

BrainCX AI Launches Interpreterly, an AI Phone Interpreter for Spanish-Speaking Callers

Language barriers cost you customers. BrainCX AI launches interpreterly.com, a proven solution with 40% more bilingual bookings and 99% accuracy.

WEST PALM BEACH, FL, UNITED STATES, September 9, 2026 /EINPresswire.com/ -- About 45 million people in the United States speak Spanish at home, and many speak little English. They book medical appointments, apply for loans, enroll in school, and call customer service every day. Yet many organizations are not staffed to serve them in Spanish.

How Interpreterly Works

BrainCX AI today launched Interpreterly to close that gap. Interpreterly is an [AI phone interpreter](#) that interprets live conversations between English-speaking staff and customers who speak another language. Both people speak their own language. Interpreterly interprets between them in real time.

Organizations register at [interpreterly.com](#) and use Interpreterly on the calls they already take. According to the company, the service requires no telephony reconfiguration and no implementation period, and most accounts place a first interpreted call within 15 minutes of registration.



bx Interpreterly
a brainCX brand

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Clearer conversations.
Stronger communities.
A more connected America.

Interpreterly conferences into an existing phone call and interprets both directions in real time, with no app required for the caller.

INTERPRETERLY BY BRAINCX

Traditional interpreter companies add a third person to the phone call.
AI companies replace the employee entirely.

We do neither.

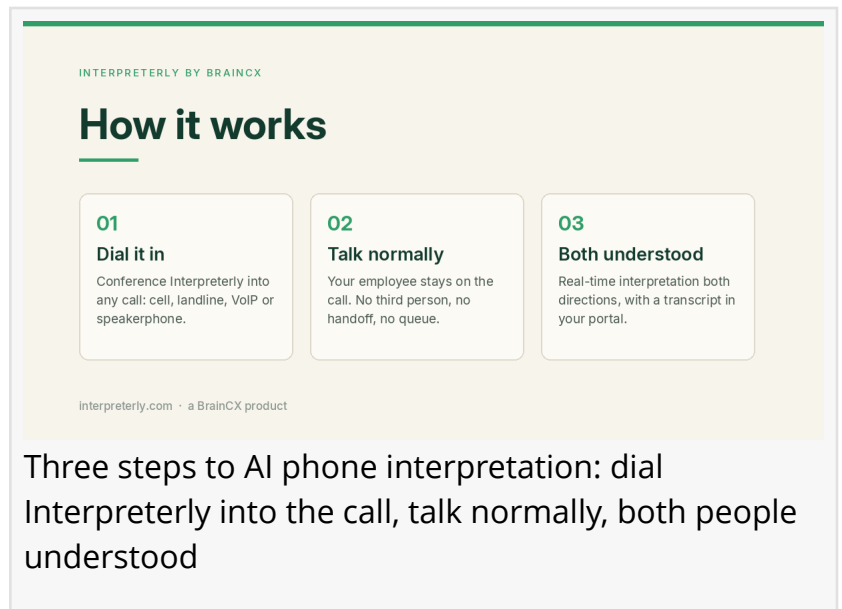
**The employee stays on the call
and we carry the language.**

interpreterly.com · a BrainCX product

Interpreterly positioning: traditional interpreters add a third person, AI replaces the employee, Interpreterly does neither

Live Deployment

Interpreterly has been running inside a national behavioral health network for more than a year. The reported result: a 40% increase in bilingual appointment bookings, and approximately 99% accuracy capturing patient names, email addresses, and phone numbers on live calls, using spoken read-back confirmation. Fewer than 1% of callers have asked whether they were speaking with an AI system.



Interpreterly launches in Spanish and Brazilian Portuguese interpretation, with more languages in development. The platform is SOC 2 Type II compliant.

"LanguageLine has been charging \$3.95 a minute for a human interpreter for more than a decade. Every business treats language access as a cost to bill for. We built it as revenue to recover." Tariq Alinur, Founder and CEO, BrainCX AI

Offshore concentration has long been a continuity question for US companies that route Spanish-language calls to a single country or facility. English volume can usually be shifted between sites or covered with overtime. Spanish volume cannot, because the constraint is the language skill rather than the seat. Interpreterly runs on AI infrastructure and is available 24/7.

Tariq Alinur, BrainCX AI CEO, spent three decades running contact center operations, including Apple and JPMorgan Chase. He co-founded FirstRing, now Firstsource Solutions, India's first publicly traded BPO. He built Interpreterly from thirty years of seeing what language barriers cost organizations.

Why Language Access Demand is Rising

Demand is coming from every direction. Section 1557 of the Affordable Care Act prohibits national-origin discrimination by healthcare organizations that receive federal funding, and failing to serve a patient in a language they understand can fall within that prohibition. The 2024 final rule confirmed that accepting Medicare Part B payments makes a provider a covered entity, which brought a large number of ordinary medical practices into scope for the first time, with compliance required by July 2025 for newly covered practices.

For financial institutions, state law also applies when non-English speakers sign loan documents. California Civil Code 1632 requires a business that negotiates a covered contract mainly in

Spanish to give the consumer a translated copy before signing.

Every contact center serving US consumers already receives calls from Spanish-speaking customers, whether it is staffed for them or not.

"We held Interpreterly to a single standard for a year before we opened it to anyone: that the caller is heard rather than processed or transferred." Rose Flores, Chief Experience Officer, BrainCX AI

The Cost Comparison

Interpretation has historically been billed by the minute. LanguageLine Solutions, the dominant incumbent, charges by the minute using human interpreters. The industry also commonly applies a minimum charge of two to five minutes on every call, so a short scheduling question is billed at the minimum.

Interpreterly was built as an alternative to LanguageLine's traditional cost per minute model. It is sold on a flat monthly subscription starting at \$147 per month, with monthly minute allowances and published overage rates.

Interpreterly helps organizations meet their live conversation obligations on routine calls. It is not a certified or licensed interpreter service, does not guarantee legal compliance, and does not replace a qualified human interpreter where one is legally required. Organizations should confirm their specific obligations with their own counsel.

Interpreterly is available at interpreterly.com.

About Interpreterly

Interpreterly (interpreterly.com) is a BrainCX AI brand. It is an AI-powered interpretation service built on a relay model: the AI interprets between English-speaking staff and non-English-speaking customers in real time, so both people speak their own language. Available in Spanish and Brazilian Portuguese with more languages coming soon. The platform is SOC 2 Type II compliant and HIPAA-compliant, with BAA agreements available.

About BrainCX AI

BrainCX AI is a native [AI voice services company](#) built for high-consequence industries. The BrainCX AI phone agent answers calls, qualifies leads, books appointments, and serves customers in their own language, around the clock. Founded in 2021 and headquartered in West Palm Beach, Florida. Clients pay against results: booked appointments, qualified leads, and resolved contacts over a minimum platform fee.

Reported results across live deployments: 40% increase in bilingual bookings, 200% increase in enrollment across five universities, fewer than 1% of callers asked whether they were speaking with AI, and 99.9% uptime.

BrainCX AI's technology is patent-pending.

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