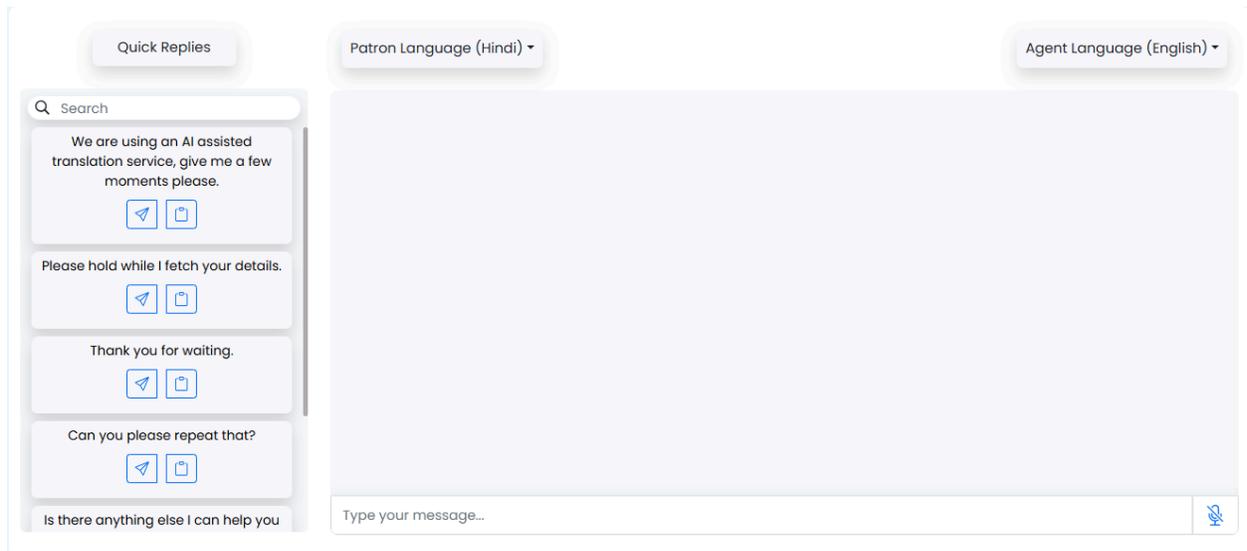


# Using ConnectLingua

## ConnectLingua UI

Whenever an agent receives a contact, the ConnectLingua UI will automatically pop-up.



*Fig 1: ConnectLingua user interface*

## Allowing Audio Access for ConnectLingua

Following the launch of the ConnectLingua UI, when the agent clicks on ConnectLingua microphone, the agent will be prompted by their browser to authorize audio permissions. This will be a required step to use ConnectLingua's built-in microphone functionality.

