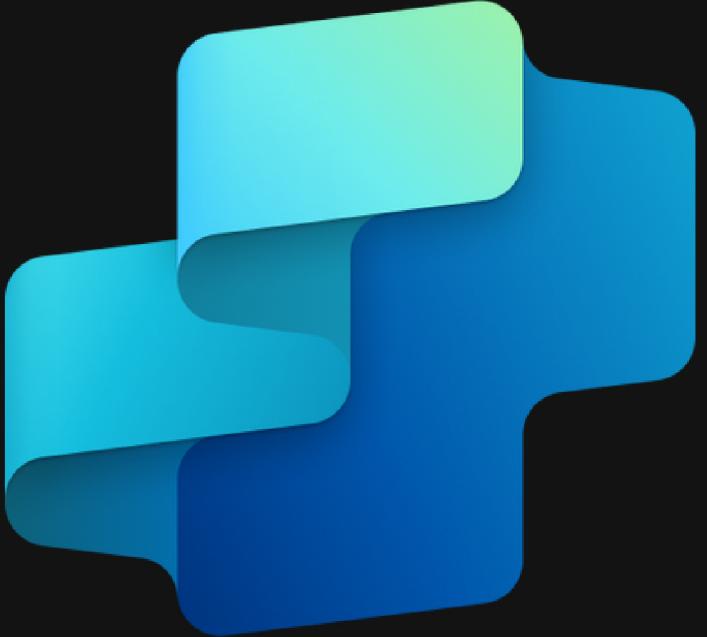


- 29 -

Navigating  
Multilingual Support



MONTHLY MASTERY

# FEATURE-A-DAY

with Copilot Studio



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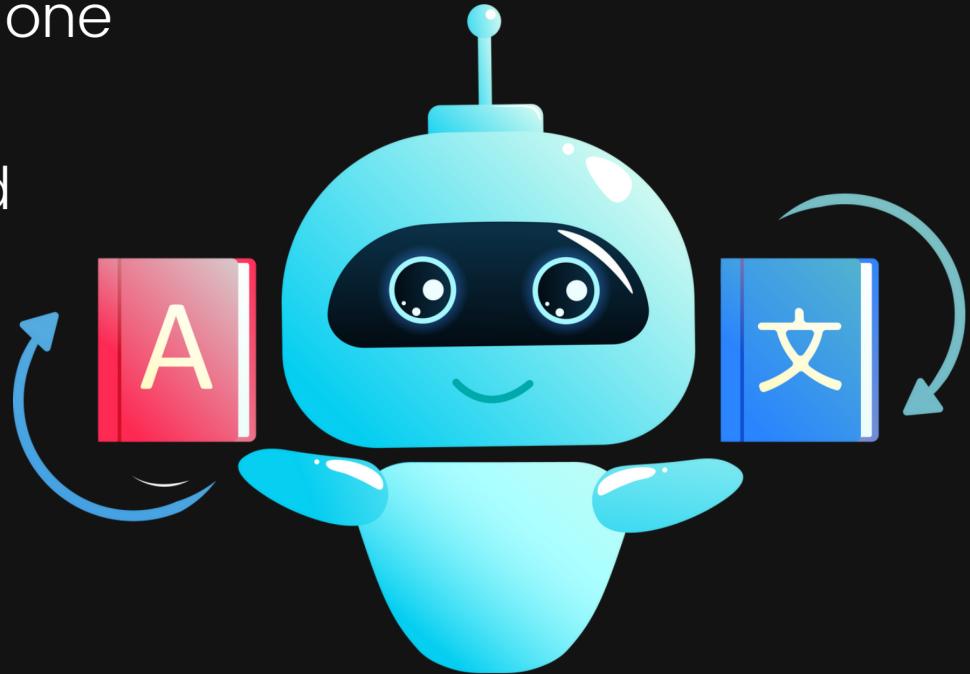
# Polyglot Copilots

## The Multilingual Edge

Step into the world of Copilot Studio, where your copilot becomes a **multilingual maestro**. A multilingual copilot doesn't just understand commands in different languages; it's like a **linguistic chameleon**, adapting to your customer's language with the ease of a local.

Whether it's responding to a **Bonjour** or a **Hola**, it keeps all its linguistic talents within one single, smart copilot.

It's the perfect way to add a personal touch to customer interactions without flipping through a phrasebook!



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# Polyglot Copilots

## Adding Languages

Transforming your copilot into a globe-trotting conversationalist is a breeze.

It all starts with picking a **primary language** – like setting the home base.

