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Developer's Guide

Dynamic Multi-language Localization Application Sample

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Prerequisites

- Use the latest version of Genesys components.

Creating multilingual categories

Create one or more categories by following the instructions in [Creating a Category](#).

Important

All tags for multi-language categories must have a different expression.

Dynamically adding the language in the instrumentation script

The language code is transmitted as a URL parameter. You can pass a language code as part of the URL or you can set the code statically.

Here is an example of the code as part of the URL:

```
http://<Web Engagement Server host>:<Web Engagement Server port>/multi/  
main.jsp?title=◆◆&language=zh-CN
```

Placing the language code in the instrumentation script allows you to localize the registration form and chat. To do this, complete the following:

1. [Add Localization Files to Your Web Engagement Application](#).
2. Add the language code to your instrumentation script.

The following example shows how to add the language code to your instrumentation script:

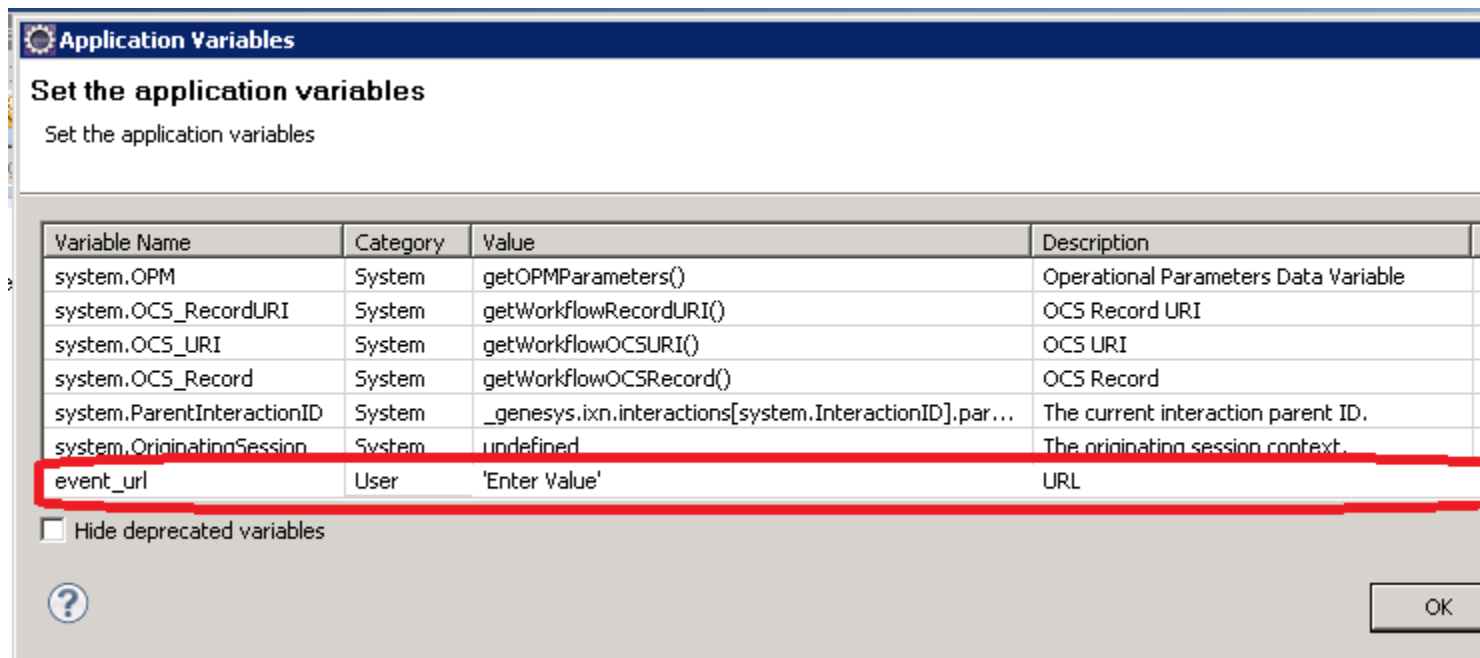
```
<% String title = request.getParameter("title"); %>  
<% String langCode = request.getParameter("language"); %>  
<title><%=title%></title>  
<script>  
  var _gt = _gt || [];  
  _gt.push(["config", {  
    "name" : "multi",  
    "domainName" : "<domain name of your website>",  
    "server" : "432",  
    "languageCode" : "<%=langCode%>",  
    "dslResource" : "<Web Engagement Server host>:<Web Engagement Server port>/server/api/  
resources/v1/dsl/domain-model.xml",
```

```
"secureDslResource" : "<Web Engagement Server host>:<Web Engagement Server secure
port>/server/api/resources/v1/dsl/domain-model.xml",
"httpEndpoint" : "<Web Engagement Server host>:<Web Engagement Server port>",
"httpsEndpoint" : "<Web Engagement Server host>:<Web Engagement Server secure port>"
});
(function () {
  var gt = document.createElement("script");
  gt.setAttribute("async", "true");
  gt.src = ("https:" == document.location.protocol ? "<Web Engagement Server host>:<Web
Engagement Server secure port>" :
"<Web Engagement Server host>:<Web Engagement Server port>") + "/server/resources/js/
build/GTC.min.js";
  (document.getElementsByTagName("head")[0] || document.body).appendChild(gt);
})();
</script>
```

