

Implementation

Implementation Is Intentionally Easy And Can Be Accomplished In One Business Day. Please Use The Following Checklist To Help During Your Onboarding And Use.

Details We'll Ask For

What You Get From Bloom

AGREEMENTS

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|---|---|
| ☐ HIPAA Business Associate Agreement | ☒ Master Service Agreement With Pricing And Terms |
| ☐ Completed MSA | |
| ☐ Completed Order Form | |
| ☐ Account Billing Information (W-9) | |

CONFIGURATION

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| ☐ Quantity Of PINs | ☒ Customer Tenant Set Up In The Compliance Portal |
| ☐ List Of Agents (Recommended) | ☒ Phone Number And PINs Provisioned |
| | ☒ Administrator Accounts, Roles And Permissions |
| | ☒ Data Retention Settings |

TRAINING

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| ☒ Admin And User Training |
| ☒ Quick Reference Guide And Training For Agents |

TRAINING

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| ☒ Launch Readiness And Go-Live Support |
| ☒ Day 3 And Day 30 Customer Success Check-Ins |
| ☒ Ongoing Support Process Established |
| ☒ Support Contact Support@Translateos.Com |

Agreements

Contracting Establishes Pricing, Data-Retention, Recording And Transcription, And Compliance Requirements, So Bloom Configures The Account Correctly From The Start.

Configuration

Once Contracting Is Complete, Bloom Provisions Your Dedicated Phone Number, Agent PINs, Administrator Access, And The Features Included In Your Service, All Within The TranslateOS Environment. For Connect + Comply Customers, We Also Establish The Administrative And Compliance Environment, Including Authorized Compliance Portal Access, Applicable Recording And Transcription Settings, Retention Requirements, And Reporting Capabilities.

Two User Types

- 1 **Agents** Who Will Be Using TranslateOS By Phone And PIN, Plus Live Transcript.
- 1 **Tenant Administrator(S)** Who Can Manage Users (Activate, Deactivate, Reassign PINs), Review/Search Calls (View Transcripts, Listen To Recordings), And Access Account And Usage Reporting.

Pre-Launch Validation

Your Team Makes A Test Call Using The Same Process Employees Will Use In Production: Dial In, Enter A PIN, Select A Language, And Complete A Short Conversation. This Confirms Access, Translation, And Audio Quality. Connect + Comply Customers Also Validate Reporting, Recording, And Compliance Functions. We Resolve Anything That Needs Adjusting Before Launch.

Training

Administrators Learn To Manage Users, Review Quality And Usage Data, And Apply Retention And Compliance Settings. Agents Learn The Call Flow In Online Training.

Launch

Administrators Can Track Adoption Through Usage Data And Offer Added Support Where Needed. Support@TranslateOS.Com Is Available Anytime Beyond The Scheduled Day 3 And Day 30 Check-Ins.

Operational Impact

- **Go Live In A Day:** Address Translation Needs Immediately, Without Lengthy Deployment Cycles.
- **Adoption:** Simple Phone-Based Access Minimizes Training
- **Easily Scale:** Start With A Pilot And Expand Without A Second Deployment