

New Joinee: Welcome to our team !!

We are thrilled to welcome each of you to our amazing team!

Kadou Xiong
Mohamed Musa

We want to take a moment to let you know how truly excited we are to have you on board. This is the beginning of an exciting journey, and we look forward to supporting you as you settle in and grow with us.

Once again, welcome—we're so glad you're here!

VPN Reminder

VPNs cannot be used while taking client calls., using a VPN may cause audio problems, refused calls, or other technical issues and can interfere with the systems you need to work.

VPN use can be detected and may result in your PIN being blocked.

Protect your connection and system access: keep your VPN turned off while servicing calls.

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.

NiCE Tip: Choosing the Correct Leave Request

If your schedule is already posted (current week or next week):

Use Schedule Change Request.

Path:

Schedules → My Schedule Changes → Request a Schedule Change

Use this option to request UTO (Unpaid Time Off) for shifts that already appear on your schedule.

If your schedule has not been posted yet (future weeks):

Use Time Off Manager.

Path:

Time Off Manager → 2026 Kelly Time Off → Request Time Off

Use this option to request UTO for future dates that are not yet visible on your schedule.

Important Reminders

Submit your leave request before your shift starts.

Request leave only for your scheduled shift hours.

UTO cannot be requested for a shift that has already started or for past shifts.

UTO cannot be used for additional hours picked up from the Time Board.



Hi Team! Quick reminder to **check your schedule in NICE every night** before logging off or going to sleep.

System updates, shift trades, or occasional glitches can happen—taking 30 seconds each evening helps ensure your start times are accurate and **keeps your adherence protected!**

Why Our Work Matters ❤️

Sometimes it's easy to focus on schedules, queues, and metrics—but behind every call is a real person who may truly need us.

Every call is more than just a conversation.

Behind every interaction is a person who needs to be heard, understood, and supported. As interpreters, we help remove language barriers so people can access information, communicate their needs, and make important decisions with confidence.

Our role may happen behind the scenes, but our impact is real.

We don't just interpret words—we help people connect.

That is why every call matters. Every conversation matters. And the work we do matters.

Moments like this remind us that interpreters do more than translate words. You help create understanding, safety, and access when it matters most.

BEHIND EVERY CALL...

There's a real person on the other line.



SOMETIMES...

they're going through the hardest moments of their lives.

I don't know what to do...



YOU MAKE A DIFFERENCE.

I'm here to help.

You bring understanding, safety, and access when it matters most.



THANK YOU

for being the bridge that matters.

People are safer because of you.

