

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

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Interpreter mode offers real-time translation in 29 languages for the airline's Admirals Club customers

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American began testing the new technology last week at Admirals Club lounges at Los Angeles International Airport (LAX).

With the ability to translate in real-time, the Assistant's interpreter mode will help Premium Customer Service representatives provide more personalized service to customers. Running on a Google Nest Hub, interpreter mode will be used to assist customers only when a multilingual team member is not available. The device can translate 29 languages, including Arabic, French, German, Japanese, Russian, Spanish and Vietnamese.

"The science fiction universal translator is now science fact," said Maya Leibman, American's Chief Information Officer. "Incorporating technology like the Google Assistant's interpreter mode will help us break down barriers, provide a worry-free travel experience and make travel more accessible to all."

The Google Assistant is the latest in a long line of new technology enhancements American has introduced to make travel easier for customers. Other recent introductions include mobile passport scanning, boarding notifications, online virtual 3D aircraft tours, a redesigned self-service kiosk menu that simplifies the check-in process and an improved family seating approach, which ensures adults and kids under 14 are seated together. And with three Admirals Club lounges and the addition of Flagship Lounge and Flagship First Dining, American offers the most premium amenities of any carrier at LAX.

Google and American announced their partnership at this year's CES, the world's largest and leading consumer electronics show.

## About American Airlines Group

American Airlines offers customers 6,800 daily flights to more than 365 destinations in 61 countries from its hubs in Charlotte, Chicago, Dallas-Fort Worth, Los Angeles, Miami, New York, Philadelphia, Phoenix and Washington, D.C. With a shared purpose of caring for people on life's journey, American's 130,000 global team members serve more than 200 million customers annually. Since 2013, American has invested more than \$28 billion in its product and people and now flies the youngest fleet among U.S. network carriers, equipped with industry-leading high-speed Wi-Fi, lie-flat seats, and more inflight entertainment and access to power. American also has enhanced food and beverage options in the air and on the ground in its world-class Admirals Club and Flagship lounges. American was recently named a Five Star Global Airline by the Airline Passenger Experience Association and Airline of the Year by Air Transport World. American is a founding member of oneworld®, whose members serve 1,100 destinations in 180 countries and territories. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL and the company's stock is included in the S&P 500. Learn more about what's happening at American by visiting [news.aa.com](http://news.aa.com) and connect with American on Twitter [@AmericanAir](https://twitter.com/AmericanAir) and at [Facebook.com/AmericanAirlines](https://Facebook.com/AmericanAirlines).