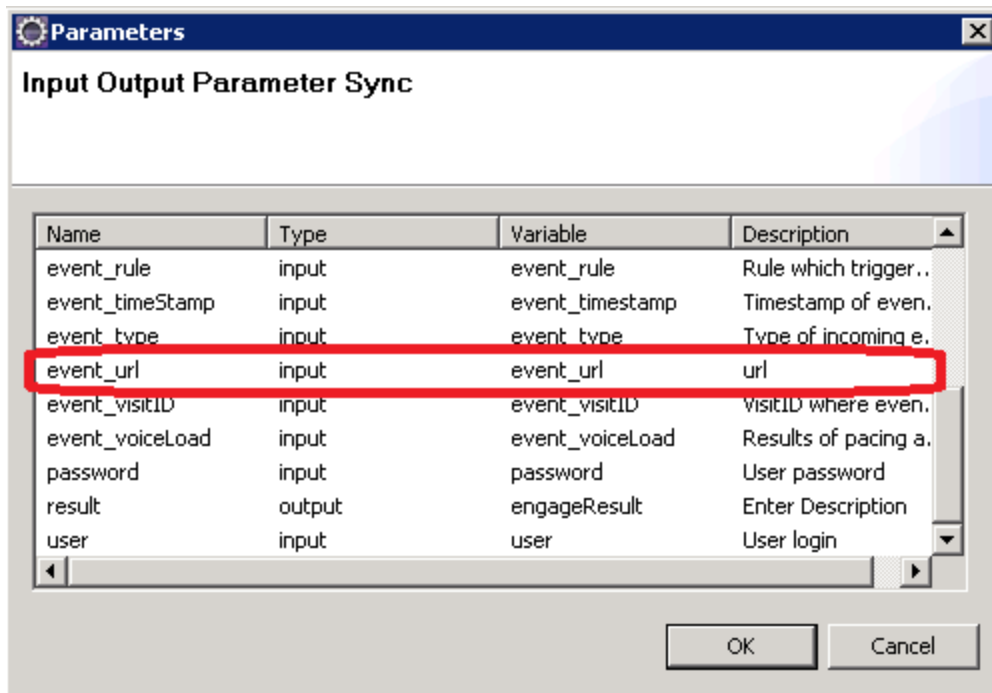
Parsing the address of the page and switching the invitation text

You can get the language code from the page address in the strategy. The page address is passed to the strategy when the rule is triggered and an invitation is generated.

