

Languages Configuration

A number of Languages will be setup for you in your II portal according to your preferences and/or most commonly used Languages.

You can manage this list and you can add additional languages if required.

Managing/Adding Languages

Go to the 'Admin' menu and select 'Languages'



The list of languages enabled for your agency are available here with a number of configurable options

To add a Language

- Click on the **Add Configuration** button
- Start typing the **Language** in the 2nd row of the grid and select from the options presented
- **Code** - this is the ISO code for the Language and cannot be updated
- **Language** - this is the ISO Language name and cannot be updated
- **Alias** - this is the ISO alias and cannot be updated
- **Alternate** - this is an alternate name for the language, also part of the ISO naming convention and cannot be updated
- **Default** - you can mark a single language as **Default** and this will be the default language that will populate the **Language** field by default on all Bookings - of course this can be changed on any **Booking**
- **Enabled** - if a Language is required for **Bookings** it must be **Enabled**, if you no longer use a Language you can disable it by unchecking this box
- **Show Alias** - enabling this will allow you to type/search using the **Alias** when creating **Bookings**, however it is the **Language Name** that will always appear on the **Booking**
- **Show Alternate Names** - enabling this will allow you to type/search using the **Alternate Name** when creating **Bookings**, however it is the **Language Name** that will always appear on the **Booking**
- **Use Preferred Name & Preferred Name** - this can be set by you, the Agency, you can then search by the **Preferred name** on the booking and that is the name that will appear on the booking form if you have enabled **Use Preferred Name**. Note that email Notifications will always show the **Language Name**

- **Language code** - this can be set by you, the Agency, for use with the **On Demand Phone** service using **IVR** (i.e. on demand requests for OPI using phone). Rather than using the **Language Code** to request the preferred language using the **IVR** service, you can set an alternate more friendly number in this field, for example, you might assign numbers 1 through 5 for the 5 most popular languages requested by **Customers**.
- When making any changes to a Language entry, be sure to click on the **Save** icon
- If you have/will never use a specific **Language** you can remove it using the **x** icon; if the **Language** has been used on any **Bookings** use the **Enabled** check box as per above

Code	Language	Aliases	Alternates	Default	Enabled	Show Alias	Show Alternate Names	Use Preferred Name	Preferred Name	Modified By	Modified
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
40	French French-based creoles and pidgins [Alternate / Patois]			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		support@interpreterintelligence.com	12/03/14 03:08
280	Akan	Ashanti		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		support@interpreterintelligence.com	12/03/14 03:08

You can also use any of the above options to modify an existing **Language**.

If a required **Language** is not available in our database when you attempt to add it, please contact support@interpreterintelligence.com

To check for ISO Languages you can use the following resources:

https://iso639-3.sil.org/code_tables/639/data

<https://www.ethnologue.com/>