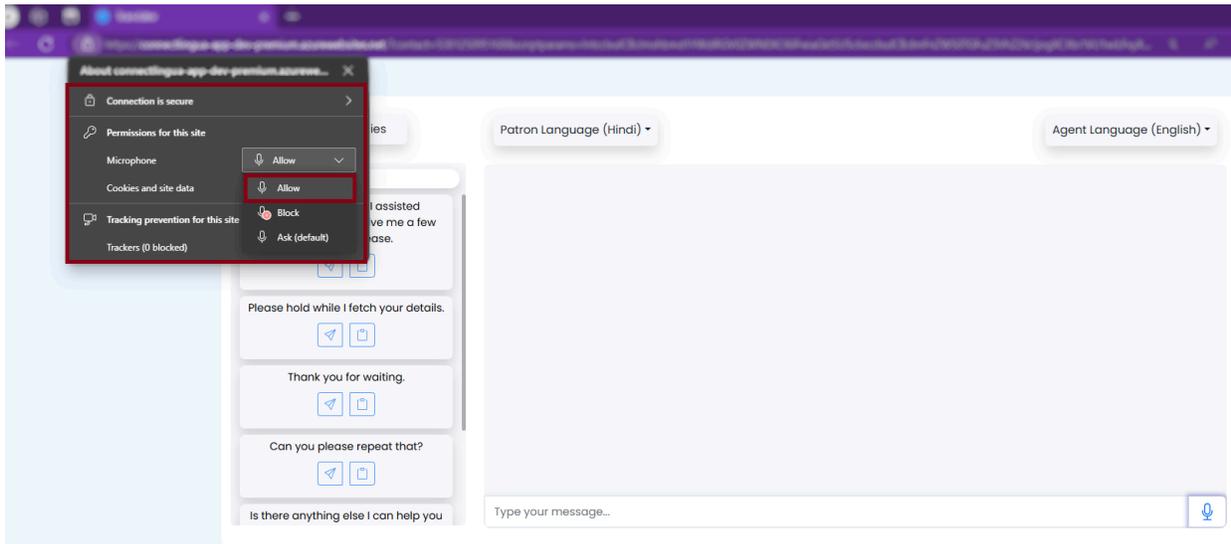


Fig 2: ConnectLingua - Browser microphone prompt

## Agent side communication

Agent's message will appear in the blue bubble as shown below. As soon as the call connects, the agent has the option to send an AI-generated message to initiate the conversation and will appear as shown below.

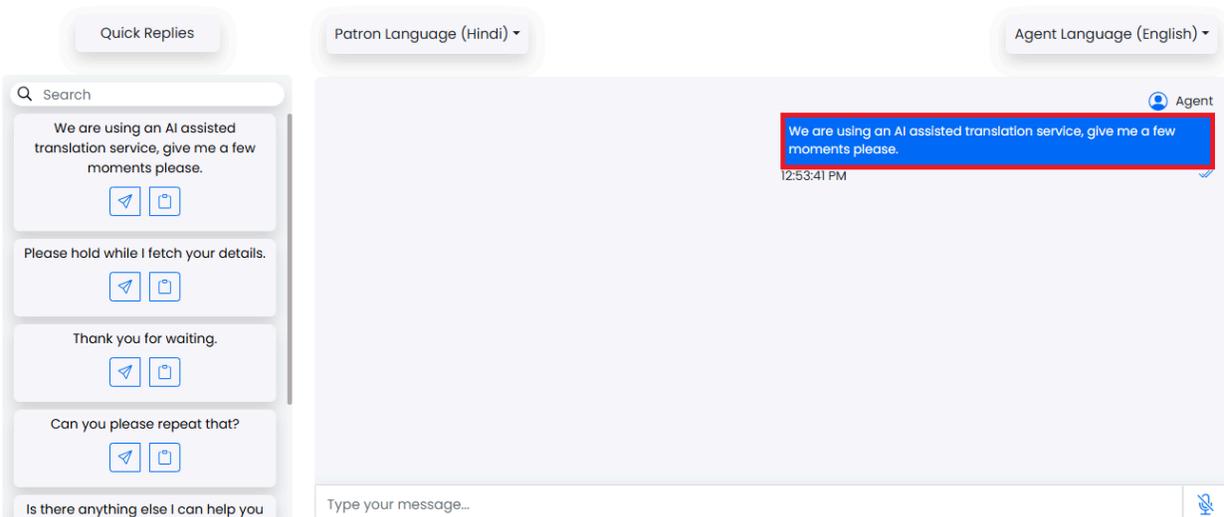


Fig 3: ConnectLingua interface - Agent Messages

## Patron side communication

Patrons recognize the connection when they hear an AI-generated message in their language from the agent's end.

- In this instance below, Patron has selected Hindi language by pressing the required press path before call escalation.
- Patron's message will appear in the gray bubble.