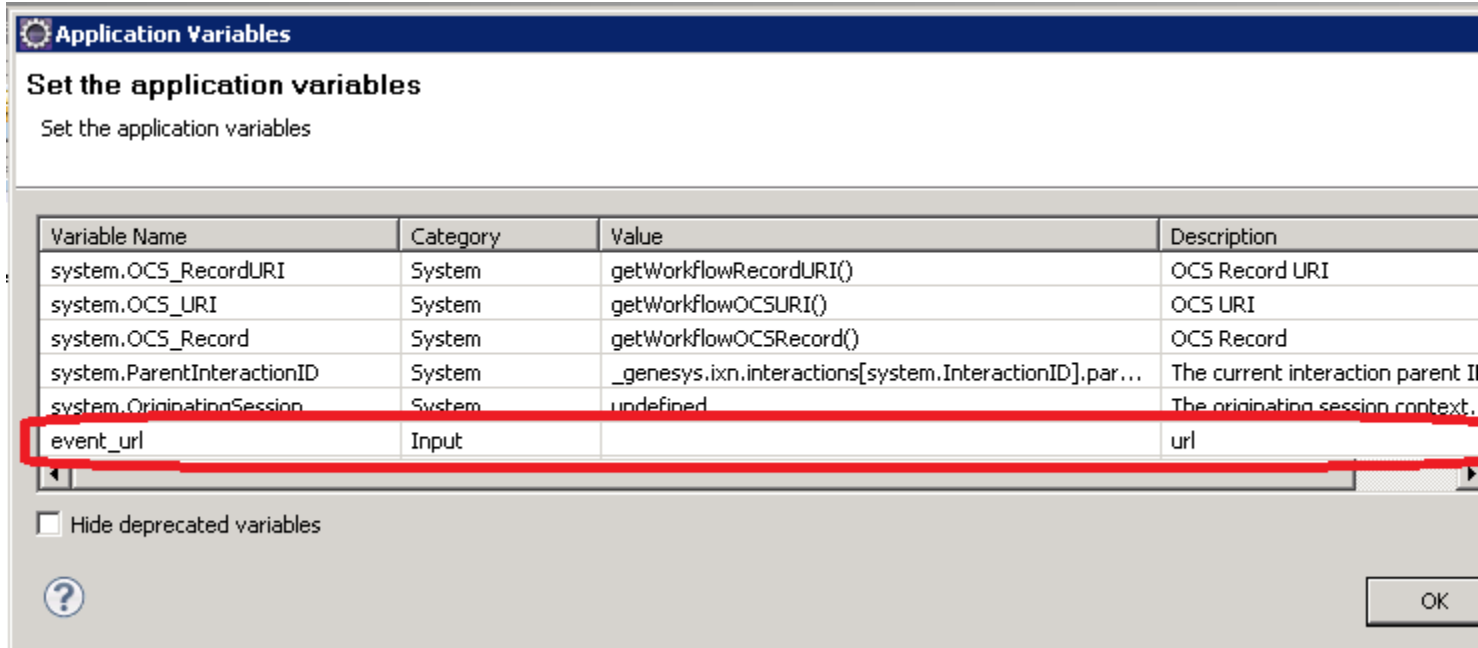
The `event_url` variable is declared and initialized in the `default.workflow` strategy:



The `event_url` variable is then transmitted to the `engage.workflow` strategy:



The following shows the description of the entering variable in the event_url in the engage.workflow strategy:



The following example shows fetching the language code of the URL address and switching the labels in the FullfillEngagementProfile ECMA Script block in the engage.workflow strategy:

```
var language=event_url.substr(-5);
```

```
var invitation=" Would you like some help with the selection? Our technical experts are
available to answer questions.";
var acceptBtnText= 'Chat1';
var cancelBtnText = 'No Thanks';
var greetingDefault = 'Hello!';
var greetingMorning = 'Good morning!';
var greetingEvening = 'Good evening!';
var greetingAfternoon = 'Good afternoon!';
var titleChat = 'Chat';

switch (language)
{
case "zh-CN":
    invitation=" 您 喜 欢 我 们 的 选 择 吗 ？ 我 们 的 技 术 专 家 可 以 帮 助 您 ；";
    acceptBtnText= ' 聊 天 ';
    cancelBtnText = ' 不 要 谢 谢 ';
    greetingDefault = ' 您 好 ! ';
    greetingMorning = ' 早 上 好 ! ';
    greetingEvening = ' 晚 上 好 ! ';
    greetingAfternoon = ' 午 后 好 ! ';
    titleChat = ' 聊 天 ';
    break;
case "en-US":
    invitation=" Would you like some help with the selection? Our technical experts are
available to answer questions.";
    acceptBtnText= 'Chat';
    cancelBtnText = 'No Thanks';
    greetingDefault = 'Hello!';
    greetingMorning = 'Good morning!';
    greetingEvening = 'Good evening!';
    greetingAfternoon = 'Good afternoon!';
    titleChat = 'Chat';
    break;
case "fr-FR":
    invitation=" Voulez-vous un peu d'aide avec la sélection? Nos experts techniques sont
disponibles pour répondre aux questions.";
    acceptBtnText= "T'Chat";
    cancelBtnText = 'Non Merci';
    greetingDefault = 'Bonjour!';
    greetingMorning = 'Bonjour!';
    greetingEvening = 'Bonne soirée!';
    greetingAfternoon = 'Bon après-midi!';
    titleChat = "T'Chat";
    break;
case "ja-JP":
    invitation=" 当 您 选 择 的 时 候 需 要 一 些 帮 助 吗 ？ 我 们 的 技 术 专 家 可 以 帮 助 您 ；";
    acceptBtnText= ' 聊 天 ';
    cancelBtnText = ' 不 要 谢 谢 ';
    greetingDefault = ' 您 好 ! ';
    greetingMorning = ' 早 上 好 ! ';
    greetingEvening = ' 晚 上 好 ! ';
    greetingAfternoon = ' 午 后 好 ! ';
    titleChat = ' 聊 天 ';
    break;
}

var channelName = titleChat;
var acceptBtnCaption = acceptBtnText;
var cancelBtnCaption = cancelBtnText;

var greeting = 'Hello!'
if (event_timeStamp != ) {
    realLocalTime = event_timeStamp - event_timezoneOffset + (new
```

