AI Agent Translator on a Phone Call

Purpose: Explain how to set up a two-party phone call where the AI translates between both callers in turn, similar to a human translator.

What you can do

- Connect two phone numbers that speak different languages.
- Let the AI translate each side in turn during the call.

Steps

1. Open **HIPAA Compliant AI Agents**.
2. Select **AI Translator on a Call**.
3. Enter the two phone numbers. Example: patient and specialist office.
4. Set the preferred language for each party.
5. Start the call. The AI will speak to each person in turn and translate what was said to the other party.
6. When finished, end the call.

Best use cases

- Scheduling with a patient who prefers another language.
- Coordinating with a family member or interpreter substitute when a live human is not available.

Tips and good practices

- Tell both parties that an AI translator is on the line.
- Pause after each sentence to allow accurate translation.
- Confirm critical details such as dates, times, addresses, and medication names.
- If the person changes phones during the call, restart and re-enter the new number.

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