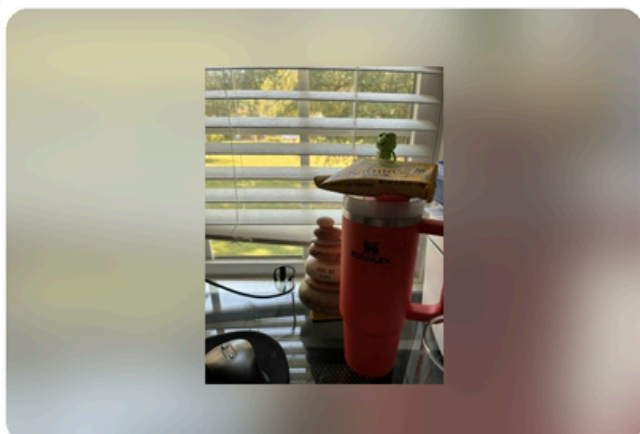
SNACK BREAK

SPOTLIGHT

Real snacks • real shifts • our Kelly interpreter community



Vanina



Francisca



Vivian



Jenny



Andrea

THANKS FOR SHARING YOUR SNACKS!

We loved getting a little peek into everyone's workday.

Keep an eye out for the next community spotlight!