

American Airlines First Airline to Test Google Assistant's Interpreter Mode

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American Airlines has become the first airline to utilize Google Assistant's interpreter mode in its airport lounges, the Fort Worth, Texas-based carrier announced Tuesday.

American began testing the new technology—which offers real-time translation in 29 different languages—at Admirals Club lounges at Los Angeles International Airport last week.

Moving forward, American's premium customer service representatives will be able to provide more personalized service to foreign language-speaking customers even when a multilingual team member is unavailable to assist.