What language do you want your copilot to speak? \* ⓘ

- English (en-US)
- Chinese (Traditional) (zh-TW)
- Czech (cs-CZ)
- Danish (da-DK)
- Dutch (nl-NL)
- English (en-US)



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# Polyglot Copilots

## Adding Languages

Ready to go multilingual? Here's the game plan:

1. With your copilot's dashboard up and running, slide into the [Languages](#) section on the sidebar and hit [Add languages](#).

### Languages

Add languages and customize your copilot's voice per language.

**Primary language**  
English

[Add languages](#)  
Add more languages for localization

[+ Add Languages](#)

No additional languages



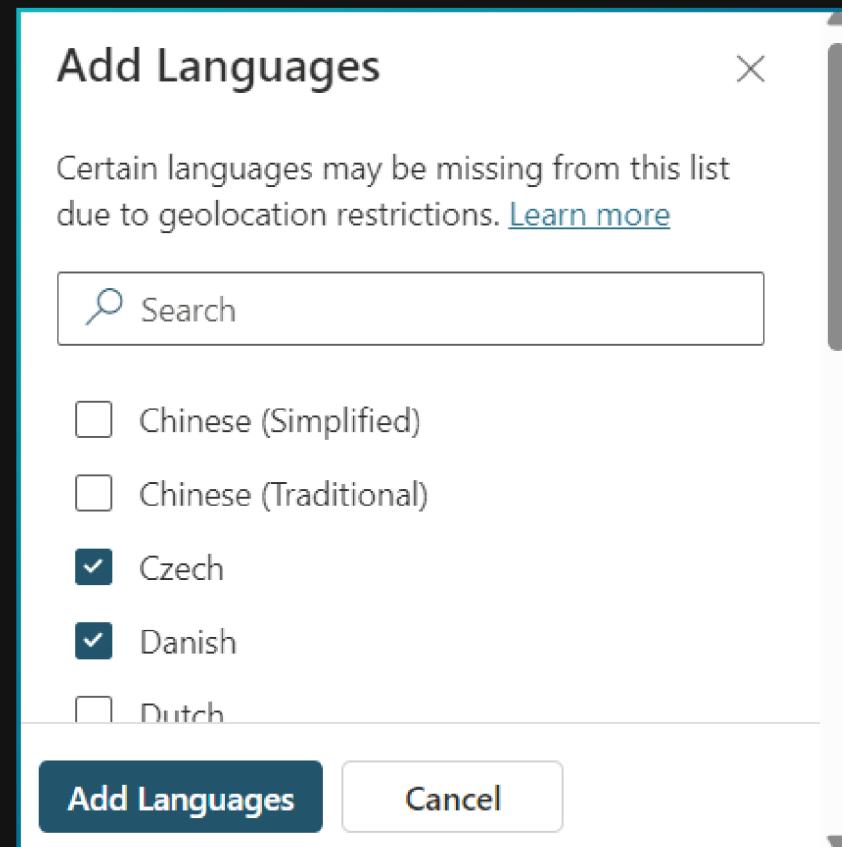
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# Polyglot Copilots

## Adding Languages

2. It's like a language buffet - pick and **choose** the ones you want your copilot to learn.
3. Once you've made your selection, confirm it with a click on **Add Languages**.



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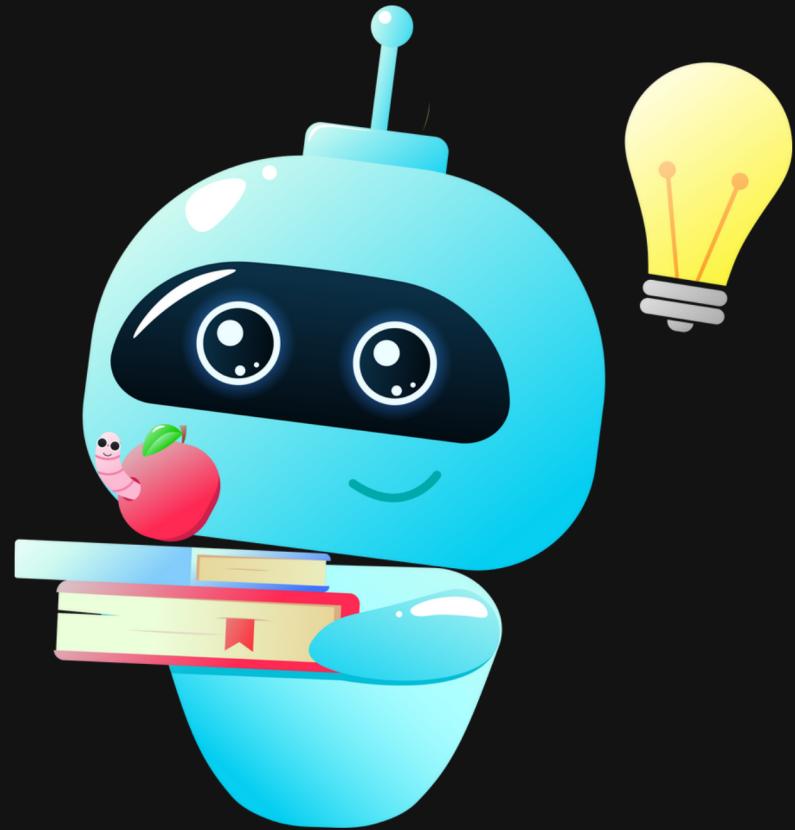