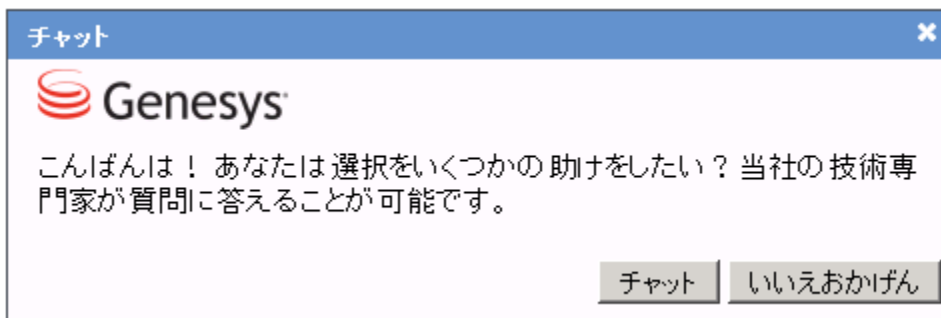
```
Date()).getTimezoneOffset()*60000;
var date = new Date(realLocalTime);
var hours = date.getHours();
if (hours < 6) {
    greeting = greetingDefault;
} else if (hours < 12) {
    greeting = greetingMorning;
} else if (hours < 17) {
    greeting = greetingAfternoon;
} else {
    greeting = greetingEvening;
}
}

var engageProfile = {
    'visitID': event.visitID,
    'nick_name': profile.FirstName,
    'first_name': profile.FirstName,
    'last_name': profile.LastName,
    'subject': channelName,
    'message':greeting + invitation,
    'time_zone_offset': 8,
    'wait_for_agent' : false,
    'routing_point':sipRoutingPoint,
    'ixn_type': channelType,
    'pageID': event.pageID,
    'inviteTimeout': 30,
    'acceptBtnCaption': acceptBtnCaption,
    'cancelBtnCaption': cancelBtnCaption
};
```