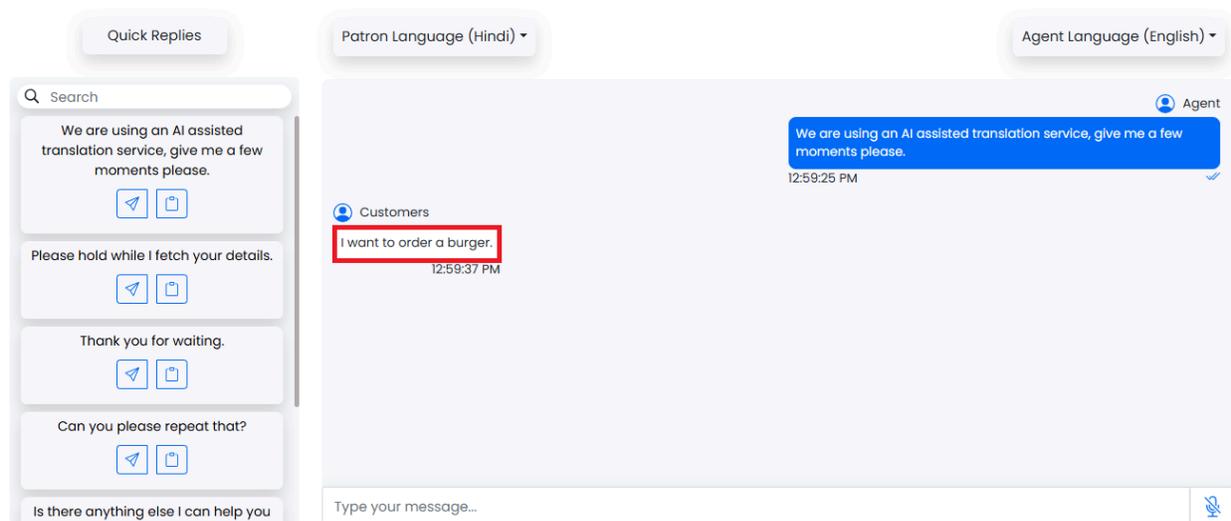


Fig 4: ConnectLingua interface - Patron Messages

## Option 1: Using ConnectLingua microphone

Agents can consistently communicate with patrons, with agent voices translated and synthesized into the patron's language. For optimized experience:

1. ConnectLingua detects pauses in agent audio recordings, splitting and translating each segment.
2. ConnectLingua includes a comfort sequence feature.