# Polyglot Copilots

## Adding Languages

And remember, your copilot's thirst for languages is unquenchable – add **as many as you like**, as long as they're part of the supported language family.

It's about making your copilot as worldly as your audience!



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# Polyglot Copilots Guide to Localizing Content

Localizing your multilingual copilot is like giving it a passport to chat [across the globe](#).

Keep in mind, all the behind-the-scenes editing work happens in the primary language



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# Polyglot Copilots

## Guide to Localizing Content

1. On the [Languages](#) page select the [Update localizations](#) button for the language you're tuning.
2. Hit the page, and you'll have the choice to download the current localization strings in either [JSON](#) or [ResX](#) format. It's like choosing your luggage for the trip—pick what suits your journey.

Languages

Add languages and customize your copilot's voice per language.

**Primary language**  
English

**Add languages**  
Add more languages for localization

+ Add Languages

Secondary language ↑	Last modified
Czech	🕒
Danish	🕒
Finnish	🕒
Greek	🕒
Italian	🕒



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# Polyglot Copilots

## Guide to Localizing Content

3. Once downloaded, this file is your canvas. Swap the default text with [your chosen translations](#) like an artist switching paint colors.
4. Back on the [Update localizations](#) page, browse and upload your linguistic masterpiece.
5. Finally, [close](#) the page and watch as your copilot becomes a [local](#), no matter where the conversation is happening.



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# Polyglot Copilots Guide to Localizing Content

And just like that, with a few clicks, your copilot is ready to mingle with the world in their native languages. It's not just about speaking multiple languages; it's about speaking them right!

Secondary language ↑	Last modified
Czech	🕒 ... -
Danish	🕒 ... -
Finnish	🕒 ... -
Greek	🕒 ... -
Italian	🕒 ... 8:52 PM, 1/28/2024



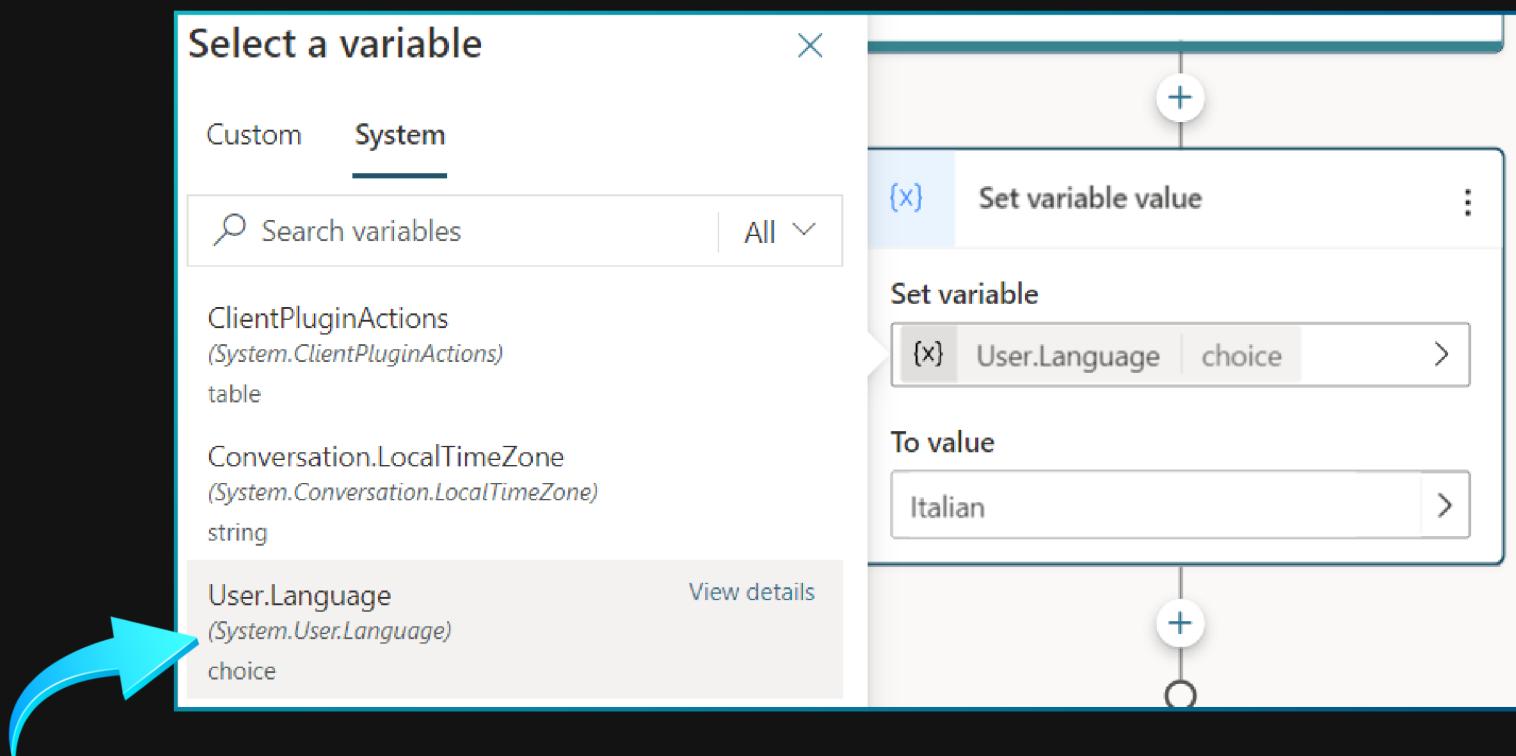
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# Polyglot Copilots

