



**Enghouse**  
Interactive

Vision 80/20

# Language Support



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## 2 History

Datum	Vem	Notering
2013-11-05	RadZi	First edition
2013-11-06	RadZi	Updated overview of manuals available for public
2013-11-25	Radzi	Updated status
2013-12-11	RadZi	Updated status of Finnish manuals
2013-12-12	Radzi	Updated status of Finnish Agent manual
2013-12-16	Radzi	Updated Wallboard manuals
2013-12-17	Anlu	Updated Keyboard layouts
2014-01-13	Anlu	Updated Keyboard layouts

## 2.1 Languages supported in User interfaces

### 2.1.1 Vision 80/20 PAM 3.0 - User interfaces

	Swedish	English	Finnish	Danish	Norwegian
Attendant Client	X	X	X	X	X
Manager	X	X	X	X	X
Manager pro	X	X	X	X	X
User	X	X	X	X	X
Catalogue builder	X	X	X	X	X

### 2.1.2 Vision 80/20 Contact Center 10.0 - User interfaces

	Swedish	English	Finnish	Danish	Norwegian
Contact Center Agent	X	X	X	X	X
IVR-Pro User	X	X	X	X	X
IVR-PRO System administration	X	X	N/A	N/A	N/A
IVR-PRO Contact Center Administration	X	X	N/A	N/A	N/A

### 2.1.3 Vision 80/20 Spoken presence groups

	Swedish	English	Finnish	Danish	Norwegian
IVR-PRO	X	X	X	X	X
IVR	X	X	X	X	X

2.1.4 Vision 80/20 Contact Center phrases

	Swedish	English	Finnish	Danish	Norwegian
Contact Center 10	X	X	X	X	X

2.1.5 Vision 80/20 Statistics 3.0 - User interfaces

	Swedish	English	Finnish	Danish	Norwegian
Statistics Admin	X	X	N/A	N/A	N/A
Statistics Super admin	X	X	N/A	N/A	N/A
Statistics Wallboard	X	X	N/A	N/A	N/A

2.2 ASR and TTS

2.2.1 Vision 80/20 Auto Attendant 4.1

Speech recognition and text to speech

	Swedish	English	Finnish	Danish	Norwegian
AutoAttendant	X	X	N/A	X	X

## 2.3 User manuals in different languages

(P) means that the manual is available for public at

<http://partner.visionutveckling.se/partner/download/view?p=%2FDocumentation>

### 2.3.1 Vision 80/20 PAM 3.0 - User manuals

	Swedish	English	Finnish	Danish	Norwegian
Attendant	X (P)	X (P)	X (P)	N/A	N/A
Manager	X (P)	X (P)	X (P)	N/A	N/A
Manager pro	X (P)	X (P)	X (P)	N/A	N/A
User(informera)	X (P)	X (P)	X (P)	N/A	N/A
Catalogue Builder	X (P)	X (P)	N/A	N/A	N/A
Iphone	X (P)	X (P)	N/A	N/A	N/A
Android	X (P)	X (P)	N/A	N/A	N/A

### 2.3.2 Vision 80/20 Contact Center 10.0 – User manuals

	Swedish	English	Finnish	Danish	Norwegian
Contact Center Agent	X (P)	140130	X (P)	N/A	N/A
IVR-Pro User*	N/A	N/A	N/A	N/A	N/A
IVR-PRO System administration	X (P)	X (P)	N/A	N/A	N/A
IVR-PRO Contact Center Administration	X (P)	X (P)	N/A	N/A	N/A

\* ) Vision 80/20 PAM User is used instead

### 2.3.3 Vision 80/20 Statistics 3.0 – User manuals

	Swedish	English	Finnish	Danish	Norwegian
Statistics	X (P)	140130	N/A	N/A	N/A

<b>Admin</b>					
<b>Statistics Super admin</b>	X (P)	140130	N/A	N/A	N/A
<b>Statistics Wallboard</b>	X (P)	X (P)	N/A	N/A	N/A

## 2.4 Quickguides

TBD

## 2.5 Keyboard layouts

### 2.5.1 Vision 80/20 keyboard layouts

	Swedish	English	Finnish	Danish	Norwegian
<b>Contact Center Agent</b>	X (P) Part of CC Agent Manual	Planned	Planned	N/A	N/A
<b>Attendant Generic Operator</b>	X (P)	X (P)	Planned	N/A	N/A
<b>Attendant Avaya CS1000</b>	X (P)	N/A	N/A	N/A	N/A
<b>Attendant Avaya CM</b>	X (P)	N/A	N/A	N/A	N/A
<b>Attendant SME</b>	X (P)	N/A	N/A	N/A	N/A