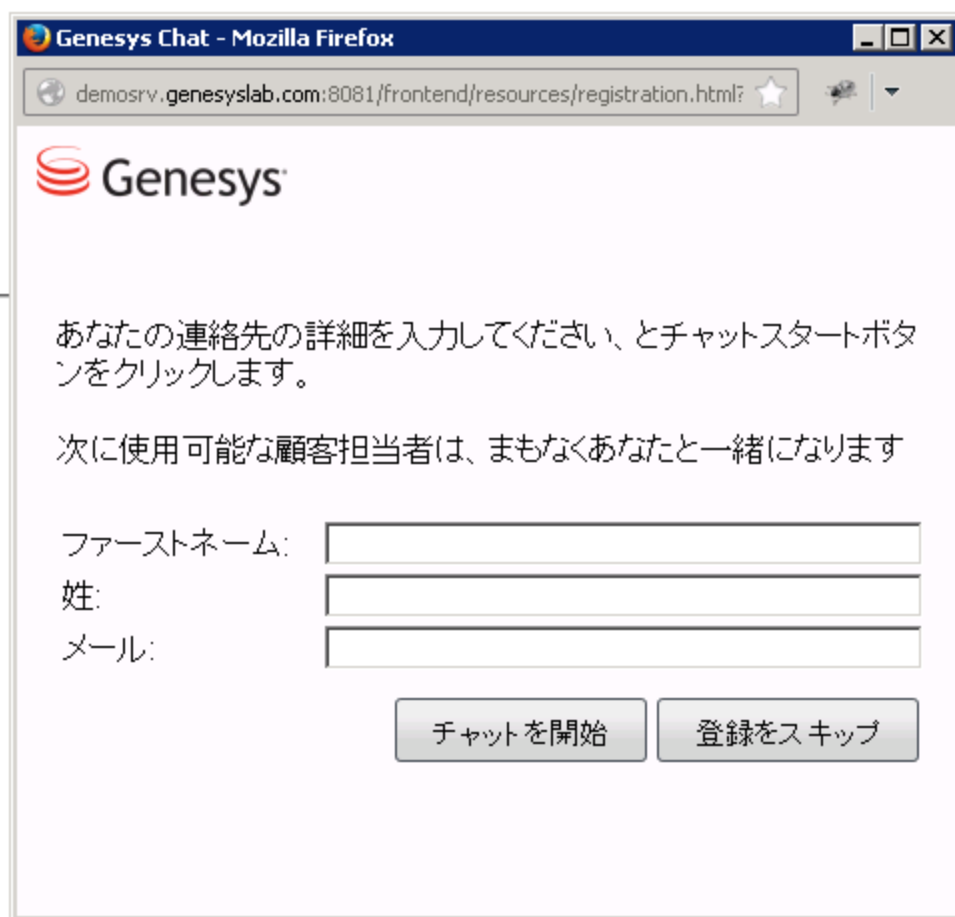
Localized widgets examples

Implementing the code above will result in localized versions of the Web Engagement widgets. For example, if the language is Japanese, the text in the widgets would appear as follows:

Engagement invitation:

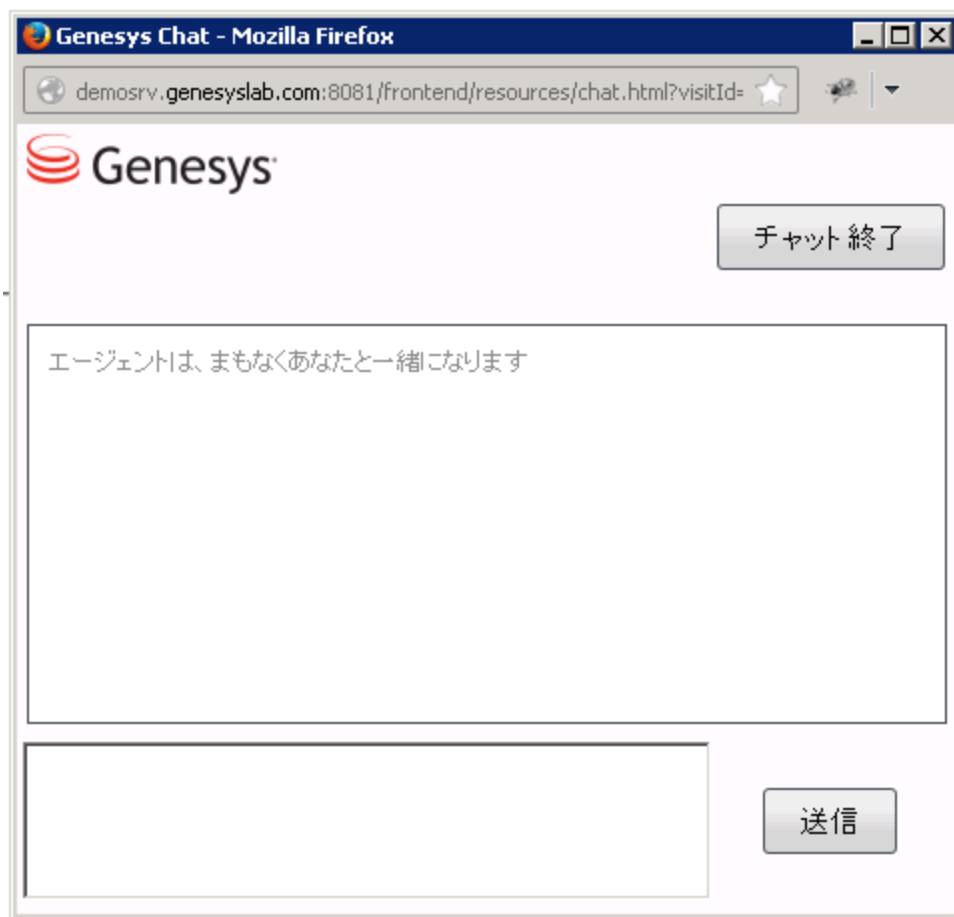


Registration form:



The screenshot shows a web browser window titled "Genesys Chat - Mozilla Firefox". The address bar displays the URL "demosrv.genesyslab.com:8081/frontend/resources/registration.html?". The page features the Genesys logo at the top left. Below the logo, there is a message in Japanese: "あなたの連絡先の詳細を入力してください、とチャットスタートボタンをクリックします。" (Please enter your contact details and click the chat start button). Another line of Japanese text follows: "次に使用可能な顧客担当者は、まもなくあなたと一緒にになります" (The next available customer agent will be with you soon). Below this text are three input fields labeled "ファーストネーム:" (First Name), "姓:" (Last Name), and "メール:" (Email). At the bottom of the form are two buttons: "チャットを開始" (Start Chat) and "登録をスキップ" (Skip Registration).

Chat:



Interaction Workspace:

