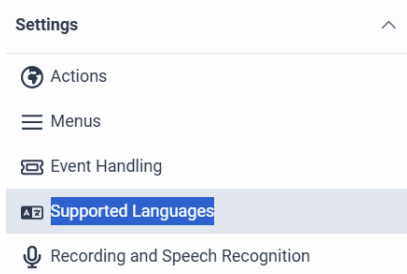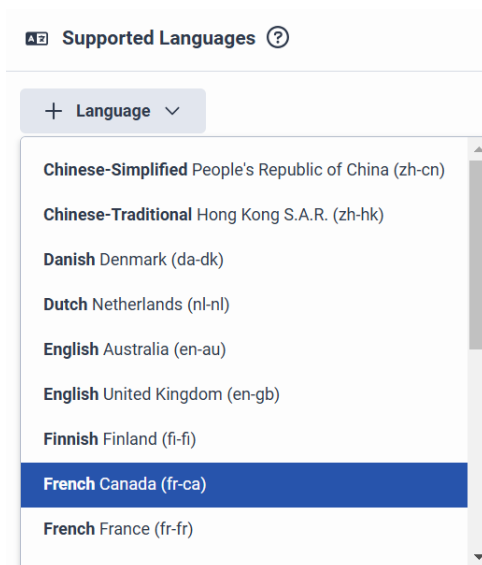Nama = Muhammad Ammar Usman

Add French as a supported language

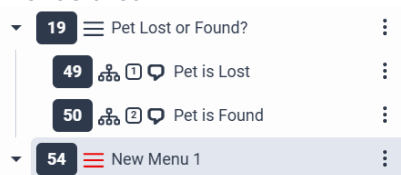1. In the Settings area, click Supported Languages

2. In the Supported Languages configuration area, click Add Language and select French Canada (fr-CA)

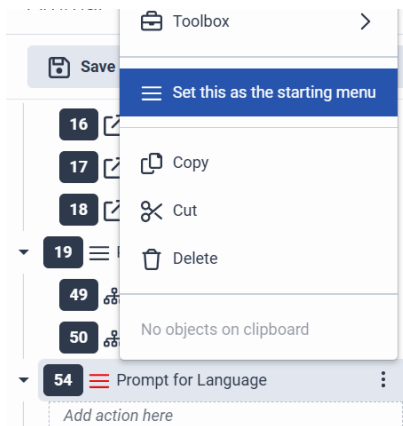
Create a new menu and set it as the starting menu

1. From the Toolbox, expand the Menu category and drag a Menu action into the Reusable Menus area
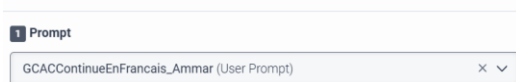

2. In the Name text box, type Prompt for Language
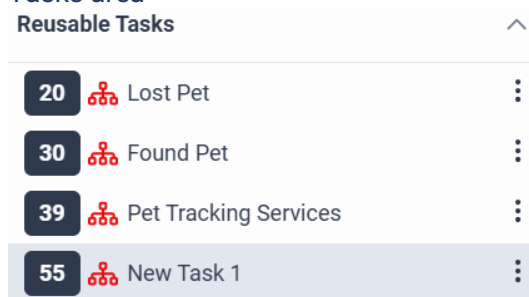

3. Click Set this as the starting menu

4. In the Prompt for Language Starting Menu design area, in the Menu Prompt box type Prompt.GCACContinueEnFrancais. This prompt plays the following message to the caller: "To continue in French, press 2."

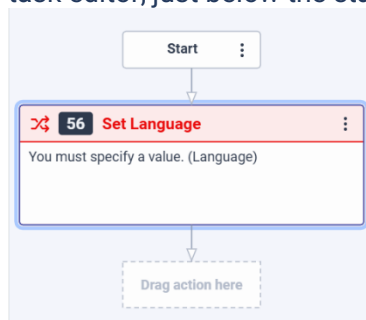## Add a reusable task to change the language to French

1. From the Toolbox, expand the Task category and drag a Task action into the Reusable Tasks area
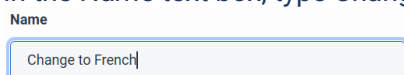

2. In the Name field, type Change to French and then click Edit Task. Architect opens the task editor

3. From the Toolbox, expand the Flow category and drag a Set Language action into the task editor, just below the start box, and complete the following steps:

    a. In the Name text box, type Change to French

    b. In the Select Language box, choose French (Canada) (fr-CA)

4. From the Toolbox, expand the Menu category and drag a Jump to Menu action below the Set Language action and complete the following steps:

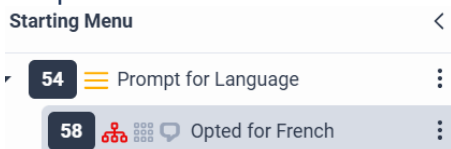a. In the Name field type Jump to Emergency Menu

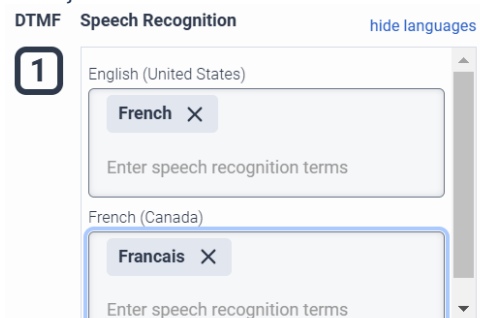b. Click Menu and select Emergency Menu

5. Click Return to Overview

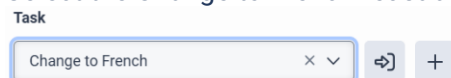## Add the Change to French reusable task to the starting menu

1. Drag a Jump to Reusable Task into the Prompt for Language menu and change the name to Opted for French
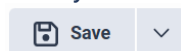

2. Select a DTMF of 1 and add French as a speech recognition term in the English box and Français in the French box

3. Select the Change to French reusable task

4. Save your work

Add a menu choice for non-French calls

1. Drag a Jump to Menu action into the Prompt for Language menu. This action is located in the Menu category

Starting Menu 〈

▸ **54** ≡ Prompt for Language ⋮

     58 🔀 ① 💬 Opted for French ⋮

      59 ≡ ⊞ 💬 Jump to Menu ⋮

Starting Menu 〈

▸ **54** ≡ Prompt for Language ⋮

     58 🔀 ⊞ 💬 Opted for French ⋮

2. Change the name to English language calls

≡ **English language calls** ⑦ **59**

3. Select a DTMF of 0

DTMF **Speech Recognition**   hide languages

0   English (United States)

     Enter speech recognition terms

     French (Canada)

     Enter speech recognition terms

4. Leave the remaining settings unchanged and save your work

💾 Save ⌄