

Important Announcement

Due to changes in client needs, some schedules have been adjusted for July 22, 23, 24, 28, 29, and 30. Please take a moment to review your schedule in NiCE to confirm whether you are still scheduled to work on these dates. If a shift no longer appears on your schedule, you will not be able to log in for that shift. Thank you so much for your understanding, flexibility, and continued support.

Important Reminder

When emailing, only email one mailbox, whether it's 33ul or intscheduling. If unsure, email 33UL and we will make sure the email reaches the correct mailbox

Requesting Leave Through NiCE

If you know you will be unable to work your scheduled shift, please make sure to request leave through NiCE before your shift start time. Emailing or notifying the team does not replace the NiCE leave request.

Requesting leave on time is the only way to help protect your adherence. If you already know your internet, power, schedule, or availability may be affected, please submit the leave request before your shift begins instead of waiting until the issue impacts your work.

Friendly Reminder

Please keep emails to Scheduling and the 33UL team kind, respectful, and professional. We are always doing our best to help and support you, and a courteous tone helps us assist you as quickly and effectively as possible.

July Drop-In Office Hours

For the remainder of July, we're replacing our traditional workshop with something more flexible: **Drop-In Office Hours!**

ONLY JOIN IF YOU ARE NOT SCHEDULED TO WORK.

These sessions provide an open, supportive space where you can ask questions, discuss concerns, or simply check in with the team. Stop by for help with:

- **Call Observations:** Review recent calls and real-world scenarios.
- **NiCE and System Questions:** Get support with schedule tracking and platform navigation.
- **Call Anxiety:** Clarify procedures or concerns that may be making you nervous while taking calls.

Whether you need a quick answer or additional reassurance, we're here to support your success!

Tuesday, July 28 at 7:30 AM PT / 10:30 AM ET

Copy and paste this link to join:

[https://teams.microsoft.com/meet/271789291725089?
p=RXsM2bBCoBZmjuS1ew](https://teams.microsoft.com/meet/271789291725089?p=RXsM2bBCoBZmjuS1ew)

Wednesday, July 29 at 3:00 PM PT / 6:00 PM ET

Copy and paste this link to join:

[https://teams.microsoft.com/meet/21190895543106?
p=Fm375XjxbTvdhHEDP8](https://teams.microsoft.com/meet/21190895543106?p=Fm375XjxbTvdhHEDP8)

This Is My Why: Cinthya May

I currently work as a Spanish interpreter, and I'm very dedicated and devoted to helping others. There are many reasons why I'm so passionate about my job. For example, I'm very passionate about my job because I feel that I can help make a big impact on many people who need to be heard by helping to interpret for those who only understand Spanish and those who only understand English. Growing up in a home with loved ones who only understood Spanish was a bit challenging in many aspects, like going to the doctor, buying a house, and even going to the store. When I started learning English, it really opened my eyes to the challenges that many people have to face just to make a point. Many people have to worry about communicating the right concepts and trusting those who are helping to provide the correct interpretation. Lastly, being an interpreter really humbles me, knowing that, at the end of the day, I made a great impact on those who needed it most.



Ulliance Support

Free and confidential support available to all interpreters.

Call: 800-448-8326

For personal and emotional well-being. We encourage you to use this resource anytime.

THE INTERPRETER'S ZODIAC

What the cosmos have in store for your next session



Aries

Your tongue might catch fire today.



Slow down. Let them finish first.



Leo

Your voice sounds flawless today.



Enjoy it—they think you're a radio host.



Sagittarius

GPS sends you to the wrong building.



You'll still arrive with 2 min to spare.



Taurus

Premium coffee & a quiet room await.



Protect this sanctuary with your life.



Virgo

They'll repeat the same line 6 times.



Your notepad fills with flower doodles.



Capricorn

3-hour session, zero throat-clears.



Reward yourself with something sweet.



Gemini

Medical, legal & slang in one hour.



Embrace the chaos. Your brain loves it.



Libra

Drama brewing, but you have the cure.



One brilliant word choice saves the day.



Aquarius

Headphones disconnect at the worst time.



Stay cool. A quick reboot saves you.



Cancer

You'll feel every witness emotion.



Log off from their stress at day's end.



Scorpio

Juiciest gossip during a call.



Lips sealed tighter than a pickle jar.



Pisces

You'll dream in Spanish & English.



Stop debating idioms in your sleep.