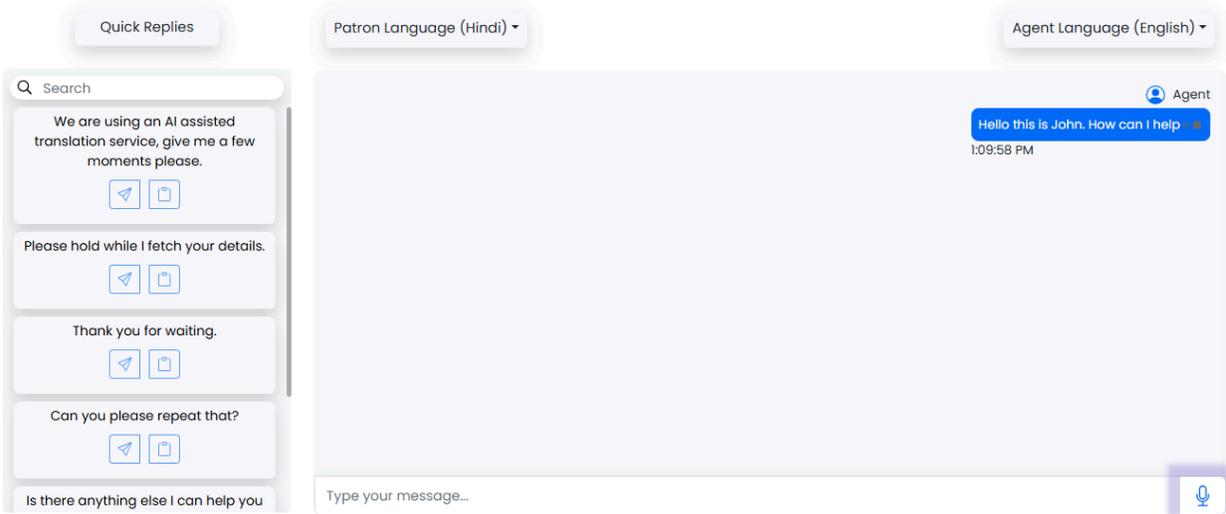


Fig 5: ConnectLingua interface - Using built-in microphone feature

3. The loader appears while the audio is being translated before playing to patron as shown in (Fig 6).

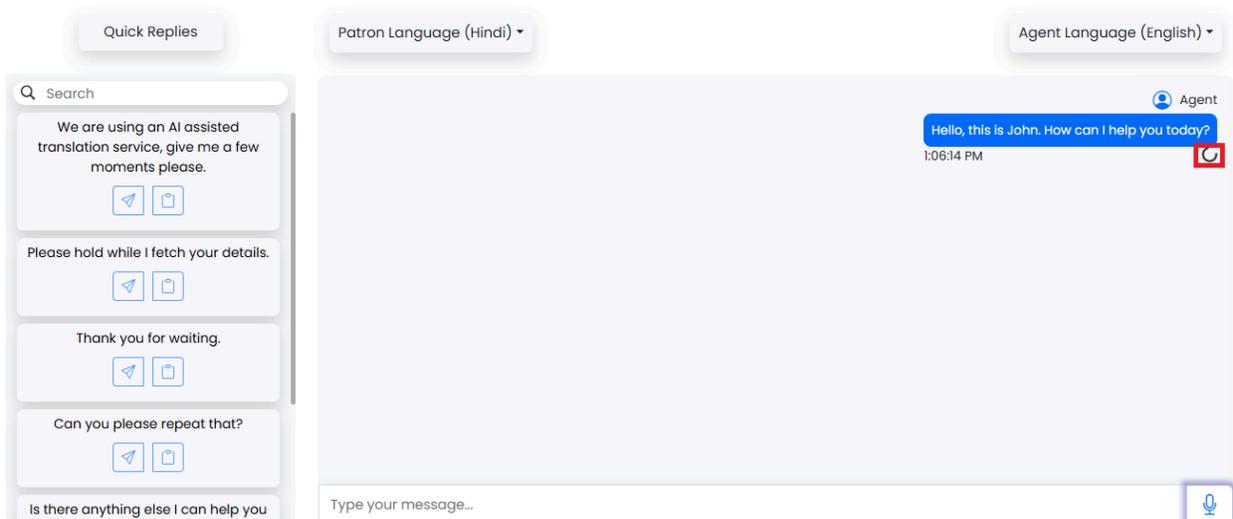


Fig 6: ConnectLingua interface - Loader Functionality

4. A single tick appears when the audio is being played on the patron's side.

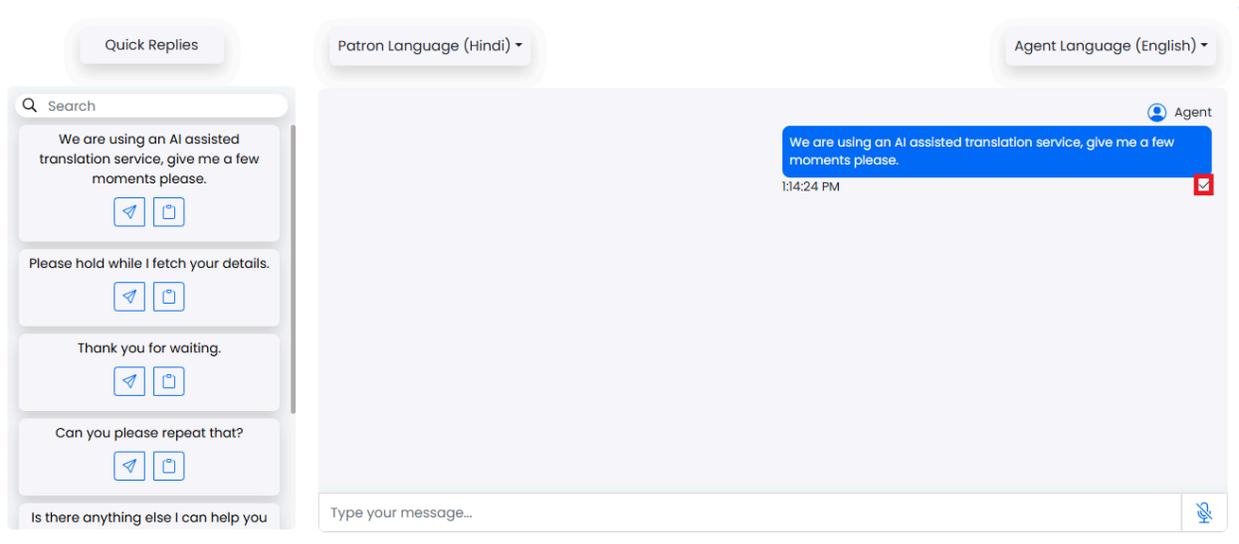


Fig 7: ConnectLingua interface - Single Tick Functionality

5. A double blue tick appears when the agent's audio finishes playing on the patron's end.

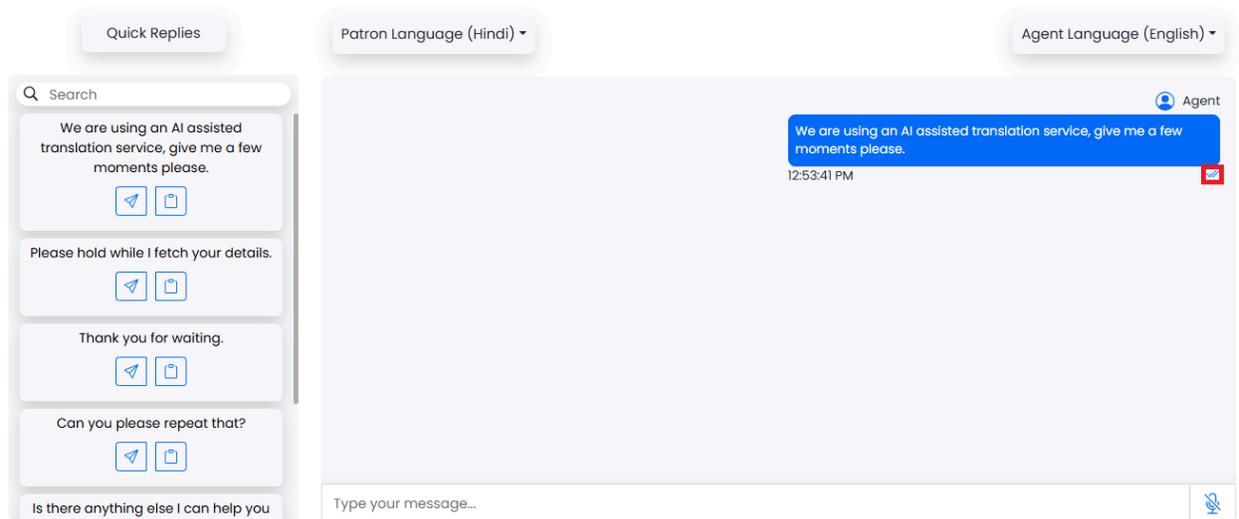


Fig 8: ConnectLingua interface - Double Blue Tick Functionality

