

# AI-Based Real-Time Translation

Seamless AI-based communication between agents and customers who speak different languages

## Introduction

Many organizations that work with multilingual communities and tourists come up against a language barrier. To overcome this issue, they're forced to hire multilingual agents and third-party human translation services, which can be a complex and expensive proposition. By integrating the leading AI brands with AudioCodes' versatile voice connectivity capabilities, we're excited to introduce our new AI-based Real-Time Voice Translation service.

## Use Cases



Automate the entire process by replacing multilingual agents and third-party human translation services.



Handle peak-hour surges in foreign-language calls without recruiting additional agents.

## Key Features

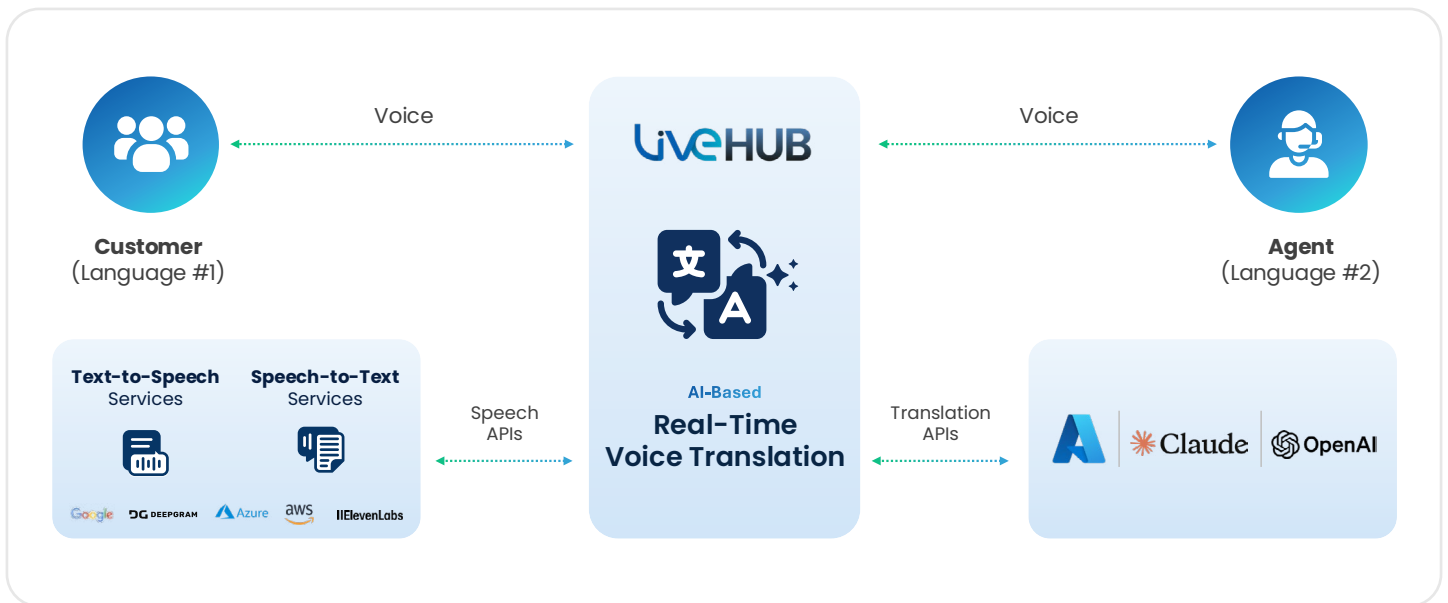
The Real-Time Voice Translation service is packed with a wide range of powerful features to unlock the considerable benefits of seamless global communication:

- **Languages** – More than 50
- **Excellent voice quality** – Reduced latency and enhanced accuracy
- **Speech providers** – Microsoft, Google, Deepgram, Amazon, 11 Labs
- **Translation services** – Microsoft Azure Translation, OpenAI, Claude
- **Connectivity** – Easy to connect to any contact center or other telephony channels
- **Activation modes** – Automatic start, on-demand (DTMF)
- **Volume control** – Adjust the volume of the original voice to your preferred level
- **Activation messages** – Available
- **Barge-in** – For agent and customer
- **Transcript storage** – Available
- **Scalability** – Our solutions are scalable to meet the needs of organizations of all sizes
- **Secure and compliant** – Secure and compliant with industry standards, ensuring that your communications are protected

# How Does It Work?

This innovative voice translation service facilitates real-time conversations between customers and agents who speak different languages, as follows:

- The customer voice (for example, Spanish) is transferred to a speech-to-text (STT) service.
- The Spanish-language text is transferred to the chosen AI engine.
- The AI engine processes the customer request and translates it into the agent's language (for example, English).
- The English-language text generated by the AI engine is sent to the text-to-speech (TTS) service.
- The English-language voice (generated by the TTS service) is played to the agent.
- This natural conversation between the customer and agent continues until the end of the call.



## Conclusion

AudioCodes' real-time translation solutions are designed to bridge language gaps and facilitate effective communication in contact centers. With unparalleled accuracy, seamless integration and support for dozens of languages, our technology is the ideal choice for organizations looking to enhance their communication capabilities using the leading AI brands. Contact us today to learn more about how AudioCodes can help you break down language barriers, reduce operational costs and enhance your customers' experience.

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