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Genesys Intelligent Automation Deployment Guide

Supported Languages

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This page lists all languages supported by the channels and sections of Genesys Intelligent Automation.

The provided language codes (for example, *en-gb*) refer to the language codes used in the Nuance platform.

Voice channel

Section	Supported language(s)
User interface	<ul style="list-style-type: none">• UK English (en-gb)• French (fr-fr)• German (de-de)• Mexican Spanish (es-mx)
Dynamic prompts	<ul style="list-style-type: none">• UK English (en-gb)• US English (en-us)• Arabic (ar-ww)• Czech (cs-cz)• German (de-de)• Spanish (es-es)• Mexican Spanish (es-mx)• French (fr-fr)• Hindi (hi-in)• Hungarian (hu-hu)• Italian (it-it)• Japanese (ja-jp)• Malayalam (ml-in)• Dutch (nl-nl)• Polish (pl-pl)• Portuguese (pt-pt)• Russian (ru-ru)• Thai (th-th)

Section	Supported language(s)
	<ul style="list-style-type: none"> Chinese Cantonese (zh-hk) Chinese Mandarin (zh-ma)
Non-dynamic prompts	<ul style="list-style-type: none"> Pre-recorded prompts: Supports all languages. TTS prompts: Supports all languages that are supported by Nuance.
Input	<ul style="list-style-type: none"> Speech recognition for menu options, Grammar Builder and custom grammars: Supports all languages that are supported by Nuance. Standard grammars: Supports English (en-gb), Spanish (es-es), and French (fr-fr) when voice call is in Nuance (Swimcontroller). Google supports all languages.

Digital channels

Section	Supported language(s)
User interface	<ul style="list-style-type: none"> UK English (en-gb) French (fr-fr) German (de-de) Mexican Spanish (es-mx)
Dynamic and non-dynamic prompts	Wording for prompts and screens: Supports all languages.
Input	<ul style="list-style-type: none"> Input for menu options, Grammar Builder and custom grammars: Supports all languages. Standard grammars: Tested to support English (en-gb), Spanish (es-es), and French (fr-fr). Standard grammars for other languages have not been tested by Genesys but might offer some degree of functionality.