

**BORDER
FORCE**

Jabra GN


Tala
Speak their language.

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language**

Digitise Border Force Interpretation

The high cost of translation at borders

When your border staff need to communicate with travellers, reliable interpretation is crucial. Right now, the only option is to use expensive interpreters who must travel to your site.

A new approach is needed.

Tala is an innovative translation solution designed to meet the needs of Border Force, Immigration and Citizenship System (BICS) staff. Using a certified Jabra speakerphone or headset device and a mobile app, they can speak in multiple global languages, keep your workforce on the front line and resolve issues fast and save your service money.

What is Tala?

Tala is an app that lets two people hold a real-time conversation in multiple global languages using a Jabra headset or talking into a speakerphone:

- Person A speaks into a Jabra headset or speakerphone
- Person B hears an instantaneous translation into their language
- Person B replies in their language and it is translated back
- A recording and transcription of the conversation is stored securely
- English to: Polish, Hindi, Arabic, French, Chinese, Spanish, Portuguese, Tamil and many more

Tala: a better way to communicate at the border

For routine conversations, confirmations, and verifications, Speechly is faster, less expensive, and allows a smoother resolution of issues.

£48

Initial hourly rate for UK border interpreters, rising to £72 at weekends. [1]

£7.5 million

Amount spent on BICS interpreters every year. [2]

£750,000

Annual cost of Border Force interpretation. [3]



How border and immigration agencies benefit from Tala

If your agency needs to communicate with people who don't speak English, Tala lets you offer a better service.

All major languages

Officials can communicate with speakers of multiple global languages.

Cut interpretation costs

Reduce your reliance on expensive interpreter call outs - especially for minor issues.

Save time

You no longer need to wait for interpreters to travel to ports or immigration offices.

Trustworthy

Speechly records and transcribes conversations for later reference.

Highly secure

All conversations are stored in a secure, encrypted cloud environment.

Reliable

Speechly is tried and tested at UK public sector organisations including borders.

Support diverse communities with confidence

Border, Immigration and Citizenship Services use Tala in many scenarios:

- Visa and passport issues**
Ask travellers about purpose of travel, dates and destinations.
- Identity verification**
Question individuals about information on their passport or visa and verify identity.
- Asylum**
Provide immediate support when someone requests asylum and begin the process faster.
- Immigration**
Check immigration status, purpose of travel and identity.
- Detention and removal**
Communicate with detained asylum seekers about requests and next steps.

Compatible Jabra devices

Tala is exclusively compatible with the following Jabra devices: Evolve2 40, 65, 85, Evolve 40, 65, 75, PRO930, SPEAK 710, BlueParrott C300-XT.

Tala makes it easier and faster to communicate with people where an expensive interpreter would normally be required. That means you offer a more satisfactory service, resolve more problems and manage borders more effectively.

 [Request a demo or visit www.tala.global](https://www.tala.global)



[1] <https://www.gov.uk/government/publications/guidance-for-interpreters/guidance-for-interpreter>

[2] https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/933930/An_inspection_of_the_Home_Office_s_use_of_language_services_in_the_asylum_process.pdf

[3] <https://questions-statements.parliament.uk/written-questions/detail/2016-01-05/21152>