## Crafting Conversations

Navigating the **linguistic labyrinth** of a multilingual copilot? Here's a neat trick: you can **switch up** the conversation language **on the fly**, right in the midst of a chat. This bit of magic can be woven into any topic within your copilot.



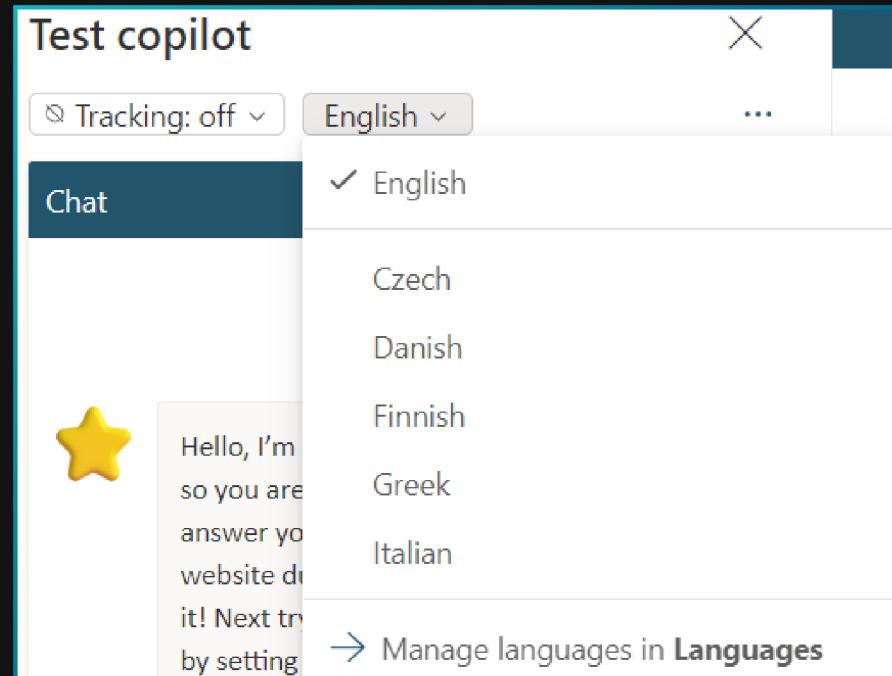
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# Polyglot Copilots Testing

Ready to put your multilingual copilot to the test? Here's how to ensure your copilot's multilingual talents are stage-ready:

1. Open your test copilot and get ready for some language gymnastics.
2. At the top of the test copilot, there's a menu waiting for you. Select one of your copilot's secondary languages.

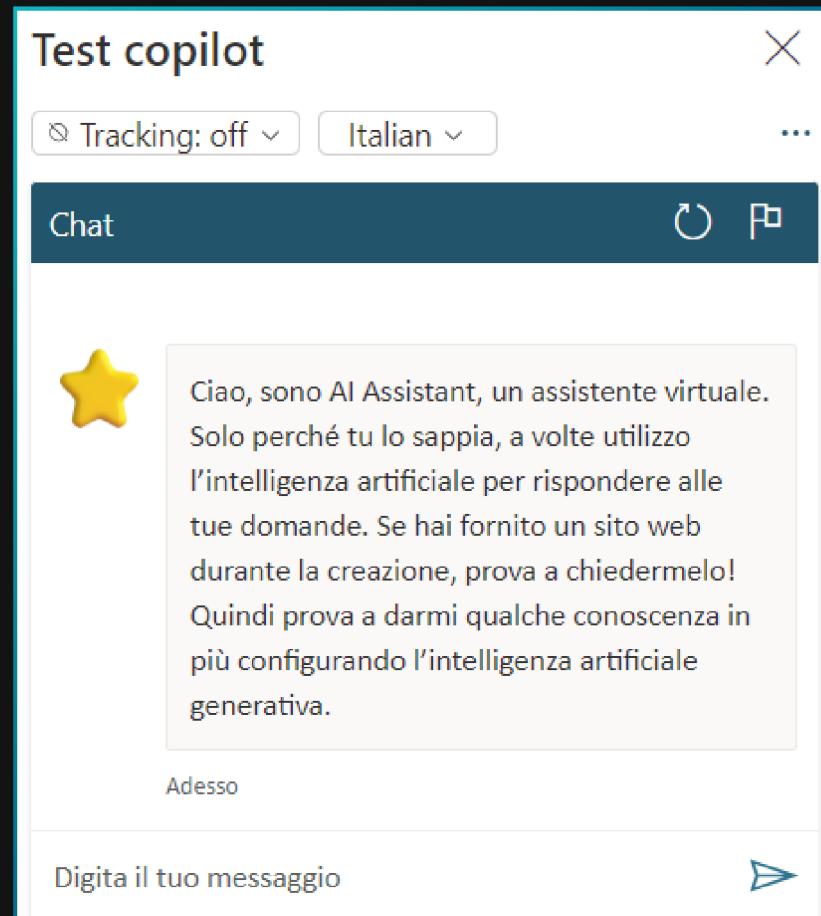


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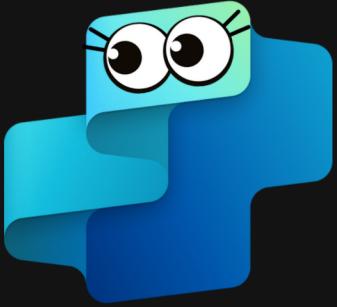
# Polyglot Copilots Testing

3. Watch as the test copilot reboots itself, now fluent in the chosen language.
4. [Send](#) a message in the secondary language and see how your copilot responds.  
It's like having a casual chat in a foreign café.



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# Today's Task: Fine-Tuning Your Multilingual Copilot

## 1. Add Secondary Languages

Access the language settings in Copilot Studio and add a few secondary languages.

## 2. Upload Translations

Upload the necessary translation files for each.

## 3. Conduct a Test Run

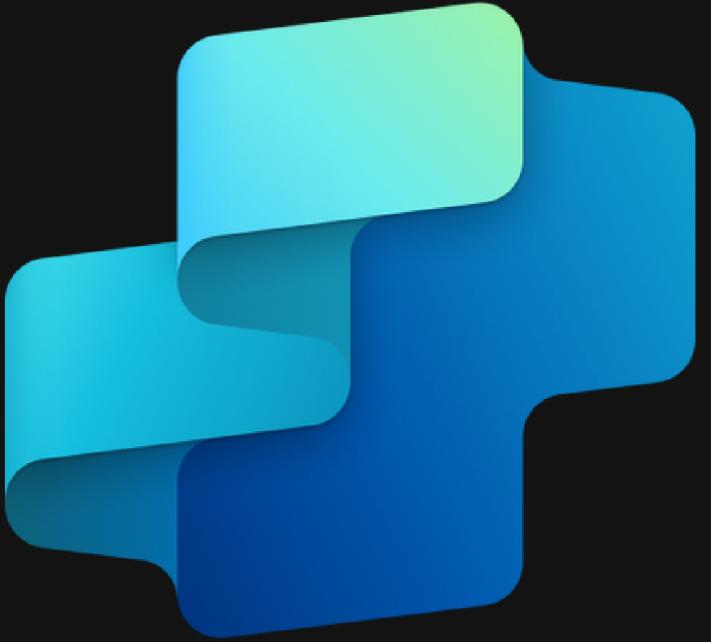
Test your copilot in each of the newly added languages.

Observe how it handles conversations and switches between languages, ensuring a smooth and coherent user experience.



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