## Option 2: Using ConnectLingua Quick Replies

1. Agents can utilize the quick replies feature located in the “Quick Replies” window to send messages with a click. By selecting the arrow button underneath each quick reply sentence, messages can be sent directly from the quick replies panel.

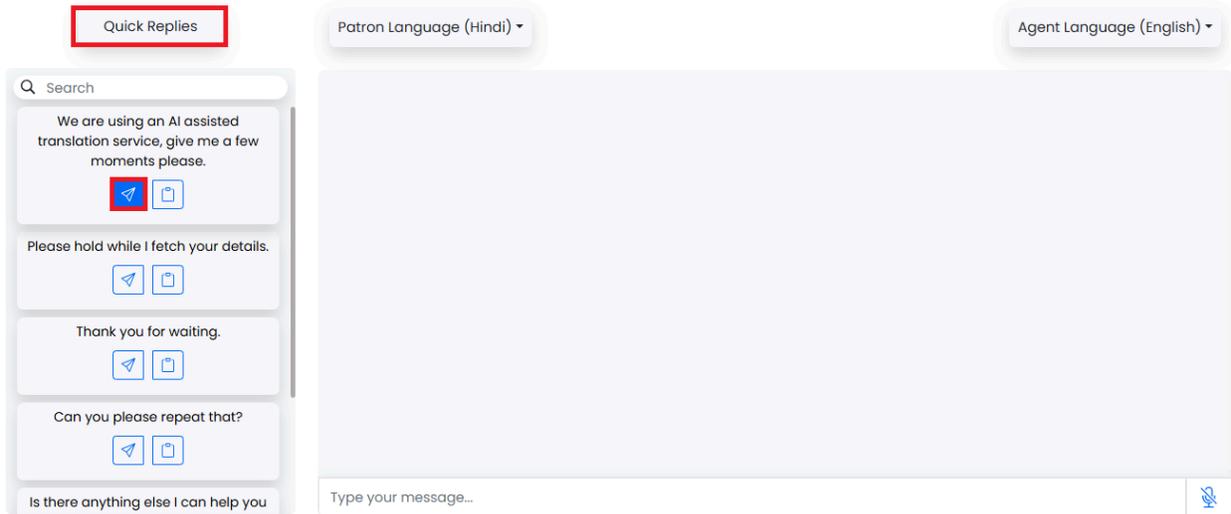


Fig 9: ConnectLingua interface - Quick Replies feature

2. Agents can utilize the dedicated button within the "Quick Replies" window to copy quick replies. Upon selection, the message is copied to the text input field, affording agents the opportunity to modify it before sending. Alternatively, agents can opt to send the message unchanged.

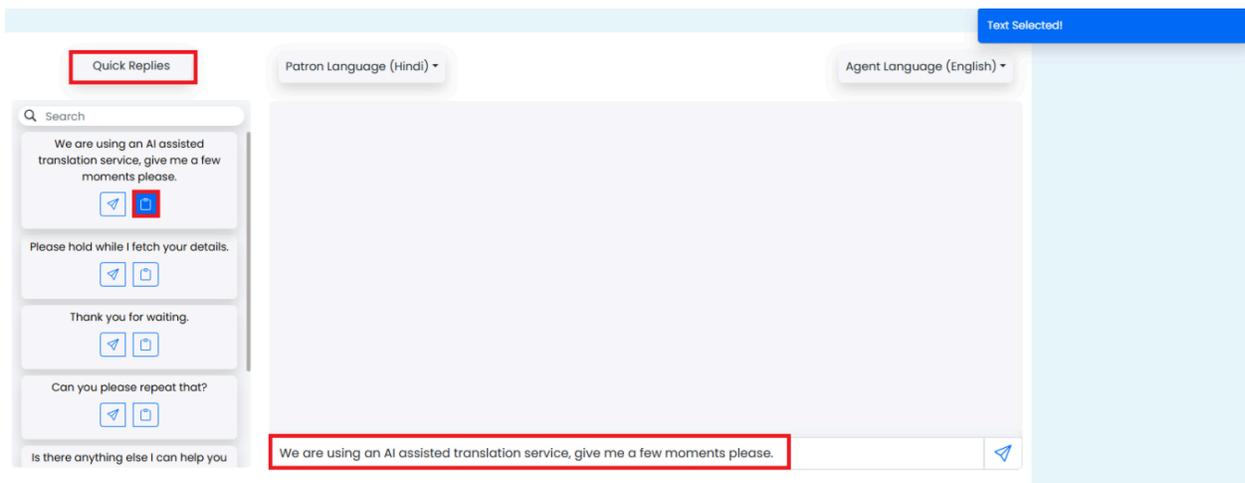
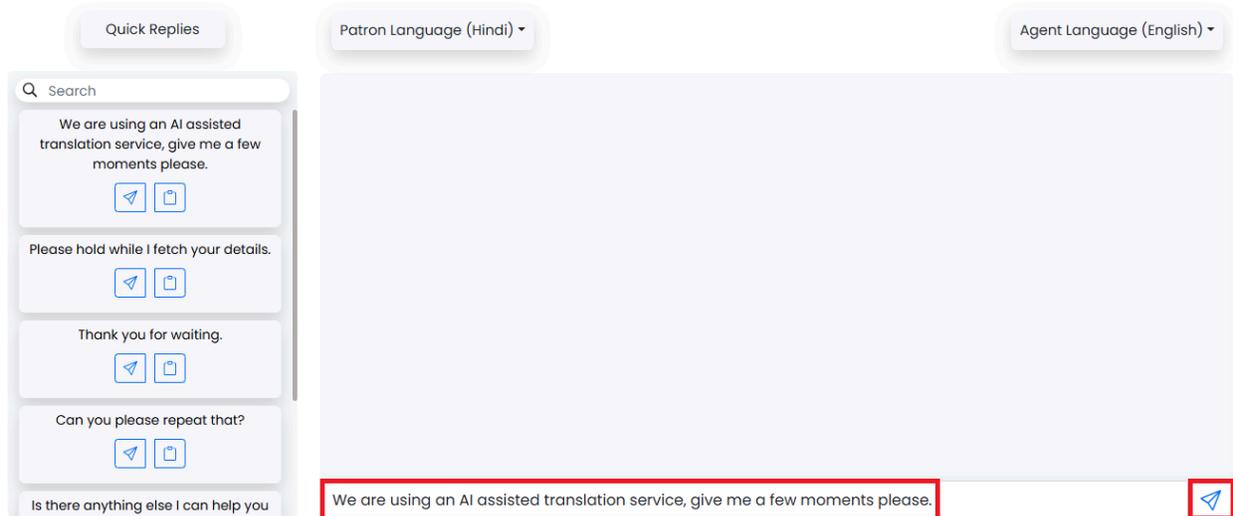


Fig 10: ConnectLingua interface - Copying Quick Replies to the text input field

## Option 3: Using ConnectLingua Text Input Field

Agents also have the option to type messages directly. Upon typing their message and selecting the send option, it will be relayed to the patron in their language.



*Fig 11: ConnectLingua interface - Using the text input field*